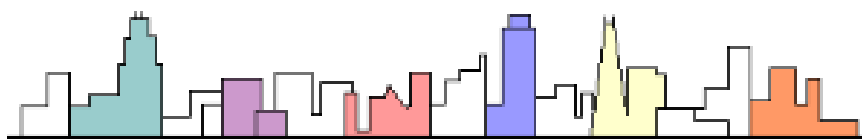


Spring 2011
No. 219

Chicago Association of Law Libraries

A Chapter of the American Association of Law Libraries



CALL Bulletin

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FROM THE EDITORS



This is the Spring 2011 issue of the *CALL Bulletin*. Even though it is not quite spring yet, we have high hopes for improvement in the weather. Spring is a time of renewal and CALL is in the process of renewal as well. This month we elect a new Vice President/President Elect, Secretary, and Director, to help guide our Association into the future. Do not forget to vote; the election is open until midnight, March 15.



You will notice a change in this issue from previous years. Until this year, the

CALL Bulletin has published the candidates' biographies and personal statements in the Spring issue. This year and going forward, the CALL Executive Board has decided instead to publish links to the Elections portion of the CALL website, where these materials are available in a password-protected environment. As a result, we are able to publish the *CALL Bulletin* without restricting it to members only. The Bulletin showcases the various activities of CALL and provides substantive content on research and librarianship issues; it benefits not just the current membership of CALL but also publicizes and promotes the expertise and dedication of CALL members to the larger law librarianship community.

That expertise is clearly on display in the articles in this Spring 2011 issue. Lyonette Louis-Jacques introduces us to QR Codes in the TechBuzz column. Bob Winger gives us A View from the Firms on name changes for the law firm library. Andrea Tillander in Working Smarter asks us all what we have done to make our patrons' lives easier. Alina Kelly reports on the enlightening tour of the Cook County Law Library organized by the Continuing Education Committee. Julianne Grant takes us even further afield, to a Spanish library with origins in the 16th

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The *CALL Bulletin*, the official publication of the Chicago Association of Law Libraries (CALL), is published four times a year and is provided to active members as a benefit of membership. CALL does not assume any responsibility for the statements advanced by the contributors to the *CALL Bulletin*, nor do the views expressed in the *CALL Bulletin* necessarily represent the views of CALL or its members.

Contributions to the *CALL Bulletin* are always welcome. Please be advised that contributions submitted for publication are subject to editorial review. The *Bulletin* editors have the discretion to decline to publish articles. Direct questions, articles, or other items of interest to the co-editors:

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<u>Issue</u>	<u>Deadline</u>
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Spring	February 1
Summer	May 1

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PRESIDENT'S LETTER

By Heidi Frostestad Kuehl,
Pritzker Legal Research Center, Northwestern University School of Law

h-kuehl@law.northwestern.edu

Dear Colleagues,

As I'm writing this letter, we are experiencing one of the worst blizzards in several decades of Chicago history. It hardly seems like spring (hopefully, it will soon!), but it's a good chance to think about organizing and taking stock of personal and organizational goals for the next several months. We do this annually in our employment and personal lives, so it's a good time to pause amidst the inclement weather and think about present and future projects and how to efficiently and effectively achieve our goals. Through the hard work of all of our CALL committees, I am proud that our tradition of CALL excellence has continued during the Fall 2010 term and into the New Year with a fine group of CALL events and activities slated for Spring 2011. In this issue of the *CALL Bulletin*, we are announcing a wonderful group of candidates for next year's CALL Board. I would like to give a special thanks to Sheri Lewis, chair of the CALL Nominations Committee, for her work on organizing this list of candidates and to the members of the Nominations Committee (Anne Abramson, John Austin, Chris Morong, and Julie Pabarja). I'd also like to thank Sharon Nelson and members of the Elections Committee for coordinating the CALL Election this spring and distributing information about the candidates to CALL members in advance of the election. Thanks also to all of the candidates for the 2011-2012 Board for their willingness to run—it is a generous commitment of time and energy for our organization, so I'm extremely pleased that all of these talented individuals agreed to volunteer for CALL Board candidacy this year.

At the second CALL business meeting on November 17th at Maggiano's, many CALL members attended and heard Patrick J. Lamb and Nicole Auerbach of the Valorem Law Group speak about "Delivering Value: Making an Impact at Your Firm." Special thanks to Jill Matulionis and Ma-

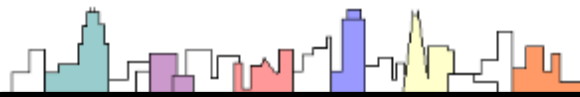


ribe Nash, our Meetings Co-Chairs, for their considerable work planning the second business meeting and its registration. I also want to thank the Meetings Committee members and CALL Vice President/President-Elect, Juli Jackson, for making sure that our business meetings in 2010-2011 are of top-notch quality and interest.

On January 14th, the CALL Continuing Education Committee held a successful library tour of the Cook County Public Library for CALL members. Special thanks to Jean Wenger for making the tour possible, Eugene Giudice and members of the CALL Continuing Education Committee for coordinating the event, and to the members of the Public Relations Committee, in particular Alina Kelly, for hosting a CALL-Up Event after the library tour. CALL-Up events are a wonderful way to meet other CALL members and informally chat with them outside formal CALL business meetings or continuing educational programming. If you haven't attended a CALL-Up event yet, I would encourage you to attend one of the next CALL-Up events this spring as a great, informal opportunity to meet other CALL members and discuss law librarianship. Thanks to our Continuing Education Committee Co-Chairs, Annette Cade and Doris Nuding, for organizing such wonderful continuing education events for our membership this year! They will also be coordinating a 2011 CALL Institute Day later this spring, so keep an eye out for the details of this year's Institute Day speakers and program.

As I'm working on this spring letter, I am again reminded of the great CALL Board members that I work with and seek advice from each week. Thanks so much to Denise, Gail, Gretchen, Juli, Julie, and Todd for your numerous hours spent in meetings, great wisdom, and creative

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CALL Executive Board Minutes
By Julie D. Melvin, Brinks Hofer Gilson & Lione
jmelvin@brinkshofer.com

*Complete, up-to-date meeting minutes are available here: <http://www.aallnet.org/chapter/call/protected/index.html>.
 Members who would like hard copies of any meeting minutes should contact Julie Melvin
 (jmelvin@brinkshofer.com, 312-840-3180), Secretary.*

2010-2011 CALL EXECUTIVE BOARD MEETING

AALL Headquarters, 105 W. Adams St., Suite 3300 (enter on Clark St.)
 August 10th, 2010 9:00 a.m.

Board Members Present: Heidi Kuehl, Todd Ito, Denise Glynn, Julia Jackson, Gail Hartzell, Gretchen Van Dam, Julie Melvin (via telephone)

Board Members Absent: None

CALL Members Present: None

Summary:**Treasurer's Report (Section IV):**

1. CALL Balance as of July 31, 2010: \$38,721.81
2. Net Income, July 31, 2010: \$-478.52
3. Membership as of July 31, 2010: 248 (14 new members, 234 renewals)

Significant Actions:

The Board approved the Internet Committee moving ahead with social media participation by CALL, with page designs to be pre-approved by the Board.

The Board approved the Internet Committee moving ahead with CALL website redesign efforts. The new page must be approved by the Board prior to going live.

The Strategic Planning Committee plans to have a draft complete by the September Board Meeting.

2010 -2011 CALL EXECUTIVE BOARD MEETING

AALL Headquarters, 105 W. Adams St., Suite 3300 (enter on Clark St.)
 September 14th, 2010 9:00 a.m.

Board Members Present: Heidi Kuehl, Todd Ito, Denise Glynn, Julia Jackson, Gail Hartzell, Gretchen Van Dam, Julie Melvin

Board Members Absent: None

CALL Members Present: Jill Matulionis, Annette Cade, Doris Nuding

Summary:**Treasurer's Report (Section IV):**

1. CALL Balance as of August 31, 2010: \$39,831.27
2. Net Income, August 31, 2010: \$1,109.46
3. Membership as of August 31, 2010: 286 (16 new members, 270 renewals)

Significant Actions:

The Board approved the posting of thank you notes from the benefiting charities on the CALL website. (V. Committee Reports, Community Service).

The Special Committee on Strategic Planning has completed its work. The Committee developed a strategic plan to support the new mission statement. They divided it into four prongs: strengthen infrastructure of organization, support the membership, promote and enhance profession of law librarianship, and advocate for accessibility of legal information. The Board will be reviewing the proposed plan during the month (V. Committee Reports, Special Committee on Strategic Planning).

The Board approved moving an additional \$10,000 into the Harris Bank CD. (VI. Old Business, b.)

The Board authorized the Public Relations Committee to move forward with the logo redesign bidding process and approves this price range with a current cap of \$1000 subject to reconsideration if necessary. The Board asks the Committee to get portfolio information and narrow down the choices to three for final Board approval. (VI. Old Business, c.)

The Board approved the Internet Committee request to let

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CALL Executive Board Minutes

cont. from p. 4

the chilawlib domain name expire. (VII. New Business, b.).

The Board approved the AALL proposed Directory cost of \$830 so that the Membership Committee can proceed with the CALL Directory. (VII. New Business, d.)

The Board voted to duly change the Registered Agent from Gretchen Van Dam to Julia Jackson. (VII. New Business, f.)

2010-2011 CALL EXECUTIVE BOARD MEETING

AALL Headquarters, 105 W. Adams St., Suite 3300 (enter on Clark St.)

October 12th, 2010 9:00 a.m.

Board Members Present: Heidi Kuehl, Todd Ito, Denise Glynn, Gail Hartzell, Julie Melvin

Board Members Absent: Julia Jackson, Gretchen Van Dam

CALL Members Present: Public Relations Committee Co-Chair Alina Kelly, Internet Committee Co-Chair Debbie Ginsberg, and Community Service Co-Chairs Susan Sloma and Kevin McClure

Summary:

Treasurer's Report (Section IV):

1. CALL Balance as of September 30, 2010: \$28,336.27
2. Net Income, September 30, 2010: -\$1,494.76
3. Membership as of September 30, 2010: 293 (17 new members, 276 renewals)

Significant Actions:

Board approved the suggestion to offer the opportunity to all Committee Co-Chairs to be social media administrators. (V. Committee Reports a. Public Relations Co-Chair Visit)

The Public Relations Committee will select the final logo redesign designer and will submit 3 designs to the Board for final consideration. (V. Committee Reports a. Public Relations Committee Co-Chair Visit).

Handbook suggestion – The President will be designated in the Handbook as use/misuse mediator for social media. The Handbook can be modified by adding social media to the listserv language. (V. Committee Reports b. Internet Committee Co-Chair Visit).

The Board approved the addition of language that indicates recipient charities should not be religious or political in nature. (V. Committee Reports c. Community Service Committee Co-Chair Visit).

2010-2011 CALL EXECUTIVE BOARD MEETING

Seventh Circuit Court of Appeals (William J. Campbell) Law Library

219 S. Dearborn, 16th Floor

November 9th, 2010 9:00 a.m.

Board Members Present: Heidi Kuehl, Todd Ito, Denise Glynn, Gail Hartzell, Julie Melvin, Julia Jackson, Gretchen Van Dam

Board Members Absent: None

CALL Members Present: Membership Committee Co-Chairs Therese Clarke Arado and Valerie Kropf, Archives Committee Co-Chair Therese Clarke Arado, Placement and Recruitment Committee Co-Chair Jessica de Perio Wittman, Government Relations Co-Chairs Tom Gaylord and Jamie Sommer

Summary:

Treasurer's Report (Section IV):

1. CALL Balance as of October 31, 2010: \$28,312.82 (note \$10,000 transferred to CD)
2. Net Income, October 31, 2010: \$-23.69
3. Membership as of October 31, 2010: 297 (19 new members, 278 renewals)

Significant Actions:

The Board approved the proposed strategic plan and a timeline for implementation will be determined by the Board and shared with the membership.

Handbook Suggestion – Membership committee will digitize photo permissions and share that information with other interested parties within CALL.

2010-2011 CALL EXECUTIVE BOARD MEETING

AALL Headquarters, 105 W. Adams St., Suite 3300 (enter on Clark St.)

December 14th, 2010 9:00 a.m.

Board Members Present: Heidi Kuehl, Todd Ito, Denise Glynn, Gail Hartzell, Gretchen Van Dam, Julie Melvin

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CALL Executive Board Minutes

cont. from p. 5

Board Members Absent: Julia Jackson

CALL Members Present: Margaret Schilt, Thomas Keefe, and Sharon Nelson (via telephone)

Summary:

Treasurer's Report (Section IV):

1. CALL Balance as of November 30, 2010: \$27,232.07
2. Net Income, November 30, 2010: \$-1,080.75
3. Membership as of November 30, 2010: 297 (19 new members, 278 renewals)

Significant Actions:

The Membership Committee has posted a photo permission status spreadsheet on GoogleDocs for use by Committee Co-Chairs for Membership, Bulletin and Internet. Membership will be responsible for updating the document because they are the Committee that collects the permission information. (V. Committee Reports, Membership)

The Board approved the proposed dates for the election: Monday February 14, 2011 to Tuesday March 13, 2011. Candidate photos and biographies are to be submitted by January 5th. (V. Committee Reports, b. Elections Chair Report)

CALL Grants – the Board approved two AALL grants of up to \$1250 and \$1000 allocated for other possible uses, if there are additional applicants. (VII. New Business, b.)

The Board passed a resolution congratulating CALL members who were elected to serve on the AALL Board: Jean Wenger, Vice-President/President-Elect and Deborah Rusin, Secretary. (VII. New Business, c.)

2010-2011 CALL EXECUTIVE BOARD MEETING

AALL Headquarters, 105 W. Adams St., Suite 3300 (enter on Clark St.)

January 11th, 2011 9:00 a.m.

Board Members Present: Heidi Kuehl, Gail Hartzell, Denise Glynn, Todd Ito and Julie Melvin

Board Members Absent: Julia Jackson and Gretchen Van Dam

CALL Members Present: Relation with Information Vendors Committee Co-Chairs, Betty Roeske and JoAnn Hounshell

Summary:

Treasurer's Report (Section IV):

1. CALL Balance as of December 31, 2010: \$26,642.07
2. Net Income, December 31, 2010: \$-590.00
3. Membership as of December 31, 2010: 298 (20 new members, 278 renewals)

Significant Actions:

The Board approved the use of LogoMojo as the new logo designer. (VII. New Business).

The Board approved posting the election candidate information on the CALL website during the last week in January. This step will be included in the Elections Checklist going forward. (VII. New Business).

The Board approved the RIV Committee beginning work on evaluating and revising the Committee description, responsibilities and potentially the Committee name. (V. Committee Reports, RIV Visit).

The Board approved Continuing Education's proposed budget for the February 22nd event. (V. Committee Reports, Continuing Education).

Editors' Letter *cont. from p. 2*

Century. We are truly a multi-talented group.

This issue includes our regular features: President Heidi Kuehl's letter to the membership, Executive Board meeting minutes, a roundup of the November business meeting, People and Places, and concludes with more

evidence of CALL's impact on law librarianship: a special congratulations to Jean Wenger and Debbie Rusin, elected respectively Vice President/President Elect and Secretary of the AALL Executive Board.

Cheers,

Margaret Schilt and Tom Keefe, Co-Editors



WORKING SMARTER: WHAT HAVE YOU DONE TODAY TO MAKE YOUR PATRONS' LIVES EASIER?

By Andrea Tillander, Research Manager, Clausen Miller P.C.

atillander@clausen.com

I love things that make my life easier. Whether it's an iPhone app¹ that lets me dictate an impromptu to-do list or a ring sling that lets me carry my daughter comfortably and get things done around the house, I am all about saving time.

While the concept of saving time seems simple enough, one can easily fall into a daily routine, doing things the same way out of habit, even when there may be a better way.

Life in the legal information world isn't much different. Firm and academic law librarians alike can forget how important it is to explore new ways of delivering services and content. Often we are so busy managing the services and content we have, it doesn't even occur to us to look for alternatives.

At Clausen Miller I recently implemented our WorldCat Local mobile site², which allows attorneys and staff to do a quick search of our catalog via their mobile devices. WorldCat Local mobile makes our patrons' lives easier by enhancing their ability to access our catalog. It also saves staff time responding to questions about whether we have an item. A definite "win-win" for our organization.

Michael Stephens' *Tame the Web* blog had a post not too long ago featuring a really powerful quote that put it another way:

"Every Decision We Make Affects How People Experi-

ence the Library. Let's Make Sure We're Creating Improvements."³

Ultimately the patron's experience is what defines us. How do your patrons define your services? Do you agree with the definition? What can you improve that would really make a difference to them?

Empathy is key. Routinely examine your services and resources from the patron perspective. Some will be more or less tech savvy than you. Some will have different worldviews. Examining all possible perspectives can help you identify opportunities for improvement. Be mindful of trends and figure out which best fit with your organization's strategic plan.

Let's strive to improve the entire research experience of our patrons. Sometimes this will mean we have to do things differently than we used to. By making our patrons' lives easier, we reinforce our value and work smarter.

-
1. [Dragon Dictation](#) by Nuance Communications is available in the Apple App Store (last visited on Feb. 9, 2011).
 2. <http://clausen.worldcat.org/m>, Details on OCLC WorldCat Local Mobile can be found at <http://www.oclc.org/news/announcements/2010/announcement516.htm>
 3. See "Every decision we make..."--NEW Notebooks from Walking Paper (December 27, 2010), <http://tametheweb.com/2010/12/27/every-decision-we-make-new-notebooks-from-walking-paper/>

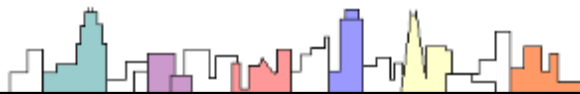
President's Letter *cont. from p. 3*

solutions. I'd like to also thank our terrific Co-Editors, Thomas Keefe and Margaret Schilt, for their fantastic work on each issue and for making the *CALL Bulletin* so interesting and timely with a topical approach this year for some of the issues.

I wish you a very joyous welcome to the spring season! Let's keep our momentum moving as we organize spring events, reevaluate and rearrange our professional goals, and reach the conclusion of a vibrant CALL year.

Warm regards,

Heidi



CALL BUSINESS MEETING ROUNDUP

By Julie D. Melvin, Brinks Hofer Gilson & Lione

jmelvin@brinkshofer.com

The second Business Meeting of the 2010-2011 year was held at Maggiano's Little Italy at 516 N. Clark Street. The meeting was sponsored by FASTCASE. CALL President Heidi Kuehl introduced new member Laura Owen of Skadden, Arps, Slate, Meagher & Flom LLP.

The topic of the meeting was "Delivering Value: Making an Impact at Your Firm". CALL Vice-President/President-Elect Julia Jackson introduced the speakers: Patrick Lamb and Nicole Auerbach of the Valorem Law Group, a litigation firm designed to provide value using customized fee structures. The moderator was Colleen Cable from Cable and Clark.

According to Ms. Cable the presentation was designed to elicit the value thought process. In the past, Colleen had reached out to both Nicole and Patrick based on her impression of Patrick's blog and asked to partner with them on a value presentation program.

Ms. Cable began the discussion with an analysis of recent trends in law librarianship. The speakers emphasized that law librarianship=change. In support of their proposition they described several influences that are currently impacting the profession: Millennials' reliance on the Internet, shrinking print collections, professional identity crisis (SLA's attempts at taking "librarian" out of their name and Morrison and Foerster moving their library into their marketing department), the "graying" of the profession along with extensive librarian layoffs, and the introduction of outsourcing services to companies such as Integreon library consortium.

The speakers analyzed the impact alternative fee arrangements are having on the "business" of law, including pres-

sure for significant cost cutting driven by clients' demands for efficiency. The discussion highlighted four essential points: 1) taking charge and creating change; 2) defining (redefining) value; 3) evaluation of services on the basis of value to the customer; and 4) communicating value to clients and management.

A panel discussion followed. The Valorem Group was formed in January 2008. All four founding members were "big law refugees" who felt that clients were looking for something different. They specialize in complex litigation without dealing with the billable hour. They talked to clients at length before forming the firm. There is an ongoing pressure to add value. Nicole's summary of the clients' advice is "don't boil the ocean to make a cup of tea." The clients did not like first year salary increases or rising fees. Clients wanted to share risk with law firm.

The Valorem Group wanted to create change, embrace change and bring change to the profession. A crucial question our profession should be asking is "How can you redefine value?" In Valorem's case, it communicated with clients about their needs and presented alternatives. The economy helped them because the issue of alterna-

tive fees became a hot issue that they could capitalize on. People were willing to listen because the approach was drastically different than the billable hours approach.

Patrick suggested that rather than *us* defining value we should think about how we can let our clients define our value. "The customer is always right" sounds good but is not really true. They pay the bills though so they have to believe they are always right. Two points to consider are:

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Call Meeting Committee Co-chairs Maribel Nash and Jill Matuloinis register members for the November business meeting



CALL Executive Board Minutes

cont. from p. 8

1) lawyers are not comfortable with change, and 2) the world is changing at an unparalleled rate. Our clients are riding AND causing the change. There is a gap between client and law firm that is expanding at an ever faster rate as well as an exponential growth in production of information. Patrick asserted that information is essentially free as far as clients are concerned. Lawyers must focus on the value they are bringing to the table. These issues should be discussed with the client. Client should not necessarily decide the value, but you should come to a common understanding about the value librarians bring to the table. Our strength is in management of information, quality of information, filtering of information – and all this is an invaluable task! Getting the best and most relevant information is an enormously valuable service. Nicole suggested that to communicate our value we should first eliminate the mind set we have come to know. When looking at the business of law how are we driving revenue or helping someone to drive revenue? What unique value can we provide because we are so fast and efficient? One of her suggestions is a weekly memo that summarizes the biggest client-related things we had a hand in that happened in the week. Google alerts are not helpful. Think about the bottom line – is this helpful? Talk to people in the firm – what do THEY think your value is? If catalog takes 20% of your time, but only 2 lawyers use it then that does not add appropriate value.

Patrick paraphrased General (now Secretary) Eric Shinseki as saying “if you dislike change you will like irrelevance even less.” The world is one in which people are judged by metrics and return on investment. His closing remarks were; “If I were the controller of knowledge and information, and I could design it from the start what would it look like? Whatever knowledge we have we need to utilize it as efficiently and as



CALL members Roberta Fox, Scott Wertime and Scott Burgh

fast as possible. If we started from scratch what would our job look like and what do we need to do to get there?”

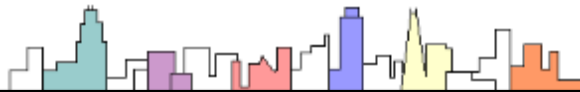
President Heidi Kuehl thanked the speakers and introduced Committee announcements. Three committees made announcements. Nominations Chair Sheri Lewis announced the candidates for office and thanked her committee for its work. Community Service announced receipt of several blankets and stuffed animals for donation to Hull House and cash from the canisters for donation to the Center for Disability and Elder Law. Julienne Grant of the Public Relations Committee announced a CALL-Up

Event on December 1st at Café Iberico. The next CALL Business Meeting will be held on Thursday, February 17th, 2011. The door prize drawing was sponsored by LexisNexis and won by Tom Keefe and Hilary Gray.



CALL President Heidi Frostestad Kuehl with guest speakers Patrick Lamb and Nicole Auerbach of the Valorem Law Group

Photos contributed by Julienne Grant.



CALL 2011 Elections

The CALL 2011 elections for Vice President/President Elect, Secretary and Director are currently in process and run through midnight, March 15. The CALL Executive Board has decided to publish the *CALL Bulletin* without password protection; consequently the *Bulletin* will no longer publish the CALL candidates' biographies and candidate statements. That information is available at the password-protected CALL election website:

<https://vote.aallnet.org/chp-call/>.

For CALL members' convenience, links to the candidates' biographies are included below.

2011/12 Executive Board Candidates for **Vice President/President Elect**

Theresa Clarke Arado



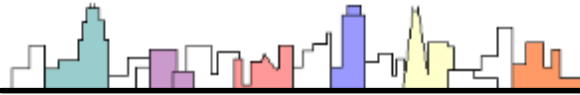
[Link to Candidate Biography](#)

JoAnn Hounshell



[Link to Candidate Biography](#)

continued on p. 11



CALL 2011 Elections *cont. from p. 10*

2011/12 Executive Board Candidates for

Secretary

Julienne Grant



[Link to Candidate Biography](#)

Jamie Sommer



[Link to Candidate Biography](#)

2011/12 Executive Board Candidates for

Director

Scott Burgh

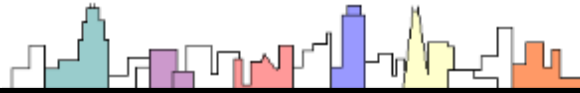


[Link to Candidate Biography](#)

Susan Retzer



[Link to Candidate Biography](#)



Congratulations

*The CALL Board wishes to extend hearty congratulations to
JEAN WENGER and **DEBORAH RUSIN**
for their successful elections to the
AALL Executive Board.*

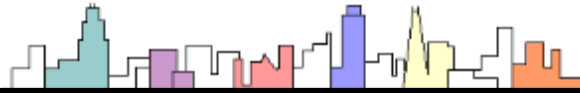
***JEAN** will be the AALL Vice-President/President-Elect for
2011-2012*

and

***DEBBIE** will be the AALL Secretary for 2011-2014*

*We know the dedication and talents of these women will be put to good
use as they go on to fulfill their terms in AALL leadership.*

WAY TO GO LADIES



Chris Klobucar and Kathy Bruner meet at CALL's December CALL-Up. Watch for dates and times for future CALL-Ups, to meet and network with other CALL members!

AALL2go Pick of the Month

AALL's Continuing Professional Education Committee presents the AALL2go pick of the month: [Web 2.0 Challenge](#).

Need a refresher on blogs or RSS? New to creating wikis? Want to know what colleagues are saying about the value of social networking for your library? AALL2go offers you solutions.

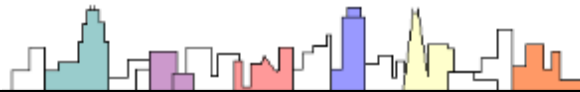
The AALL [Computing Services Special Interest Section \(CS-SIS\)](#)'s Web 2.0 Challenge is an online course for law librarians about social media and how to use it in their libraries. It is a comprehensive and social learning opportunity designed for law librarians based on hands-on use of these technologies.

Each of the five sessions includes:

- An introduction to the topic and suggested learning outcomes for the week
- A screen cast explaining the technology with step-by-step instructions on its use
- Links for further learning
- Examples of libraries/librarians using the featured tool
- An assignment with activities designed to give you hands-on experience with each tool

Whether you're just browsing some of the articles listed or you're looking for additional ideas for a particular social networking solution, you have the flexibility to decide how much or how little information meets your needs. To follow along with the course, [log in as a guest](#). (Guests may access most course content, but may not contribute to the site.)

Find this and more than 80 other free continuing education programs and webinars for AALL members on [AALL2go](#)!



PEOPLE & PLACES

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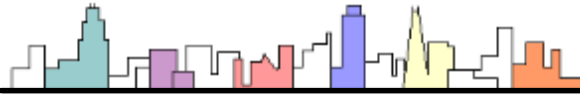
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John Fox
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Announcements:

We are sorry to announce the deaths of two longtime CALL members. Bill Wleklinski of John Marshall Law School Library died on January 18, 2011 and Susan Sloma of Chicago-Kent College of Law Library died on January 23, 2011. We send our condolences to their families, friends and colleagues.



NOMINATIONS SOUGHT FOR CALL AWARDS

Each year CALL honors members who have made outstanding contributions to the organization and the profession of law librarianship. CALL members are encouraged to submit nominations for the following annual awards.

- The Agnes and Harvey Reid Award for Outstanding Contribution to Law Librarianship is presented annually at the May business meeting for outstanding service to the chapter during the previous year or for contribution to law librarianship.
- The Award for Outstanding Lifetime Achievement in Law Librarianship is presented annually at the May business meeting to a retired or soon to be retired CALL member for their outstanding lifetime achievement in law librarianship.
- The Award for Outstanding In-House Publication is given to an individual or group who created in-house library materials (print or web) that are user and staff oriented, are relevant for law libraries and are outstanding in quality.

Past recipients of the awards are listed on pages 4 & 5 of the CALL Handbook. Criteria for the awards are on pages 56-58 of the Handbook. Information about the CALL Grants & Awards Committee is on pages 27-30 of the Handbook. The CALL Handbook is available at: <http://www.aallnet.org/chapter/call/publications/callhandbook.pdf>

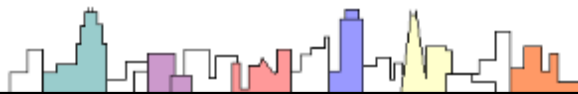
The Handbook provides criteria for each award. Please submit your nominations to me by March 15, 2011. Feel free to contact me if you have any questions.

Gretchen Van Dam
Chair, CALL Grants & Awards Committee 2010-2011

Website Guidelines

- The CALL website is an official publication of the Chicago Association of Law Librarians. The purpose of the site is to provide CALL members with current and historical information on the chapter's policies, activities, publications and organization and is maintained by the CALL Internet Committee. The material on the CALL site is for informational purposes only and should not be interpreted as legal advice.
- All the material on the website is intended to be as accurate and up-to-date as possible. CALL makes no guarantee regarding the accuracy or authenticity of material on the CALL site or at any of the linking sites.
- All information that is to be posted to the CALL site is reviewed by the Internet Committee and should be submitted to that committee in final electronic format. All information is subject to formatting changes in order to maintain uniformity.
- Information on the CALL website will be updated or removed at the request of the Board members and Committee Chairs or if the material is out-of-date.

November 2003



THE LIBRARY OF THE ROYAL MONASTERY OF EL ESCORIAL

By **Julienne Grant**, Loyola University Chicago Law Library

Jgrant6@luc.edu

I spent my junior year in college (I won't reveal the year) in Madrid, Spain. It was truly a wonderful experience – not only the education part of it, but also the opportunity to explore Madrid and its environs inside and out. Last May, I decided to revisit part of my experience and return to some of my favorite haunts in and around Spain's spectacular capital city. It was truly a nostalgic journey to find the building where I had lived, eat in my favorite restaurant (the name had changed, but the food was still divine), and view my favorite paintings at the Prado and Sorolla Museums. During my time in Spain last year, I also took time to venture back to the Royal Monastery of El Escorial (now a UNESCO World Heritage Site), which is about an hour's drive northwest of Madrid.

A project of King Philip II (1527-1598), the Royal Monastery of San Lorenzo de El Escorial was constructed between 1563 and 1584 in honor of St. Lawrence. Designed by Spanish architects Juan Bautista de Toledo and Juan de Herrera, the El Escorial complex encompasses 11 acres and contains some 2,600 windows, 1,200 doors, and 86 staircases. It is an imposing and austere structure, constructed in light-colored stone, which includes royal apartments, several pantheons, a stunning basilica, priceless artwork, and a library. The library is tucked away behind El Escorial's main façade, at the top of a rather dark stairway, and I frankly admit that I don't remember seeing it during my first visit.

Although the concept of a royal library was not included in the original plans for El Escorial, architect Juan de Herrera changed the initial design to incorporate Philip II's vision of a great Renaissance library. Between 1565 and

1569, the king sent books to El Escorial from his personal collection, which included items that he had inherited and acquired, for inclusion in the nearly completed library. These books, some of which dated back to the 13th century, were primarily in Greek, Latin, and Spanish, and included liturgical codices and subject-specific volumes (theology, philosophy, mathematics, astrology, medicine, law, history, and grammar).

About 1570, Philip II, who was an avid bibliophile, began an aggressive purchasing program for the library that preferred manuscripts over printed books, and codices in

Greek, Latin, and Spanish, in that order. The ambitious purchasing program also included a search for manuscripts in Arabic and Hebrew. By 1585, the library was finished, and a Royal Librarian (Benito Arias Montano) was named to catalogue the books and manuscripts. Some of the materials were actually loaned out to scholars; the El Escorial library is indeed often considered to be the first public library in Spain. At the time of Philip II's death in 1598, the library

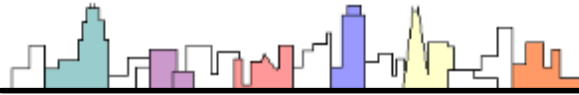
contained almost 3,000 manuscripts (1,870 in Arabic) and 1,700 printed books.

The library itself is certainly one of the most beautiful in the world. It contains five rooms and covers two floors. The largest chamber, known as "The Print Room," is 177 x 30 x 33 feet, and the bookcases reach halfway to the ceiling. In this magnificent space, there is a gray marble floor, elegant inlaid wood, and a spectacular vaulted ceil-



Julienne Grant

continued on p. 17



The Library of the Royal Monastery of El Escorial *cont. from p. 16*

ing. The ceiling, frescoed by the Italian painter Peregrino Tibaldi (1527-1596), is truly The Print Room's most prominent feature. Divided into sections--each dedicated to one of the liberal arts--the ceiling offers a compendium of the seven areas of knowledge considered most important in the 16th century: Grammar, Rhetoric, Dialectics, Arithmetic, Music, Geometry, and Astronomy. Also included in the frescoes are portraits of various scholars and authors, including Socrates, Pliny the Elder, Virgil, Homer, Ptolemy, and Euclid.*

Today, the library contains 45,000 print volumes, and a rich collection of 5,000 manuscripts—all included in a searchable online catalog.** Although most of these works were not part of Philip II's collection (a catastrophic fire in 1671 destroyed many of the library's original volumes), the library still retains the grandeur and aura of the original space. As Philip II initially commanded, the book bindings are turned inward to protect them from outside light, and the titles are written on the outward-facing edges. The library also houses several magnificent globes from the 16th century, as well as some splendid examples of furniture from the period. Truly a remarkable example of a Renaissance library, as well as a splendid remnant of Spain's Golden Age, the El Escorial library is worth the extra effort to see it.

*Photos of the The Print Room, as well as close-ups of the frescoes, are posted at: <http://rbme.patrimonionacional.es/home/Galeria-Fotografica/Salon-principal.aspx>

**See <http://rbme.patrimonionacional.es/Busqueda-en-Catalogo.aspx>.

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Rincón Álvarez, Manuel. *La Bóveda de la Biblioteca Real*. Real Monasterio San Lorenzo del Escorial: Ediciones Escorialenses, 2010.

Sánchez-Molero, José Luis Gonzalo. "La Real Biblioteca de El Escorial: The 'Noah's Ark' of Spanish Renaissance Bibliophilism," in Yeves, Juan Antonio, *Bibliofilias*. Madrid: Fundación Lázaro Galdiano, 2008.

Photo contributed by Julienne Grant.

Discussion List Guidelines

The CALL Discussion Forum is provided for general discussion for members of the Chicago Association of Law Libraries. Only CALL members may post to the list.

Appropriate topics for the list include:

- CALL committee news
- CALL meeting and education event reminders
- notices of CALL membership changes
- requests for volunteers for CALL activities
- discussions of issues related to our jobs
- hard to find ILL requests
- informal surveys
- news of interest to the Chicago law library community

Do not use the discussion list to promote or market commercial products.

CALL complies with AALL Discussion Forum Rules and Conditions [http://www.aallnet.org/discuss/list_rules.asp]. These rules state: Commercial use or any other unauthorized use of this Discussion Forum is prohibited. Do not use the Discussion Forum to solicit or conduct business, including the direct or indirect marketing of users' products or services, in any manner. The Discussion Forum may not be used to provide information, materials, products, or services in exchange for compensation of any kind.

Forum Etiquette

DO add a descriptive subject line to all messages. For example: ILL request; Free books for postage, etc.

DO sign all messages. Please include your name, affiliation, and contact information.

DO remember to unsubscribe from your old address and re-subscribe from your new address whenever your email address changes.

DON'T use the list for longer items. Please use the CALL website and *CALL Bulletin* for those. You may e-mail out a brief announcement in which you include the URL for a longer item.

MEMBERS MAY send attachments, but these must be limited to text-type files (Word, PDFs, text files, HTML) which are under 3 megabytes.

DON'T use the discussion forum for personal opinions unrelated to CALL or the field of law librarianship.

DO remember to contact the CALL Discussion Forum administrators if you need any help.

CALL Discussion Forum Administrator:

Debbie Ginsberg is the CALL Discussion Forum administrator. You may send her a message at dginsberg@kentlaw.edu.

Updated 05/2010



COOK COUNTY LAW LIBRARY TOUR

By Alina Kelly, Neal, Gerber & Eisenberg LLP

akelly@ngelaw.com

On January 14th Mr. Bennie Martin and Ms. Jean Wenger kindly opened up their library to CALL members. Mr. Martin and Ms. Wenger discussed the collection development philosophy in the Cook County Law Library, and then gave us a tour of the facilities.

Located on the 29th floor of the Daley Center, the Library has a wonderful view of the lake, expansive reading areas and stacks full to bursting of local, state, federal, international and foreign law materials.

The Library is particularly strong in city and county legislative material, and even has a hand annotated copy of the Chicago Municipal Code in its collection as well as compiled legislative histories. The Proceedings of the City Council of Chicago from 1862 to the present are also in the collection.



Jean Wenger

Photo contributed by Alina Kelly

Foreign and international law is another strength of the Library. Ms. Wenger explained that the Library has many family law materials for foreign countries to serve the court system, as international child custody issues appear frequently in the county courts. Where possible, the collection includes statutes in English, but more often only the original language is available, with summaries in English. The Commonwealth countries are particularly well represented.

Another valuable resource of the Library is the staff. Mr. Martin and Ms. Wenger are incredibly knowledgeable and helpful librarians, and Paul Mikulik is a foreign and international law material guru. The circulation staff is always helpful and willing to assist. It was a pleasure to tour a library with such excited and eager-to-share staff. Thanks for sharing your library with us, CCLL!

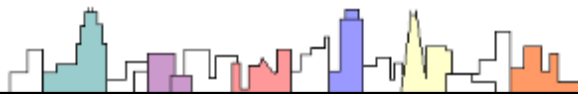


Get a Free Year of AALL Membership with Nonmember Annual Meeting Registration

AALL offers nonmembers a complimentary one-year membership when they register for the [AALL Annual Meeting and Conference](#), to be held July 23-26 in Philadelphia. The membership includes:

- Career resources, such as the online Career Center and continuing education to help you learn new skills to advance in your career
- Access to specialized information created just for law librarians, such as the *Biennial Salary Survey* and the Price Index for Legal Publications
- Subscriptions to the monthly magazine, *AALL Spectrum*, and quarterly journal, *Law Library Journal*, to help you keep up on the latest trends in law librarianship
- The opportunity to network and connect with other law librarians from across the country who share similar interests and are facing the same challenges
- Discounted rates on all AALL products and services, such as publications, webinars, and online job postings

[Annual Meeting registration is now open](#). Register by June 1 at the early bird rate and save \$100. Be sure to take advantage of this special offer for nonmembers.



VIEW FROM THE FIRMS: THE LAW FIRM LIBRARY: A ROSE BY ANY OTHER NAME?

By Bob Winger, McGuireWoods, LLPP

rwinger@mcguirewoods.com

Another lively discussion is currently taking place on the AALL's Private Law Libraries Special Interest Section Listserv. It began simply, but has now evolved into the issue of the marketing and publicizing of law firm library services. For purposes of brevity, I will keep it simple here and confine the discussion more narrowly to the initial question, which asked the PLL-SIS members if any had renamed the library. The writer was considering a name change to "Research Services" or "Information Center" as a couple of possibilities, responding to that library's shrinking print collection. Listserv response was immediate and heavy on both sides of the issue. At present, those in favor of the name change appear to outweigh those against.

Those who argued against the changing of the name "library" did so for the following reasons. People do understand what a library is, even if some explanation of its expanding function is necessary from time to time. The subtitle of this column came from another response, in that a rose by any other name is still a rose. Another argued that the library is a function, not a location, and that this function should be flexible enough to adapt and evolve with a changing environment. The first suggestions for the marketing of the library begin with a call for the promotion of library services through face to face meetings and electronic tools, and that—with that knowledge—the actual name "library" would not be the issue.

Advocates of changing the name did so for a few compelling reasons. Perhaps one of the biggest reasons had to do with outside pressures, rather than how the term "library" was perceived within the firm. One respondent wrote that time is less likely written off if alternative terms to "library" and "librarian" are used, as those

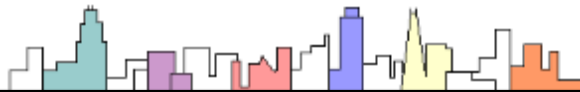
very names invoke unwelcome stereotypes. Another member wrote that the word "library" no longer conveys the full scope of expertise and responsibilities and are equated by the clients to more paraprofessional work. Therefore, research librarians have become "analysts," who report to the research manager. Still another writer related that one of his firm's major clients insisted that they not be charged for "library" services or "librarian" research time, which is independent of how well regarded the library was within the firm's culture. He went on to state that while a name change may delay this trend, it would not be postponed indefinitely, as clients look to ways to mitigate high legal fees in a still-contracting economy. One former "librarian" indicated that his department was now called Research Services, and suggested that jobs need not be lost due to the name of the department.

Another writer argued that it is primarily the term "library" that has a negative connotation. Libraries are an expense for private law firms, and have traditionally occupied a great deal of space. There is a prevailing trend to decrease the library's floor space, which more than likely can be linked to shrinking print collections (a direct result of electronic resources), as well as a desire on the part of the firm to mitigate rising publishing and online costs in order to control budgets more effectively.

There is no consensus on whether a name change for the library in the private firms is desirable. Perhaps the ultimate answer to the question lies in the broad middle ground: where we as librarians need to make sure that our expertise and capabilities are communicated effectively to the firm and, by extension, to the firm's clients.



Warm Wishes for a Wonderful Spring



TECHBUZZ: QR CODES IN CHICAGO LAW LIBRARIES?

By Lyonette Louis-Jacques, University of Chicago D'Angelo Law Library

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What Are QR Codes?

QR or Quick Response codes are 2-D, mobile bar-codes for high speed delivery of information.¹ The information can be a URL, contact address, or other text. You scan the QR code with the camera on your mobile device and it takes you to the webpage, audio file, video, or other content.

Denso-Wave, a subsidiary of Toyota, created the QR code in 1994 for use in tracking vehicle parts in automobile manufacturing.²

Originally popular in Japan, QR codes are increasingly used in the U.S. with the rise in popularity of the mobile phone and for a variety of purposes. For instance, a QR code connects readers to [Project Gutenberg](#) mobile page for eBooks.³

Just a Fad or Here to Stay?

QR codes are everywhere.⁴ Some question whether QR codes are here to stay (are they just a fad,⁵ the most current technology buzz, “soon forgotten”?), and some hate them,⁶ and have noted some negative aspects. The QR code pattern can be dizzying; there may be interface issues; QR codes may send users to sites that are not optimized for mobile devices.⁷

Nevertheless, QR codes are definitely being used by libraries.⁸ San Diego State University and the University of Nebraska-Lincoln libraries are prominent users of QR code technology.⁹ Check out this “QR-Codes-At-a-Glance Comic Tutorial.”¹⁰ And Slaw’s Steven Matthews sees future QR code use by legal practitioners:

“I’m only hitting the tip of the iceberg here in terms of what QR codes have the potential to deliver. And obviously, there’s a big question as to how fast this technology might go mainstream. However, considering the incredibly fast adoption of smart phones,

and the rise of mobile marketing generally, it’s not inconceivable that QR Codes might become a valuable mobile tech-tool that lawyers and firms may employ.”¹¹



There are different types of QR codes. They come in a variety of visual configurations, colors, and sizes. And they’re showing up everywhere – in magazines, newspapers, and business cards, and on T-shirts, billboards, signs, buildings, and even cupcakes.¹² They also can be edible, like the QR waffle.¹³ Yum!

QR Code Readers/Decoders

To equip your smartphone to read QR codes, download a free reader. “Mobile Barcodes” lists the most popular QR code readers.¹⁴ These include the NeoReader, Kaywa Reader, and Bee Tagg reader. Or use a barcode scanner app capable of reading QR codes. You can also enter the URL for a page with a QR code on it, or upload a saved QR code file onto the [ZXing Decoder Online](#) to read it.

QR Code Generators

A QR code can hold up to 7,089 characters.¹⁵ However, the more content packed into a QR code, the more sensitive a QR code scanner needs to be.¹⁶ To generate a QR code, you can use Kaywa. Kaywa encodes URLs, text up to 250 characters, and SMS: <http://qrcode.kaywa.com/>. It generates QR codes in different sizes (S, M, L, XL). Another QR code generator is [ZXing](#) (“Zebra Crossing”). It is open-source, and enables encoding of the following types of content:



- Calendar event

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TechBuzz cont. from p. 20

- Contact information
- Email address
- Geo location
- Phone number
- SMS (phone number and message)
- Text
- URL
- Wifi network

Are QR Codes Used in Chicago Law Libraries?

Yes! A couple of local law libraries have started deploying or thinking of deploying QR codes to provide mobile users with quick access to research resources. John Marshall uses a QR code to promote its new mobile catalog:

Besides including the QR code in the LCD display at the entrance to the reading room, John Marshall Law Library also published it in the Law School's *In the Loop* newsletter.¹⁷ In fall 2010, Loyola formed a working group to consider implementing QR codes in the law library.¹⁸ The article announcing the group includes a QR code that lets students take video tours of the library. Chicago-Kent's Debbie Ginsberg participated in a recent Law School Tech Talk podcast on the pros and cons of QR codes.¹⁹ She

termed QR codes a “disruptive moment” instead of an “information I need right now” moment for law library users.

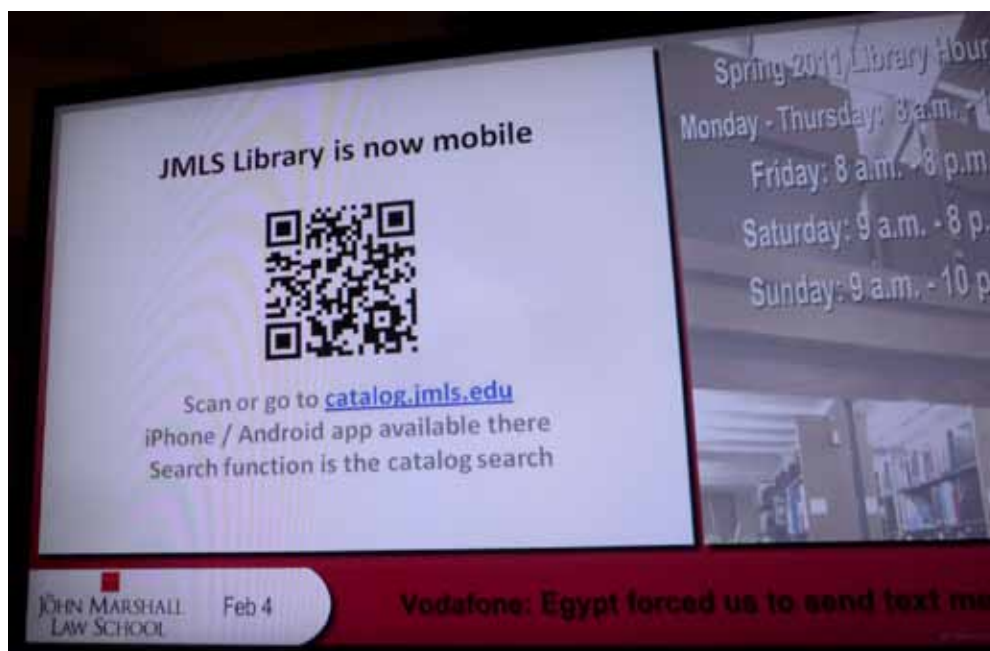
QR Codes in Law Libraries Generally

Hamline University Law Library's Megan Jens lists the following possible uses of QR codes in libraries²⁰:

- **Resources:** Use QR codes to label items in your collection. If a user finds a good book, but wants to see further information about that resource or see similar items, the QR code could direct them to the library catalog.
- **Marketing:** A QR Code on a flyer for a library event could direct the user to a website with more information on the event, or add the event to the user's mobile calendar, or provide directions to where the event is being held.
- **Education:** One idea is to set up a QR code for different sections of your collection. A QR code at the end of the shelf for government documents could direct the user to a pathfinder on legislative history materials or the GPO Access/FDSys website. Do your patrons need a refresher on how to use the Regional Reporter Digests? Have the QR code connect to a video tutorial.

CALI has developed several QR codes for help power virtual audio law library tours. It has a LibTour for the

continued on p. 22



TechBuzz cont. from p. 21

Annotated Law Reports (ALR) (written by Beth DiFelle), the Code of Federal Regulations (CFR) (written by Cynthia Bassett), and American Jurisprudence (Am. Jur.) (written by Kevin Baggett). These are accompanied by written transcripts and printable posters. For each, CALI encourages librarians to download the pre-made poster and:

“Print the PDF, and post it close to your library’s collection. Students can scan the QR code to hear the audio file instantly on their smart phones.”

For more information, check Darla Jackson’s recent Law Library Journal article, [Standard Bar Codes Beware – Smartphone Users May Prefer QR Codes](#).²¹

1. <http://www.mobile-barcodes.com/about-qr-codes/>.
2. http://en.wikipedia.org/wiki/QR_Code.
3. HT Tom Boone, *Mobile Is Here... Whether You Want It or Not* (November 2010) (Slides 67-68).
4. Mark Sullivan, “SXSW Notes: QR Codes Are Everywhere,” *PC World*, March 15, 2010.
5. “The Resurrection of QR Codes?,” *Augmented Planet*, May 31, 2010.
6. Tom Boone, “My Thoughts on QR Codes...Hidden in a QR Code,” *Library Laws*, July 21, 2010.
7. Darla W. Jackson, “Standard Bar Codes Beware – Smartphone Users May Prefer QR Codes,” *103 Law Library Journal* 153, 156 (2011).
8. [QR Codes & Libraries](#) (YouTube video).
9. [QR Codes \(SDSU Library\)](#); [UNL’s QR Code Announcement](#). See also [UNL’s training on QR codes](#), includes an archived workshop video.
10. [QR Codes At-A-Glance Comic Tutorial](#) (Stephen Abram, Stephen’s Light-house, December 30, 2010)
11. “[QR Codes and Mobile Marketing](#)”, Slaw.ca, October 28, 2010.
12. [Mobile Barcodes](#), <http://www.mobile-barcodes.com/about-qr-codes/>; Megan Jens, “[Tagging Your World with QR Codes](#),” *MALL Newsletter*, March/April 2010, at 8.
13. http://en.wikipedia.org/wiki/File:QR_Waffle.jpg
14. <http://www.mobile-barcodes.com/qr-code-software/>
15. <http://www.mobile-barcodes.com/about-qr-codes/>
16. Megan Jens, “[Tagging Your World with QR Codes](#),” *MALL Newsletter*, March/April 2010, at 8.
17. *In the Loop*, January 23, 2011, at 8.
18. Pam Cipkowski, [QR Codes Are Coming](#), *Loyola Law Library Newsletter*, Fall 2010, at 6.
19. [Law School Tech Talk, Episode 9](#), February 11, 2011.
20. Megan Jens, “[Tagging Your World with QR Codes](#),” *MALL Newsletter*, March/April 2010, at 8-10.
21. Darla W. Jackson, “[Standard Bar Codes Beware – Smartphone Users May Prefer QR Codes](#),” *103 Law Library Journal* 153 (2011).

CALL Meeting Schedule 2010-2011

Business Meetings

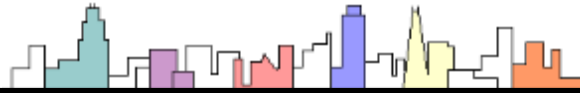
- September 23, 2010 (Thurs.)
- November 17, 2010 (Wed.)
- February 17, 2011 (Thurs.)
- May 18, 2011 (Wed.)



Details will be posted as they become available. Dates subject to change.

Executive Board Meetings

- August 10, 2010 (Tues.)
- September 14, 2010 (Tues.)
- October 12, 2010 (Tues.)
- November 9, 2010 (Tues.)
- December 14, 2010 (Tues.)
- January 11, 2011 (Tues.)
- February 8, 2011 (Tues.)
- March 8, 2011 (Tues.)
- April 12, 2011 (Tues.)
- May 10, 2011 (Tues.)



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