

Winter 2001

No. 179

# Chicago Association of Law Libraries

A Chapter of the American Association of Law Libraries



## CALL Bulletin

### LIBRARY SCHOOL REVISITED

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## Editors' Note

Those of us who are fortunate enough to work with librarians with newly earned professional degrees realize that their library education today is different from 10, 20, (dare I mention it?) 30 years ago. We asked CALL librarians who have recent MLS/MLIS degrees to give us the details of what their formal library education involved, and how well prepared they feel. We received four personal, enthusiastic, and different accounts, which we hope you will enjoy.

CALL CRIV, working with AALL CRIV, organized four "reverse site" visits by CCH INCORPORATED to Chicago area law libraries. Both the publisher and the libraries benefited from these "hands-on" experiences. *The Bulletin* presents the short versions of the two reports (librarians' and publisher's), and the URL for the full reports, starting on page 20.

Please read the notice below—then send us your opinions on "The Virtual Law Library" for our spring issue. May the warm spring weather, which *surely* must come soon, inspire you!

*Naomi and Bob*

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 part of their membership dues. CALL does not assume any responsibility for the statements advanced by the contributors to the *CALL Bulletin*, nor do the views expressed necessarily represent the views of CALL or its members.

For membership information, contact the Chairperson of the Membership Committee.

Contributions to the *Bulletin* are welcome. Contributions submitted for publication are subject to editorial review. Please direct questions, articles or other items of interest to co-editors:

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Deadlines for submission are as follows:

<u>Issue</u>	<u>Deadline</u>
Fall	August 15
Winter	November 15
Spring	February 15
Summer	May 15

Advertising matters should be directed to:

Christina Wagner, Foley & Lardner, One IBM Plaza, Ste. 3300, 330 N. Wabash Ave., Chicago IL 60611-3608 (312) 755-2552, fax (312) 755-1925 [cwagner@foleylaw.com](mailto:cwagner@foleylaw.com).

## COMING ATTRACTIONS SPRING ISSUE

WANTED! We are looking for law librarians who are unafraid to voice their opinions about the future of law libraries. The Spring Issue of the *CALL Bulletin* will focus on the feasibility of totally electronic law libraries.

Let your colleagues know what you think about any or all of the following issues:

- Are Virtual Law Libraries even feasible?
- Will print publications still have a place in the virtual environment?
- What barriers will prevent law firm libraries from going totally virtual?
- How will contracts with publishers of Web-based products be different?
- Will academic law libraries be the last great resource for older print materials?
- What can the law librarian do to help bring attorneys along into the 21<sup>st</sup> Century?
- What role will the law librarian play in the Virtual Law Library?
- Has anyone seen the movie, *Fahrenheit 451*, lately?

If you are intrigued or inspired to write on these or any other topics like these, please contact Bob Winger at (312) 269-8435, [rwinger@ngelaw.com](mailto:rwinger@ngelaw.com) or Naomi Goodman at (219) 465-7878, [naomi.goodman@valpo.edu](mailto:naomi.goodman@valpo.edu).



## President's Letter

Frank Drake, Arnstein and Lehr

**Cooperation!** In this issue of the *CALL Bulletin* we have several instances of close cooperation between the national functions of AALL and the local functions of CALL.

Late last year, in conjunction with the national Committee on Relations with Information Vendors (CRIV), our local committee arranged for Commerce Clearing House to visit four local libraries to observe their operations in relation to CCH products and services. In the past, vendors, including CCH, have invited librarians to tour their facilities. These tours, allied with discussion sessions, were certainly mutually beneficial and informative.

Until now it has been rare for the publishers to visit the libraries (a "reverse site" visit). Local vendor representatives have often visited their clients' libraries, but feedback from local representatives to headquarters has not always resulted in true awareness of a library's concerns by the vendor's management. Earlier, The Bureau of National Affairs management visited libraries of various types hosted through their local AALL chapter. This time CALL hosted visits from CCH.

CCH expressed interest to AALL CRIV chair Christine Graesser in participating in the program. Chris contacted CALL and our local committee undertook handling the logistics, with Betty Roeske and Lorna Tang heading up the project. Four libraries of various types were selected; the University of Chicago D'Angelo Law Library, the Katten Muchin Zavis Library, the Allstate Insurance Company Law Library, and the William J. Campbell Library of the U.S. Courts all agreed to host visits. Not surprisingly, the different libraries each had different concerns, and CCH walked away from the visits with a much better understanding of different library operations.

One of the main points in this narrative is that close cooperation was necessary, and obtained, not only from the national and local committees, but also

among the local libraries. Instead of taking a confrontational approach, all parties worked together to try to find out what services and procedures would work best.

Preliminary reports have been written, both by CCH and by our Committee on Relations with Information Vendors. The final reports will be published in the *CRIV Sheet* and will be available on their web site. Summaries of these reports are included in this issue of the *Bulletin*, and the full reports will be made available on our web site.

Another instance of close cooperation between the national association and CALL is demonstrated in the report from CALL's Public Affairs Committee. Mary Alice Baish, AALL's Washington Affairs Representative, keeps a close watch on library-related legislation and other developments nationally, while our CALL Public Affairs Committee monitors closely state developments and coordinates with Ms Baish as to local implications of national affairs (e.g. Illinois legislation regarding UCITA). The committee keeps CALL members aware of these developments via our Listserv, notices at our luncheon meetings, and through articles in the *Bulletin*.

There are many other instances of close interaction between AALL and CALL, such as the AALL Professional Development committee with our Continuing Education Committee and our Membership Committee, which coordinates our membership listings with AALL's databank.

The moral of all this? It is really impossible to separate the interests of the national and our local chapter and a real symbiotic relationship is not only desirable, but absolutely necessary. It is a credit to CALL members and committees that we **do** enjoy such a cooperative relationship. ■

## CALL OFFICERS AND COMMITTEES 2000-2001

### EXECUTIVE BOARD

Frank Drake, President 876-7170  
 John Klaus, Vice-President/President Elect 435-5660 x2643  
 Patricia Sayre-McCoy, Secretary (773) 702-9620, Scott Burgh, Treasurer 744-7632  
 Lisa Davis, Director 443-1805, Jean Wenger, Director 603-2420  
 Nancy Henry, Past President 876-7908

### Standing Committees

#### Archives

Julia Jackson, chair 321-7733  
 Nancy Henry, Liaison

#### Bulletin

Naomi Goodman, co-editor  
 (219) 465-7878  
 Robert Winger, co-editor 269-8435  
 Christina Wagner, advertising  
 manager 755-2552  
 Sally Holterhoff  
 Joan Ogden  
 Deborah Rusin  
 Jean Wenger, Liaison

#### Community Services / Public Relations

Elaine Dockens, co-chair 627-2535  
 Michael Brown, co-chair  
 (773) 702-9620  
 Susan Boland  
 Sandra Kay Jacobson  
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#### Continuing Education

Spencer Simons, co-chair 906-5662  
 Dave Rogers, co-chair 853-7181  
 Charles Condon  
 Bryan Meyers  
 Jamie Stewart  
 Priscilla Stultz  
 Lisa Davis, Liaison

#### Elections

John Klasey, chair 984-5222  
 Michael Brown  
 Camille Dzija  
 Doris Nuding  
 Theresa Ross  
 Frank Drake, Liaison

### Financial Advisory

Frank Drake, chair 876-7170  
 Scott Burgh  
 John Klaus

### Grants and Chapter Awards

Nancy Henry, awards chair and  
 liaison 876-7908  
 Judith Gaskell, grants chair  
 362-6893  
 John Austin  
 Jayne McQuoid  
 Jeff Meyerowitz

### Meetings

Nancy Faust, co-chair 739-6263  
 Ann Werner, co chair 258-4719  
 Rene Husak  
 Leslie Lanphear  
 Mary Ann Lenzen  
 Deborah Rusin  
 John Klaus, Liaison

### Membership

Janice Collins, chair 269-8445  
 Christine Kobucar  
 Robert Winger  
 Scott Burgh, Liaison

### Nominations

Susan Siebers, chair 902-5675  
 Susan Cochard  
 Elaine Dockens  
 Judith Gaskell  
 Frank Drake, Liaison

### Placement / Recruitment

John Fox, chair 558-6301  
 David Bryant  
 Bob Doyle  
 Bryan Myers  
 Patricia Sayre-McCoy, Liaison

### Printing

Joanne Brady, chair 261-2414  
 Lisa Davis, Liaison

### Public Affairs

Richard Matthews, chair  
 346-8380 x714  
 Anne Abramson  
 Pegeen Bassett  
 Walter Baumann  
 Susan Boland  
 Connie Fleischer  
 John Klaus, Liaison

### Relations with Information Vendors

Betty Roeske, chair 577-8022  
 Mark Giangrande  
 Joann Hounshell  
 Elaine Moore  
 Lorna Tang  
 Mary Williams  
 Patricia Sayre-McCoy, Liaison

### Salary Survey

Thomas Keefe, chair 578-6616  
 Scott Burgh, Liaison

### Union List

Denise Glynn, chair 362-8176  
 Patricia Sayre-McCoy, Liaison

### Website

Kay Collins, co-chair 751-4927  
 Bill Schwesig, co-chair  
 (773) 702-3731  
 Christine Morong  
 Julie Stauffer  
 Nancy Henry, Liaison

### Special Committees

#### Bylaws

Carolyn Hayes, chair 269-8947  
 Lisa Davis, Liaison

#### Empowering Paraprofessionals in CALL (EPIC)

Michael Wilson, chair 558-6305  
 Doris Nuding  
 Dave Rogers  
 Julia Wentz  
 Scott Burgh, Liaison

All phone numbers are area  
 code (312) unless otherwise  
 indicated.



## Calendar

Christina Wagner, Foley & Lardner

### February 21, 2001

New Attitudes/New Aptitudes: Career Management in the New Economy, Schaumburg, IL  
[www.sla.org/chapter/cill/programs/index.html](http://www.sla.org/chapter/cill/programs/index.html)

### March 13-17, 2001

Computers in Libraries, Washington, DC  
[www.infotoday.com/cil2001/default.htm](http://www.infotoday.com/cil2001/default.htm)

### March 22, 2001

Database Driven Web Sites, Chicago  
[www.lita.org/institut/](http://www.lita.org/institut/)

### March 22, 2001

XHTML 1.0: An Overview & Comparison with HTML 4, Chicago  
[www.chilibsys.org/CE/workshops/xhtmll.htm](http://www.chilibsys.org/CE/workshops/xhtmll.htm)

### March 23, 2001

Agents! Bots & Intelligent Dots: The Technology Behind Electronic Documents, Chicago  
[www.chilibsys.org/CE/workshops/agents.htm](http://www.chilibsys.org/CE/workshops/agents.htm)

### March 23, 2001

Proxy Web Servers & Authentication, Chicago  
[www.lita.org/institut/](http://www.lita.org/institut/)

### March 28, 2001

Library Careers & Educational Opportunities in Library & Information Science, Chicago  
[www.chilibsys.org/CE/index.html](http://www.chilibsys.org/CE/index.html)

### April 1, 2001

Deadline for CALL grants application for AALL 2001

### April 16, 2001

Research Engines & the Hidden Web, Chicago  
[www.chilibsys.org/CE/workshops/hidden.htm](http://www.chilibsys.org/CE/workshops/hidden.htm)

### April 30-May 2, 2001

Intranets 2001, Santa Clara, CA  
[www.intranets2001.com](http://www.intranets2001.com)

### April 30, 2001

The Law Library 2001:  
New Trends and Technologies, New York  
[www.pli.edu](http://www.pli.edu)

### May 3-4, 2001

Legal Reference Services, Chicago  
[www.aallnet.org](http://www.aallnet.org)

### May 8, 2001

FrontPage 2000 Introduction, Chicago  
[www.chilibsys.org/CE/workshops/fpintro.htm](http://www.chilibsys.org/CE/workshops/fpintro.htm)

### May 11, 2001

Managing Solo Libraries, Milwaukee, WI  
[www.aallnet.org](http://www.aallnet.org)

### May 14, 2001

FrontPage 2000 Advanced, Chicago  
[www.chilibsys.org/CE/workshops/fpadv.htm](http://www.chilibsys.org/CE/workshops/fpadv.htm)

### June 9-14, 2001

SLA (Special Libraries Association)  
92nd Annual Conference, San Antonio, TX  
[www.sla.org](http://www.sla.org)

### June 14-20, 2001

ALA (American Library Association)  
Annual Conference, San Francisco, CA  
[www.ala.org/events/ac2001/index.html](http://www.ala.org/events/ac2001/index.html)

## CALL Grants

The CALL Grants application form is ready! The deadline for the AALL meeting is

**April 1, 2001.**

For a form, please contact:

Judy Gaskell

DePaul Rinn Law Library

Email:

[jgaskell@wppost.edpaul.edu](mailto:jgaskell@wppost.edpaul.edu)

Phone: 312/362-6893

## CALL Executive Board Minutes

Patricia Sayre-McCoy, D'Angelo Law  
Library, University of Chicago

**Date:** November 9, 2000, 9:00 a.m.

**Location:** AALL

**Board Members Present:** Scott Burgh, Lisa Davis, Frank Drake, Nancy Henry, John Klaus, Jean Wenger. (Minutes were recorded by John Klaus.)

### I. Minutes

Discussion of the October minutes was postponed until the December 7th board meeting.

### II. Treasurer's Report

Scott Burgh reported that as of October 31, 2000 the balance at Harris Bank was \$19,779.56. The Treasurer deposited a total of \$841 and wrote checks for \$1,232.04 for an actual balance of \$19,581.88. The Treasurer also noted that our \$3500 CD balance with Northern Trust Bank is now worth \$3607.21.

### III. Committee Reports

*Public Relations:* Michael Brown, chair.

Michael informed the Board of the committee's plans for the upcoming year. The committee is going to make a concentrated effort to publicize its activities by using the CALL listserv and the *CALL Bulletin* more.

*Grants and Chapter Awards:* Judy Gaskell, chair.

Judy told the board that the committee plans to follow the same procedures that were used last year.

Liaisons presented reports from the following committees:

*Bulletin:* The new layout for the *Bulletin* will be used for the Fall 2000 issue.

*Continuing Education:* Concerning LegalTech, there were some concerns if the lunch that was planned was going to happen. It is still scheduled but confirmations will not be sent out until they are confirmed.

*Meetings:* The location for the March meeting will be the Hotel Inter-Continental and the May meeting will be at Maggiano's Little Italy.

*Nominations:* The Board received the 2001-2002 slate of nominations.

*Public Affairs:* The committee brought to the Board's attention legislation scheduled to be introduced in the state legislature next year, concerning the funding of county law libraries.

*Website:* The homepage is coming along. The committee hopes to have the new site up in January.

The meeting was adjourned at 10:55 a.m. ■

## Business Meeting Roundup

Naomi Goodman

Valparaiso University School of Law

The CALL breakfast meeting was held on November 10<sup>th</sup> at the Chicago Bar Association at 8 a.m., and was attended by 63 members.

The speaker was Ruth Fraley, in her official role as AALL Executive Board Member visitor to CALL. She has recently retired from her position as Director of Legal Information, New York State Unified Court System, but is continuing her career as a consultant.

Ruth, who is chair of the AALL Strategic Planning Committee, spoke about producing AALL's 2002-2005 Strategic Plan, and of the importance of planning in our own careers and personal lives.

West Group sponsored the meeting; door prizes were donated by Professional Library Services, Inc. ■

photograph

*Ruth Fraley,  
AALL Executive  
Board member,  
speaking at CALL  
November meeting.*



## Grants and Chapter Awards Committee

Carolyn Hayes, Seyfarth Shaw

### Report for 1999-2000:

The year was the first year that the two previously separate committees met as one committee. With some adjustment the combination has worked well. The Past President is the de facto chair of the committee, but chose to appoint someone to be co-chair of the grants portion. This person was Jayne McQuoid.

The committee first focused on the existing application forms for grants, partly to update, and partly with a view of streamlining the form for when it can be made available on CALL's web site (when it is brought back up). The two application forms, one to apply for a grant to attend the Annual Meeting of the American Association of Law Libraries (AALL) and one to attend any other continuing education program or conference during the year, were melded into one form suitable for either application.

Two grants were awarded this year, both to attend AALL's Annual Meeting. Recipients were Naomi Goodman, Technical Services Librarian at Valparaiso University, and Elizabeth Larson, a newer law librarian working reference at John Marshall Law School, who attended her first AALL meeting.

The committee had a tough time deciding on recipients for the Chapter Awards, because good candidates were submitted for all three awards. The Lifetime Achievement Award, given to a librarian who has retired or left the profession, was presented to Laura Hyzy, formerly a very active CALL member, whose departure from the field left a big gap. Susan Siebers, of Katten Muchin & Zavis, received the Agnes & Harvey Reid Award for her recently completed service as Secretary of the American Association of Law Libraries' Board (AALL) during the trying years of opening the national association's membership to a broader spectrum of professionals. The award also recognized her able representation of the Chapter's concerns at AALL during that time. The last award, for the best In-House Publication submitted, was given to Bill Schwesig at the University of Chicago Law School, for his work on the D'Angelo Law Library's web page.

The work of the members of the committee this year is greatly appreciated. They are Jayne McQuoid, Judy Gaskell, David Bryant and Carolyn Hayes, Chair. ■

## People and Places

Janice Collins

Neal, Gerber & Eisenberg

*Please send any news you wish to share with other CALL members to Janice Collins, Chair of the Membership Committee, at [jcollins@ngelaw.com](mailto:jcollins@ngelaw.com)*

**Joanne Brady**, formerly Research & Electronic Services Librarian at Piper Marbury Rudnick & Wolfe, is now Director of Library Services at Pedersen & Houpt.

Congratulations to **Judy Gaskell** who was elected Chair of the AALS Section of Law Libraries at the January 2001 meeting in San Francisco.

**Jean Godwin**, formerly Director of Library Services at Pedersen & Houpt, is now Librarian at Brobeck, Phleger & Harrison in San Diego, CA.

**Jayne McQuoid**, formerly Head of Cataloging at Loyola University, is now their Head of Technical Services.

**Carrie Utterback**, formerly Reference Librarian at Skadden Arps Slate Meagher & Flom, is now Public Services Librarian at Valparaiso University School of Law.

### Address Changes

Joanne Brady  
Director of Library Services  
Pedersen & Houpt  
161 N. Clark, Suite 3100  
Chicago, IL 60601-3224  
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Fax: (312) 261-1414  
Email: [jbrady@pedersenhaupt.com](mailto:jbrady@pedersenhaupt.com)

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Tel: (219) 465-7820  
Fax: (219) 465-7917  
Email: [carrie.utterback@valpo.edu](mailto:carrie.utterback@valpo.edu) ■



## CALL Executive Board Candidates

Susan Siebers, Chair  
Nominations Committee

*As stated in Article IX, Section 4 of the CALL Bylaws, the ballots for the CALL election will be mailed by February 21 and need to be returned to the Chair of the Elections Committee by March 15. Please refer to these biographies as you make your choices. We have an excellent slate of candidates, so voting will be difficult. Needless to say, every ballot is important. We promise there will be no questions about chads!*

### For Vice-President/President-Elect

#### Joan M. Ogdan

##### Education:

M.A.L.S., Rosary College  
(now, Dominican University), 1990  
J.D., Illinois Institute of Technology/Chicago-Kent  
College of Law, 1985  
B.A., Lawrence University, 1974

##### Employment:

Librarian, McGuireWoods LLP, 2000-present  
Information Specialist, Health Law Division,  
American Medical Association, 1997-2000  
Reference Librarian, Sidley & Austin, 1990-97  
Legal Assistant, Sidley & Austin, 1984-1990  
Library Assistant, Sidley & Austin, 1981-1984  
Operations Coordinator, Main Reading Room,  
The Newberry Library, 1978-1981  
Bookbinder Trainee, Bindery,  
The Newberry Library, 1977-1978  
Clerical Assistant, Office of the Director of Library  
Services, The Newberry Library, 1975-1977

##### Memberships:

CALL, SLA

##### Professional Activities:

##### CALL

Director, Executive Board, 1995-1997  
Co-Chair, Continuing Education Committee, 1994-  
1996  
Member, Continuing Education Committee, 1992-1994  
Co-Editor, Bulletin Committee, 1982-1984  
Member, Bulletin Committee, 1997-present  
Member, EPIC Special Committee, 1998-1999  
Member, 50<sup>th</sup> Anniversary Committee, 1997-1998

Member, Membership Committee, 1993-1995  
Member, Union List Committee, 1992-1993

##### SLA – Legal Division

Member, Legal Division Quarterly Committee,  
2000-present  
Member, By-Laws and Division Manual Committee,  
2000-present  
Member, Web Site Committee, 2000-present

##### SLA – Illinois Chapter

Chapter Liaison to the SLA Committee on Interna-  
tional Relations, 1998-2000  
Chair, Jobline Committee, 1995-1996  
Member, Jobline Committee, 1994-1995  
SLA/Great Lakes Regional Conference III, Member,  
Theme/Logo/Promotional Materials Committee,  
1993-1995  
SLA/Great Lakes Regional Conference III, Member  
Hospitality Committee, 1994-1995

##### CBA

Member, Library Committee, 1988-1989

##### Publications

*CALL Bulletin*, “Working Smarter” column –  
1999-present  
*CALL Bulletin*, “Discovery” column – 1994,  
1997-1998  
*SLA Legal Division Quarterly* articles – 1999-present  
LLRX Web Site – SLA program review, July 2000  
*The One-Person Library* – SLA program review,  
July 1999  
*Legal Information Alert* – product review, May 1998  
*The Crab-Wrapper* – AALL Annual Conference  
newspaper, “CALL Celebrates 50 Years of Service to  
the Profession”, July 20, 1997  
*SLA Informant* – SLA Chapter meeting review,  
March 1995  
SLA /Great Lakes Regional Conference III, “Where to  
Eat in Chicago: An Irreverent Guide to Urban  
Eateries” (Hospitality booth handout, 1995)



### Statement of Goals:

We are facing more and more challenges every day as professional law librarians. With my *CALL Bulletin* column, "Working Smarter," I have tried to offer some tools and insights to help us all cope a little better with these daily challenges. However, if we are to continue as a viable profession, we must look beyond our individual needs and the immediate needs of our peers. We must seek to understand our core business and align our mission with the mission of our organization. We also must find ways to communicate our value as information professionals to our employers, the legal community, and the public at large.

You, the members of the Chicago Association of Law Libraries, are some of the most creative and hard-working people I know. As an officer of the CALL Executive Board, my main goal will be to build upon CALL's solid foundation of cooperation by leveraging your enthusiasm and your dedication. I will encourage each one of you to look forward — to anticipate new trends and innovations before they become mainstream. I will take every opportunity to remind you to reach out — to share your knowledge and your expertise with your colleagues and your community. Most importantly, I will continue to offer you ideas that, hopefully, will inspire you come up with creative and positive solutions for some of our daily challenges. Together, we can accomplish great things! ■

*CALL Executive Board candidates, from left, above, Pegeen Bassett, Joan Ogden, Betty Roeske, Naomi Goodman, Christina Wagner.*

*Left, Dave Rogers*

## For Vice-President/President-Elect

### Christina Wagner

#### Education:

M.A., The American University, Washington, DC, 1993

B.A., Mundelein College, Chicago, 1984

#### Employment:

Foley & Lardner, Director of Library Services for the Chicago Office, 1996-present

Phelan, Cahill & Quinlan, Library Director, 1994-1996

Piper & Marbury (Washington, DC), Reference Librarian, 1991-1993

#### Memberships:

AALL, CALL, SLA

#### Professional Activities:

Advertising Manager, *CALL Bulletin*, 2000-2001

CALL Treasurer, 1998-2000

Chair, CALL Placement Committee, 1997-1998

Member, CALL 50<sup>th</sup> Anniversary Committee, 1996-1997

#### Statement of Goals:

CALL is an association that ably serves the needs of its members and, in turn, its members' organizations/institutions. The key to further enhancing and strengthening the association lies in our continued commitment to developing active and dynamic Committees that can bring CALL's programs and services to our members as well as to the larger legal community.

In order to accomplish the preceding we need to focus special attention on:

1. Seek opportunities to promote CALL to the larger legal community
2. Continue to provide members with high-quality, timely and informative professional development programs
3. Increase our membership rolls by recruiting librarians new to the profession and/or new to the field of law
4. Offer our new members a welcome to CALL that encourages them to become active in the association
5. Maintain financial solvency ■

## For Secretary

### Naomi Goodman

#### Education:

Diploma of Librarianship, University of New South Wales, Sydney [graduate degree], 1969  
B.A., University of Queensland, Brisbane, 1968

#### Employment:

Technical Services Librarian, Valparaiso University School of Law Library, 1992-present  
Catalog Librarian, Valparaiso University School of Law Library, 1989-1992  
Reference Librarian, Valparaiso University School of Law Library, 1987-1989  
Cataloger (part-time), Purdue University Calumet, Hammond, IN, 1983-85  
Adjunct Professor (cataloging), Purdue University Calumet, Hammond, IN, 1978  
Reference Librarian, Hammond Public Library, 1975-77

#### Memberships:

AALL, CALL, ORALL

#### Professional Activities:

Co-editor, *CALL Bulletin*, 2000/2001-  
Co-editor and advertising manager, *CALL Bulletin*, 1999/2000  
Member, *CALL Bulletin* Committee, 1998/1999  
Member, CALL By-Laws Committee, 1998/1999  
Chair, CALL Grants Committee, 1995-98  
Member, CALL Grants Committee, 1993-95  
Member, AALL Statistics Committee, 1994-96  
Member, AALL Annual Meeting Registration Committee, 1996  
Member, AALL OB-SIS By-Laws Committee, 1995/96  
Member, ORALL Education Committee, 1993/94

#### Publications

Contributions to *CALL Bulletin*. Most recent:  
"Core Competencies for Library Support Staff"  
Fall 2000.  
"Accepting the Challenge: Teaching Legal Research"  
Summer 2000 (with Sally Holterhoff)  
"Hitting the MARC, and Other Help from the Web"  
Spring 2000.  
"Shoot Out at the CALL Corral : Shepard's v. KeyCite" Winter 2000.  
"What I Like, Who Has It, and Can I Have It? An Update on Integrated Library Systems" Vol. 26 *Technical Services Law Librarian* (September 2000) p. 12. (AALL program review)  
"Core Competencies for Library Support Staff"

Vol. 26 *Technical Services Law Librarian* (September 2000) p. 11. (AALL program review)  
Naomi J. Goodman and Carole L. Hinchcliff, "From Crisis to Cooperation and Beyond: OhioLINK's First Ten Years" Vol. 13 *Resource Sharing and Information Networks* (1997) p. 21  
*The Pittsburgh Point* – AALL Annual Meeting newspaper (1995). Publicity for the AALL Statistics Committee's *Biennial Salary Survey, 1995*

#### Presentations

Coordinator and moderator, "Outsourcing: Boon or Bane for Law Libraries," 88th AALL Annual Meeting, Pittsburgh, July 1995.  
Speaker, "Reaching Out, Coming Together: OhioLINK," Sixth Annual Asian Pacific Specials, Health and Law Librarians Conference, Sydney, Australia, August, 1995 (with Carole Hinchcliff)

#### Statement of Goals:

CALL is an essential resource for law librarians in the Chicago area and beyond, providing support, continuing education, shared knowledge, and networking. CALL's mission and its accomplishments will be re-examined as its new Strategic Plan is written. As Secretary and Board Member, I will work to ensure CALL's continuing success by:

Encouraging new members to become fully involved, through committee membership, meetings, educational programs, and writing for *The Bulletin*

Providing quality educational programs to keep members current on developments in new technologies, marketing, management, user services and technical services

Enhancing visibility and recognition for CALL and law librarians through co-operation with other legal professional organizations in the Chicago area

Exploring alternate ways to help CALL members by expanding grants and/or scholarships

Maintaining CALL's fiscal health, to allow educational programs and business meetings at an affordable cost to members ■



## For Secretary

### Dave Rogers

#### Education:

M.B.A., Hope International University, Fullerton, CA  
(Via Internet), in process  
M.S. L.I.S., University of Illinois, 1996  
Graduate work toward M.A., 28 of 36 hours, Wheaton  
College, 1987-1988

#### Employment:

Sidley & Austin, Public Services Librarian,  
Dec. 1997 - present  
Pedersen & Houpt, Library Manager,  
Feb. 1997 - Dec. 1997  
Jenner & Block, various titles, April 1989 - Feb. 1997

#### Memberships:

CALL, AALL, SLA

#### Professional Activities:

Bulletin, Internet, Continuing Education, EPIC  
Speaker on a variety of topics in information delivery,  
public records.

#### Publications:

Columns in CALL Bulletin  
"Centralized vs. Decentralized Models in Interlibrary  
Loan Access" Vol. 7 (3) *Journal of Interlibrary Loan*,  
*Document Delivery* (1996) p. 29-

#### Statement of Goals:

Over the past decade, CALL has been an important  
part of my career development. I have often sought  
the assistance and support of colleagues in the variet-  
ies of questions and resource needs that have come my  
way.

I think of CALL as a stakeholder. As a stakeholder, I  
seek to contribute to my profession each year. Par-  
ticipating on the Board as the Secretary would help me  
to contribute to my profession in a different way than  
I have in the past. I look forward to the challenge and  
the possibilities. ■

## For Director-at-Large

### Pegeen G. Bassett

#### Education:

M.A., Librarianship, University of Denver Graduate  
School of Librarianship, 1972  
B.A. University of Denver, 1970

#### Employment:

Documents Librarian, Pritzker Legal Research Center,  
Northwestern University School of Law, Chicago,  
Illinois, 1982-present  
Reference Librarian, North Suburban Library System,  
Reference Service, Skokie, Illinois, 1980-82  
Reference Librarian, Suburban Library System,  
Information Services, Oak Lawn, Illinois, 1978-80  
Head, Documents and Assistant Professor, University  
of Illinois Library of Health Sciences (Medical  
Center), Chicago, Illinois, 1977-78  
Assistant Law Librarian and Assistant Professor,  
University of Nebraska Law Library, Lincoln,  
Nebraska, 1973-77  
Assistant Librarian and Instructor, University of  
Nebraska Libraries, Reference and Information  
Services, Lincoln, Nebraska, 1972-73

#### Professional Associations:

AALL, 1982 to the present  
CALL, 1982 to present

#### Professional Activities:

Chair, American Association of Law Libraries,  
Government Documents Special Interest Section  
1999-2000  
Vice-Chair, Chair-Elect, American Association of  
Law Libraries, Government Documents Special  
Interest Section 1998-1999  
Member, AALL Government Documents SIS,  
1982 to present  
Member, CALL Nominations Committee 1996/97  
Member, CALL Nominations Committee 1993/94  
Chair, CALL Special Grants Committee 1991/92  
Member, CALL Ad Hoc Grants Committee 1990/91  
Member, CALL Nominations Committee 1990/91  
Member, Illinet Federal Depository Library  
Coordinating Council 1992-94  
Chairperson, Illinois Library Association Government  
Documents Round Table 1981/82  
Member, Illinois Library Association 81 Conference  
Planning Committee 1981  
Member, Program Committee for Nebraska Governor's  
Conference on Library Services 1976

**For Director-at-Large****Pegeen G. Bassett** *continued***Publications**

Book Reviews: "Congressional Intent " 12 *Legal Information Alert* 11 (1993)

Articles: "Researching Federal Legislative History: Notes from the Field" Vol. 5 *Perspectives: Teaching Legal Research and Writing* (Spring 1997) (with Virginia Thomas and Gail Munden)

**Speaker**

"GPO Depository Library Workshop," coordinator, July 22, 1999, post-conference workshop American Association of Law Libraries, Washington DC  
 "Separated at Birth and Reunited at the Reference Desk: Providing Public Service with Government Information," panelist at 1998 Illinois Library Association Annual Conference, October 27, 1998  
 "Taking a Closer Look at Census Data," moderator, September 28, 1994 sponsored by Chicago Association of Law Libraries Continuing Education Committee, Northwestern University School of Law  
 "Reference and Online Basics Outside Your Field," speaker on U.S. government documents at Feb. 18, 1992, dinner meeting of the Illinois Chapter of the Special Libraries Association  
 "Researching Legislative History, Federal and State," speaker on "Federal Legislative History Research", sponsored by Chicago Association of Law Libraries, Continuing Education Committee, Jan. 29, 1992  
 "Getting Documents to Your People," moderator, Illinois Library Association Government Documents Roundtable Program, Northwestern University, September 17, 1982

**Statement of Goals:**

Whether a law librarian works in an academic or law firm setting, we face many of the same challenges. The work challenges will always be there but knowing other librarians and how they have met these challenges is one of the rewards of networking through CALL. CALL's strength over the years has been the opportunities it has provided for librarians to get to know each other on a personal and professional level. We need to continue to promote the organization to newer librarians and library school students so they will want to get involved.

see *Pegeen Bassett* page 14

**For Director-at-Large****Betty Roeske****Education:**

M.L.S., Indiana University, Bloomington, IN., 1983  
 B.A., Ball State University, Muncie, IN., 1976

**Employment:**

Technical Services Librarian, Katten Muchin Zavis, Chicago, IL., 1995-present  
 Technical Services Librarian, Schiff Hardin & Waite, Chicago, IL., 1988-1995  
 Assistant Law Librarian for Serials, Computers, Acquisitions, and Interlibrary Loans, with the rank of Assistant Professor, Ohio Northern University Law Library, Ada, Ohio, 1983-1988

**Memberships:**

CALL, 1988-present  
 AALL, 1983-present  
 ORALL, 1983-present  
 Indiana Library Assoc., 1975-present

**Professional Activities:****AALL**

Member at Large, Technical Services Special Interest Section, AALL, 1996-1998  
 Member, Committee on Exchange of Duplicates, AALL, 1987-  
 Chairperson, Exchange of Duplicates Committee, AALL, 1993-1995  
 Member, Private Law Librarians, 1988-  
 Chairperson, Private Law Librarians Technical Services Roundtable, AALL, 1995-  
 Member, Online Bibliographic Services SIS, AALL, 1996-  
 Member, Computing Services SIS, AALL, 1996-  
 Listserv Owner, TS-SIS, AALL, 1997-  
 Member, Committee on Relations with Information Vendors, AALL, 1998-2000  
 Member, LEXIS Publishing Librarian's Panel, 1999-2000

**CALL**

Member, Union List of Serials, 1988-  
 Chairperson, Union List of Serials, CALL, 1990-1991  
 Member, Duplicate Exchange, 1988-1998  
 Chairperson, Exchange of Duplicates Committee, CALL, 1993-  
 Member, Committee on Relations with Information Vendors, 1999-  
 Chairperson, Committee on Relations with Information Vendors, 2000-

see *Betty Roeske* page 14



# Advertisement

**Betty Roeske *continued*****ORALL**

Secretary, OHIONET Interlibrary Loan Advisory Council, 1986-1988  
 Member, Union List of Serials, ORALL, 1983-1988  
 Chairperson, Union List of Serials, ORALL, 1988  
 Member, Placement Committee, ORALL, 1984-1986  
 Member, OHIONET Interlibrary Loan Advisory Council, 1984-1988  
 Member, Ad Hoc Committee for State of Ohio Union List (SOUL), 1986-1988

**Publications**

Editor for a column in *Technical Services Law Librarians* that focuses on private law libraries, beginning in 2001  
 "Electronic Product Issues" Vol.4 (10) *AALL Spectrum*, (July 2000) p.19  
 "Problem Resolution in the Technical Services World" *CALL Bulletin* (Spring 2000) pp.16-17  
 "Customer Problems Re-cap" Vol. 22 (3) *CRIV Sheet* (May 2000) p.10  
 "PLL Technical Services Roundtable, AALL Washington, DC, July 19, 1999" *PLL Perspectives* (Fall 1999) p.18  
 "Technical Services - Using Internet Discussion Lists" [www.llrx.com/columns/reference6.htm](http://www.llrx.com/columns/reference6.htm) (June 15, 1999)  
 "Instructions for downloading PRISM records to DataTrek" *CALL Bulletin* (June 1991) p. 25  
 "Schiff Hardin & Waite Online Catalog" *CALL Bulletin* (November 1989) p.16  
 "The 1988 Union List is Here!!" *ORALL Newsletter* (June 1988) p.6  
 "The ORALL Union List" *ORALL Newsletter* (December 1986) p.6

**Statement of Goals:**

When I started to work in Chicago in 1988, it was my first interaction with a local network of experts. In Ohio, I had librarians that I could contact about issues but they were in other geographic areas. I quickly learned to appreciate and utilize this valuable asset of local networking in order to solve problems or brainstorm new ideas. As a member of the CALL Board, I

would assist in maintaining the value of the local networking.

Since members of the CALL libraries need to obtain information on accessing the new technologies, they need to have access to those librarians that were fortunate to be able to attend AALL, SLA or the various online/Internet conventions. I believe the CALL Board should encourage current awareness sessions, after the conventions are over in order to share that information. CALL has always been a wonderful resource for librarians and we need to continue this tradition. The underutilized CALL listserv and web pages may also be alternatives to post the information. The strength of CALL is dependent on the strength of the individual members. ■

**Pegeen G. Bassett *continued***

It is also crucial to offer members more educational programs that will train law librarians for greater understanding of technology and management of law libraries. These programs need to be affordable so that more members can take advantage of them. Joint sponsorship of programs with SLA, ALA, and AALL are a way to draw on the educational strengths of these various groups. The issues that are impacting on different types of libraries have more common ground than differences.

It is also important as a director to work with the other officers to work on long range planning to make certain that the organization has a sound financial foundation in the coming years. ■



**Whatever Happened to...?  
Spotlight on a Former  
Chicago Law Librarian**  
by Sally Holterhoff  
Valparaiso University Law Library

*In an organization as large as CALL, people come and go. This article is the second in a series of short profiles of former Chicago law librarians who have moved on — to other locations, other jobs, even to careers in other fields. Suggestions for future profiles are welcome.*

**Toni Aiello** is the subject of this issue's *Whatever Happened To...?* column. Toni left "my kind of town, Chicago" and her job in the Illinois Attorney General's office in April 1997. She headed for "New York, New York" and a new position as an academic law librarian at St. John's University School of Law, Rittenberg Law Library, in Jamaica, New York. Both these switches — in geography and type of library — were in some sense a homecoming for Toni. She is originally from the East Coast and she began her library career in 1977 in academia (at Northwestern University's main library in Evanston). The law school at St. John's has about 55 full-time faculty and approximately 950 students in both the day and evening divisions. Like DePaul University, St. John's was founded by the Vincentian fathers.

Working in an academic setting again has enabled Toni to spend more time on research and reference and to work with law faculty. As Faculty and Access Services Librarian, some of her varied duties include supervision of circulation, reserve and related services to the faculty, and of the circulation/reserve unit (staffed by 5 full-time staff and 16 student assistants). Toni is also responsible for library access and privileges, and she takes her turn providing service at the reference desk. She also manages copyright permissions and policy issues for the library. Soon after Toni started her job, St. John's became a depository for United Nations documents, so she has been gaining some expertise with these materials. Recently she attended a two-day workshop at the U.N. Headquarters.

One adjustment Toni had to make in her new job was becoming familiar with New York State legal resources. Another was shifting her research focus to such academic law areas as constitutional law, trusts and estates, and legislative history (federal and New York), which were not a priority in her previous job. Currently, the biggest job challenge she faces is preparing for a smooth transition to the circulation functions of the Innovative Millennium system which is being implemented in her library.

On a more personal note, Toni has also adjusted (after twenty years in the Chicago area) to the environs of New York City with its faster pace and more aggressive mind set. She lives only 12 miles from downtown Manhattan, right on the train line. She mentions the city's museums, theater, and restaurants as things she is thoroughly enjoying. Since her move,

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Toni has become involved in a new extracurricular activity: Soroptimist International of Manhattan, which is an international business and professional women's service group. She notes that an especially rewarding project of this group was their successful fundraiser last June for Gilda's Club New York City, a resource center for cancer patients and their families.

As an East Coast native, Toni grew up in New England, received her undergraduate education at Trinity College in Washington, D.C., taught school in Massachusetts, and lived in Boston while attending library school at Simmons College. She made her very first trip to the Midwest in 1976 to attend a conference of the American Library Association. Not long after that, she made a repeat visit to interview for a library job at Northwestern University. This resulted in her moving to Chicago, which became her home for the next two decades. After five years here, she started law classes part-time at Loyola University, while still working full-time. During law school she was encouraged to consider law librarianship as a career by George Grossman, who at that time was director at Northwestern University Law Library. After completing her J.D. in 1987, Toni had a judicial clerkship with the Illinois Appellate Court. After the clerkship, she embarked on her career as a law librarian.

Having been an active CALL member and former Secretary (1995-97), Toni has made it a point to continue CALL membership from afar. She says that her rewarding CALL experiences led her to get involved right away with the local AALL chapter, the Law Library Association of Greater New York. She has particularly enjoyed becoming involved with LLAGNY's MCLE/Teaching Legal Research Committee, which plans and presents an annual "Bridge the Gap" legal research program to prepare law students for summer employment. Toni serves as co-chair of the Committee. She highly recommends this type of program as an exciting and worthwhile project, and offers to share information about it with any interested CALL members.

Toni describes herself as "still a Midwesterner in spirit," who finds much to miss about Chicago. But she says "my colleagues here in New York are terrific and remind me so much of everyone in CALL and how we worked together." Her best CALL memory is the 50<sup>th</sup> Anniversary celebration, with "the spirit of pride and community which it brought out in everyone."

For anyone contemplating a major job relocation similar to hers, Toni advises researching all aspects of the new situation before making the change. "Whether this information comes through the interview process or from other colleagues, it will be important to your adjustment and to your success and enjoyment of the new job." ■

## In Memory of Elaine Teigler

**Peegen G. Bassett  
Northwestern University Law Library  
Pritzker Legal Research Center**

It is with sadness that I inform the CALL membership of the passing of Elaine Teigler on October 19<sup>th</sup>, 2000. Elaine was the Associate Librarian of Northwestern University School of Law and Lecturer on Legal Bibliography from 1947 to 1983. She was affectionately known as "Miss T" not only to the library staff, but also to her many friends among the students, faculty, and alumni of the Law School. Her deep professionalism and dedication to Northwestern's Law School and the Law Library and her mentoring of staff and students were always evident to anyone working with her.

"Miss T" graduated from Senn High School in 1933 and attended law classes at Northwestern University School of Law. Before becoming a law librarian she worked for Encyclopedia Britannica, where she edited articles for publication. She is the editor, with Franklin Scott, of "Guide to the American Historical Review, 1895-1945," reprinted in the American Historical Association Annual Report, 1971.

I only worked for one year with Miss T but we stayed in touch over the years. She would call periodically to see how my family and I were doing. Her most endearing quality was her concern for the people that she had worked with or who had entered her life. A few months before she died she called me at home to chat, and while it was obvious that her illness was debilitating, she immediately asked me about my son who was born a year after I started at Northwestern. She said, "How is your little guy doing?" and I said, "Well, he is 5 foot 10 now, and a junior in high school..." As always, she was one of the most upbeat people I have ever worked with, and I consider it a privilege to have worked with her during my first year at Northwestern. ■



# Advertisement

## Deep in the Heart of Texas

Leslie Lanphear  
Lord, Bissell & Brook

Over 10 years ago, I was starting my last years as a history major at William and Mary in Virginia. Not exactly being a visionary, only then did I *really* begin to understand that I would be leaving the academic world, and that I needed to select a career. What was I to do with my life? I naturally began to research those careers that suited my interests and personality. For history majors, there are essentially three main options:

- Teacher (No, thank you; that's best left to the professionals.)
- Librarian (No way!! There is no way in this world that I am going to follow in my mother's footsteps<sup>1</sup>), or
- Attorney? (Hmm, now, that's a possibility!)

From here, I began to explore the legal profession as much as I could – from taking legal history classes to interning at the National Center for State Courts. My internship was one of the great joys of my last few years – I worked in the library researching information for patrons; it was so refreshing to be “out in the real world!”<sup>2</sup> After graduation, I worked as a legal secretary, and then a paralegal, to determine whether I truly wanted to become an attorney. Several years later, I accepted the inevitable: I am my mother's daughter. Thus, in 1995 I began school at the University of Texas at Austin's Graduate School of Library and Information Science (GSLIS) as a full-time student.

In common with others who attended library school during the mid-1990s, I found myself in the midst of change — within the world, within the profession, and, thus, within the school. The Internet was just beginning to become part of our daily lives, and its impact on our profession was being realized. In the mid-1990s, GSLIS, as an institution, began to examine how to position itself for this new future. For us students in those days, naturally the school could only make small changes to fill the immediate needs. The curriculum offered reflected this transition: traditional library school courses with technology being incorporated into them; when obviously needed, separate technologically-oriented classes were developed.

see *Texas* page 28

## MLIS: A New World

Margaret S. Duczynski  
University of Chicago Law Library

I have always loved libraries. Undergraduate education at the University of Michigan, a master's in history at Northwestern University, a law degree and nine years of law practice gave me definite views on what an academic library should be like from the patron's point of view but little knowledge of the librarian's point of view. In the somewhat naïve belief that love and a user's perspective could make up for little experience, I enrolled in Dominican University's MLIS program.

I jumped right in. Dominican requires four core courses (Introduction, Organization of Knowledge, Reference and Online Sources and an administration course) and eight electives. I started with Organization of Knowledge (a/k/a Cataloging and Classification). What an arcane world: MARC records, AACR2 rules, uniform titles and Dublin Core records. Even in this most basic of areas, what I appreciated most was Professor Koh's dedication to teaching us not only the nuts and bolts of what librarians need to know, but also the theory behind the basics and the most recent developments in the field.

This dedication became a constant feature in my library education. Every course I took focused on the theory as well as the practice of librarianship. Dominican has several courses touching upon issues of concern to all librarians regardless of the type of library they work in. Examples include Telecommunications, Knowledge Management, Online Sources. These are supplemented by a large list of more subject-specific courses; for law librarians these are Effective Use of Legal Resources, and Law Libraries (focusing on administrative issues). For my needs, the classes on larger issues of librarianship were the more valuable. What I needed, I figured, was the big picture: how law librarians acquire, manage and make available the resources academic lawyers use.

I am the Faculty Services Librarian at the D'Angelo Law Library of the University of Chicago Law School. The Law School lives up to its reputation as an intellectual heavyweight; every day I am challenged by the research requests coming from the faculty. Academic lawyers these days need far more in the way of resources than the traditional core sets of legal materials. Multidisciplinary research and increasing productivity demand new approaches to expanding the library's

see *New World* page 28



## Building a Career the Chicago Way

Deborah Rusin, Altheimer & Gray

I finally decided what I wanted to be when I grew up — at the age of 31. I decided that what I truly enjoyed was conducting legal research, and I knew that I would be much closer to this goal if I had my Master's in Library Science.

When I told my Dad of my plans, he asked me why I would want to spend all that time and money obtaining a degree that would allow me to stamp due dates on library books. But I had been working in the legal field for quite a while, and I knew that there was much more to being a librarian, particularly a law librarian, than stamping books.

My first job in the legal field was with Hyatt Legal Services. My official title was "legal assistant." In actuality, I was the receptionist, typist, gopher and coffee maker. I am not complaining. We all have to start somewhere and I was all too happy to break into the legal field. As time went on, I moved on to other true legal assistant jobs. After a couple of years working as a legal assistant, I went back to school to obtain my paralegal certification, then worked as a paralegal for several years. It was in this capacity that I got a little taste of legal research.

Most of my experience as a paralegal had been working for plaintiffs' personal injury attorneys. And while I enjoyed ordering and abstracting medical records, drafting interrogatories, preparing settlement packages, compiling jury instructions and trial preparation, I did not like preparing and sending out subpoenas or scheduling depositions. Anyone who has ever had to schedule a deposition with multiple parties knows what I am talking about. And I certainly did not like having to be the go-between for client and attorney, taking the brunt of all their frustration.

It was while I was working for one law firm in particular that my decision to obtain my Master's in Library Science solidified. Although this firm was considered small, it had a library! Not only was I conducting a substantive amount of in-depth legal research, but I was also in charge of the library — a very positive experience.

When I decided to attend graduate school, there were only two schools in Illinois that offered a Masters in Library Science. One was Dominican University.

## Library Degree Consolidates Experience

Mark Giangrande  
DePaul University Law Library

I attended the Graduate School of Library Science at the University of Texas at Austin (GSLIS) between September, 1993 and May, 1995. Presently, I am a reference librarian in the Vincent G. Rinn Law Library at the DePaul University College of Law.

I was a full-time student. I had won the Jamail Center Fellowship, which awarded me tuition at the GSLIS, a (very) small stipend. In return, I also worked 30 hours per week at the Tarlton Law Library. The program at Tarlton complimented my library school instruction in that I rotated between departments on a two or three month basis. I worked in acquisitions, cataloging, receiving, reference, circulation, preservation, and administration.

Before getting to Texas, I had worked for some 18 years at the libraries of Chicago-Kent College of Law and Loyola University Chicago. I handled a variety of tasks over time, from circulation, reference, computer management, and legal research instruction.

As I remember it, the curriculum included all the basics one would expect. The traditional topics included cataloging, reference resources, library management, statistics, multimedia. There were upper level classes that focused on computer issues, such as database management, information systems, and electronic resources. At the time I was there, the World Wide Web was just beginning to filter into everyone's consciousness. The Mosaic browser started to appear on computers, although Gopher sites were still the rage.

One project I had for my Introduction to Internet class involved giving a detailed tour of a gopher or web site of interest. A classmate offered a site where consumers could arrange to purchase flowers. The general class reaction was hostile to the site as they held the attitude that the Internet should not be sullied with such crass commercialism. In hindsight, given the evolution of the web (under the auspices of the Department of Commerce) that reaction was naïve. At the same time, and in spite of the overwhelming commercial nature of the Web, libraries and non-commercial information have also held their own in



## CCH Reverse Site Visits

Lorna Tang

University of Chicago D'Angelo Law Library

Betty Roeske

Katten Muchin Zavis

*Editors' note: When CCH expressed their interest in visiting Chicago area law libraries to AALL CRIV Chair, Christine Graesser, she contacted CALL President Frank Drake. From there, CALL CRIV, under the leadership of Chair Betty Roeske and member Lorna Tang took on the organizing and reporting of four very productive visits. CCH staff also produced a separate report of their visits. We are presenting summaries and excerpts of each report here, but urge CALL members to read **both** the very interesting and detailed reports in full. They are available on the CRIVPage at [www.aallnet.org/committee/criv/news/sitevisit/reverse/](http://www.aallnet.org/committee/criv/news/sitevisit/reverse/) and will also be published in the next CRIV Sheet.*

In the recent years, as part of its goal to improve communication between law publishers and law libraries, CRIV has visited several law publishers. Now CRIV also invites publishers to visit local law libraries, and these activities are called "reverse site visits." Through these visits, the publishers hope to understand better the different needs of varying law libraries and how they can help us serve our patrons better. In May 2000, BNA visited the Virginia law libraries, and this fall CCH visited several law libraries in the Chicago area.

### **I: University of Chicago D'Angelo Law Library** October 30, 2000.

Before the visits, CCH staff informed the law librarians that they were interested in learning more about the receipt/product process, accounts/billing, and the invoice renewal process in a law library. Therefore, their visit to the D'Angelo Law Library began with a review of workflow practiced in this academic law library. Two flow charts were prepared by the D'Angelo Law Library staff, one on the "life of an invoice" and the other on the "life of a loose-leaf update." At the end of the visit, the library staff demonstrated how checking in an update and processing an invoice were done in the D'Angelo Law Library.

The D'Angelo Law Library staff raised the question of how to replace old transfer binders from the 1960's. CCH staff explained that this represents a special order and requires special attention at CCH. D'Angelo Law Library staff also wished to add a customer's P.O. numbers on invoices and also on renewal certificates. From the conversation, we realized that the D'Angelo Law Library staff did not know about some new services available from CCH Customer Service. How to "market" new or improved customer service to law librarians was briefly discussed. To provide customer

service news on the publisher's homepage or to issue occasional email messages to customers are two of many possibilities.

### **II: Katten Muchin Zavis Library**

November 2, 2000.

On this visit, CCH's goals were to discuss CCH product content/functionality, as well as processing and billing issues. The visit began with an explanation of the KMZ processing procedures for checking in looseleaves. KMZ personnel indicated that CCH's decision to switch to white envelopes for their looseleaf mailings slowed down the sorting process. CCH personnel explained that they had switched to the white envelopes to place more emphasis on these mail pieces in mailrooms for large companies and business centers. Too often, the formerly used manila envelopes were perceived as "junk mail" and received low priority in processing.

There was then a discussion of preferred options on how claims were processed. KMZ personnel explained why they preferred to phone Customer Service as opposed to using the web page. A discussion ensued on what KMZ staff would like to see on the web page to make it more user-friendly — a way for the shipping address to be automatically inserted and a drop down menu to select the title. This proposed format would reduce the amount of typing required from the user, to specific information about what is needed — missing pages, replacement binders, etc.

The next discussion was a close examination of the existing CCH invoices. Fields that were either not necessary or which caused confusion for our accounting system were discussed. Someone asked whether it was possible to have the invoices sorted by title rather than the initial date of the order.



## Second City Site Visits

Jerry Pruitt & Leslie Bonacum  
CCH INCORPORATED

No new support services to announce, no billing snafu to correct, no system upgrade to explain, no panel to participate on — we were there for one plain and simple reason: to learn.

And what a great experience the library site visit initiative was for CCH INCORPORATED's customer service leaders. Although we keep in close contact with customers throughout the year through individual customer meetings, luncheons, professional conferences and feedback groups, the on-site visits provided us with a unique, first-hand opportunity to observe and understand our customers' work flows, processes and work environments.

CCH identified types of libraries and librarians we wished to meet with, as well as key areas of interest, and communicated the criteria to CRIV.

- Types of libraries: academic, law, insurance and government.
- Types of librarians: including acquisition, reference and technical services.
- Key areas of interest:
  - In general: the organization structure of the library and an overview of the responsibilities of the librarians and staff in the organization.
  - Specific issues we wanted to cover included:
    - a) Product Processing / Receipt:
    - b) Accounts / Billing:
    - c) Invoice Renewal:
  - Other issues: CCH also asked each site to raise whatever issues they felt were important to them in working with CCH.

### Secrets to Success:

From our perspective, the following greatly contributed to the success of the meetings and the project overall.

### CRIV's support

From CRIV leadership's immediate response to our request to participate in the initiative, to Betty and Lorna's identification of appropriate sites; communi-

cation with CCH and lead librarians at sites; and oversight of the individual visits, CRIV's support ensured that this initiative was a success.

### Identification of learning needs

Having the publisher provide a clear, concise identification of learning outcome desired helped CRIV identify appropriate sites for visits, as well as set a general, consistent framework for the meetings.

From a resource and timing standpoint, visiting sites in close proximity to CCH helped ensure that we could visit several different libraries in a short period of time.

### Proper identification of resources

It is imperative that both the host site and the publisher ensure that the right people participate. By limiting the number of participants to those who have a hands-on role in the process, it ensured that all of the presentations were focused, all of the nuts-and-bolts information got covered and open discussions flowed.

### Show and Tell

One of the main advantages of being on-site at a library was being able to observe how things are done in the workplace, as well as how CCH product-use issues arise. We were able to observe mail sorting, overstuffed binders, and peeling labels. We were also given flowcharts showing the life of an invoice and an update.

### Leave enough time for discussion

What may seem mundane, ordinary or self-explanatory to you, may be something completely new and intriguing to your visitor. Leave lots of time for Q&A.

### Relax!

I think it's fair to say that everyone was a little nervous at first. Keep in mind that these meetings are really just informal discussions with a common goal of education.

### What We Learned:

We gained a much better understanding of how each library's unique physical environment and workflows — including everything from office space and process dependencies to hardware and software — play an enormous role in how librarians work with CCH day-in and day-out. We saw how seemingly small changes by us can either make your life much easier, or cause you hours of extra work.



## A New Federal Information Agency?

Walter Baumann, DePaul University Rinn Law Library

The U.S. National Commission on Libraries and Information Science (NCLIS), established in 1970, advises the President and the Congress on the library and informational needs of the nation. A recent NCLIS study of public information dissemination grew out of a 1999 Department of Commerce announcement that it will close the National Technical Information Service (NTIS). NCLIS responded to that announcement, asserting that broader reforms in information dissemination were called for. In July 2000, the Senate Committee on Commerce, Science and Transportation asked NCLIS to review the public's needs. A final "Comprehensive Study of Public Information Dissemination" will be issued on January 26, 2001. The draft of the report can be read at [www.nclis.gov/govt/assess/assess.html](http://www.nclis.gov/govt/assess/assess.html).

In addition to assessing the public's needs, the Commission has incorporated within its recommendations a proposed "Public Information Resources Act of 2001," available at [www.nclis.gov/govt/assess/assess.html](http://www.nclis.gov/govt/assess/assess.html).

A major feature of the bill would be establishing a public information resources agency in each branch of government. Each would have "the authority to procure all printing and related services" for that branch. A new agency in the executive branch, the Public Information Resources Administration (PIRA), would serve as the focal point for providing timely dissemination and permanent public availability for the government's information resources. The bill would create an interagency Council of Public Information Resources to help coordinate the activities of the three information agencies. Also, a Public Information Resources Users Council would advise PIRA regarding the impact of its policies.

The Commission recommends that the Superintendent of Documents be renamed the Superintendent of Public Information Resources and report directly to the head of PIRA. The Federal Depository Program (FDLP) and depositories would be similarly renamed. The Commission states that the new Superintendent shall use "a variety of formats, mediums, channels and methods, for access, dissemination, and distribution" in carrying out its mission. This includes traditional depository libraries, but obviously greatly broadens the possible agents and methods for this function. Interestingly, the bill does not attempt to change the basic structure of the FDLP, including its congressional designation.

Several library associations, the National Archives Administration (NARA), and the Public Printer have responded to the commission's draft report and proposed legislation. They have generally credited the commission with undertaking an ambitious task but also expressed serious concerns about its recommendations and proposals. A letter on AALL's position, sent to the Chair of the NCLIS, is posted at [www.ll.georgetown.edu/aallwash/lt01032001.html](http://www.ll.georgetown.edu/aallwash/lt01032001.html).

Mary Alice Baish, Acting Washington Affairs Representative for AALL, listed some of the more significant concerns, at the recent ALA Midwinter meeting. She questions the political viability of the far-reaching organizational proposals, in light of the quick demise of the previous comprehensive attempt at Title 44 reform during the 105th Congress. She would counsel incremental legislative changes rather than attempting to create a new agency whose feasibility and necessity are open to question. The work of existing agencies such as the FDLP (Federal Depository Library Program) and NARA and their statutory mandates may not have been adequately recognized by the Commission. She believes that a successful process "...should be a coordinated, collaborative approach involving government entities across all three branches of government, and library and archive partners."

Shifting the primary dissemination responsibilities to the executive branch is a serious concern, also shared by the Public Printer. As he states in his letter to the Commission, it's not a wise idea to "remove information dissemination from the direct control of the people's elected representatives." Ms. Baish points out that the figures for funding put forward are actually below existing levels. The proper role of the private sector vis-a-vis the public sector is a great concern. Having the private sector increase its role should not lead to attempts to impede federal agencies from providing enhanced electronic services.

In closing her statement, Ms. Baish asks us to judge whether these proposals meet the goal of improving the public's access to government information and whether they stand up to the core principles we believe in. ■



# Advertisement

## Public Affairs Committee

Richard Matthews  
Levenfeld Pearlstein

### Report, January 2001

This report of the 2000-2001 Committee to the Executive Board covers the period September 2000 to date. It also covers the Chair's participation in the "Legislative Advocacy Leadership Training" session held July 25, 2000, during the AALL 93rd Annual Meeting in Philadelphia.

#### Federal Matters:

On the national level, the Committee has locked on four items on the legislative radar screen: (1) misguided database protection legislation; (2) reduced FY2001 funding for the Federal Depository Library Program; (3) erosion of library user rights under the Library of Congress interpretation of the Digital Millennium Copyright Act, and (4) legislation proposed by the U.S. National Commission on Libraries and Information Science to establish a new Federal government information agency.

#### Database Protection Legislation Stymied

The 106th Congress failed to enact legislation intended to protect electronic databases outside of Federal copyright law. One particularly harmful proposal (H.R. 354) intended to prohibit database users from duplication or dissemination of information contained in that database if the action would cause financial harm to the original database publisher. AALL and other library associations endorsed an alternative measure (H.R. 1858) that would prohibit wholesale database duplication and sale, but allow the reuse of factual information. The bill excluded primary legal materials from the reach of new copyright protections. The 107th Congress will undoubtedly again consider database protection; that will require a strong library community response.

#### Funding for Federal Depository Library Program

In December, the President signed into law the Legislative Branch Appropriations Act for FY2001. That measure, which began life as H.R. 4516 and S. 2603, was subsequently reintroduced as H.R. 5657 and finally incorporated into a consolidated appropriations bill, H.R. 4577. The budget for the Federal Depository Library Program was reduced by \$2 million dollars. The Superintendent of Documents had requested \$34.5 million; the House proposed a \$24 million budget for the program; the Senate, \$30.3 million. The final

appropriation was \$27,954,000. Later this year, a pitched battle is sure to ensue over appropriations for FY2002.

#### Digital Copyright Ruling Limits "Fair Use"

The Librarian of Congress issued a ruling on the anticircumvention provision of the Digital Millennium Copyright Act, allowing only two exceptions. The act makes it illegal to access copyrighted works that are protected by technological measures such as passwords or encryption, unless authorized through rules adopted by the Library of Congress. On an encouraging note, the Librarian called upon Congress to reconsider aspects of the copyright legislation. In particular, he noted "potential damage to scholarship" and possible harm to "American creativity" while the ruling remains in effect.

#### NCLIS Proposes New Federal Information Agency

The U.S. National Commission on Libraries and Information Science (NCLIS) has proposed legislation to establish a new agency to be called the Public Information Resources Agency. It would consolidate the Superintendent of Documents, the Government Printing Office (including the Depository Library Program), and the National Technical Information Service. The proposal was part of a major study which AALL had a hand in drafting. Public comments on the study were invited through January 4, 2001.

**In other matters** involving Federal government relations, the Public Affairs Committee Chair has helped prepare a position statement by the AALL Government Relations Committee responding to a request by the Administrative Office of the U.S. Courts for comments on the Federal Judiciary's shift to electronic case files and steps taken to give the public Internet access to such files. Consistent with AALL's position weighing the public's general right of privacy in any calculation of interests involved in access to government information, AALL is leaning toward an analysis balancing access and privacy. When the AALL position statement is finalized, the CALL Public Affairs Committee will propose that the CALL Executive Board adopt a similar position.

#### State Matters:

On the state level, the Committee has focused on two important legislative matters: (1) the Uniform Computer Information Transactions Act (UCITA) bill introduced in the Illinois General Assembly during the last session and (2) a measure intended to be introduced in the new session raising the statutory limit on circuit court filing fees, which fund county law libraries.



## Internet Moment

Michael Bushbaum

Valparaiso University Law Library

### Safe Shopping

No, I don't mean the kind of safe you put your hard-earned money in, nor guarding against losing your money in the crowds. What I mean is being prepared to continue to participate in what was the major indoor sport of the last holiday season ... buying online.

With some estimates of online shopping going as high as 10 billion dollars this year, more and more of you probably spent a considerable amount of money not at the brick and mortar stores, but at your favorite cybermall. Hopefully, unlike 1999, this past year's experience was enjoyable. Even if you have been cybershopping for years, however, it is important to know just what you are getting into, and to take whatever precautions you feel comfortable with. To make this easier, here are some web sites that should make your scroll and click trips to the mall more relaxing.

A good place to start is

[www.safeshopping.org](http://www.safeshopping.org)

brought to you by the American Bar Association. This site covers almost every situation that you may encounter as you travel the internet. Sections include areas about privacy, (a major concern for most people); security, showing you how to determine if the site you are using is secure; and terms, where you can learn to find information about just how your online merchant will deal with problems of backorders, returns, and warranties.

Short and to the point, this site should be your first stop when you go online. Even if you are an experienced shopper, you may find some surprising and perhaps scary bits of information.

One hint for online shopping: get one credit card and use it exclusively for online purchases. It makes it easier to track what has happened with your purchases and also makes it easier to know if you have had credit card information stolen. I know from personal experience that if your credit card information has been hacked, closing and then reopening an account is no fun. Credit card providers are helpful, but it's still a lot of work. Even though most major card providers now have assumed the responsibility for all bogus charges, the time and hassle required on your part is tremendous.

Want to know more? Try the Better Business Bureau's report about online shopping at

[www.bbb.org/library/shoponline.asp](http://www.bbb.org/library/shoponline.asp)

Among other points of interest at this site is a quick checklist of things to watch for when you are making purchases. These are just common sense tips that most of us would take for granted, and include:

Don't rely on a professional looking website as proof of a company's quality or good reputation.

Investigate a company or seller before you buy.

Find out where a company is physically located to help avoid overseas or offshore scams.

Never give out your bank account number, credit card number, or personal information unless you're certain a company is legitimate.

Pay for your purchases by credit or charge card which can be protected under the Fair Credit Billing Act.

Start with a small, inexpensive purchase to see how the company handles your order.

Find out about a company's return and refund policies before you purchase.

Always use a secure internet browser that "encrypts" or scrambles your personal or financial information.

Want more information? Try the Federal Trade Commission's Consumer Protection Guides at

[www.ftc.gov/ftc/consumer.htm](http://www.ftc.gov/ftc/consumer.htm)

for more guides than you will have time to read. It's a great site if you are concerned with any consumer product. A holiday shopping site that actually offers sound advice for online shopping throughout the year is at

[www.ftc.gov/bcp/online/edcams/holiday/index.html](http://www.ftc.gov/bcp/online/edcams/holiday/index.html)

The links from this page, like most of the pages in the FTC's site, offer both text and PDF (Adobe Acrobat) versions of some of the FTC's most popular consumer protection reports.

Want more information? Try this link:

[www.zdnet.com/anchordesk/story/story\\_4047.html](http://www.zdnet.com/anchordesk/story/story_4047.html)

Here you will find a report written in 1999 by Jesse Berst, editorial director at ZDNet Anchor Desk. While some of the statistics found in links from this site may be somewhat dated, the advice Mr. Berst offers in this short article continues to remain worthwhile.

Finally, check out:

*powerrankings.forrester.com*

Here, you can find reports from Forrester Research about ecommerce Power Rankings. These rankings give you the highest rated ecommerce sites in 13 market segments, ranging from apparel to banks to health to flowers. By clicking on an individual link, you can get a fairly detailed report on the merchant and even get comparisons among different merchants in the same segment. While these rankings are not foolproof, they can give you some idea of how your merchant deals with such items as customer service, delivery, and returns — all important aspects of the shop-at-home devotee.

If you haven't as yet ventured into the new online shopping experience, I strongly recommend you take a look at some of the sites mentioned here. If you are an experienced cybershopper, check out some of them anyway. You may find information that will benefit you the next time you click. ■

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## Advertisement

### **“Just the Facts, Ma’am!!”**

**Denise Glynn**  
**DePaul University Rinn Law Library**

*This is the review of one of the CALL-sponsored programs at LegalTech on November 14, 2000, which was presented by David Rogers. A review of the other program presented by CALL, “Everything You Wanted to Ask Internet Legal Information Providers ...” will be in the next issue of the Bulletin.*

Mr. Big comes in to your office and wants to find out all he can on Mr. X and his company. What do you do? Where do you begin? Hopefully you were able to attend David Rogers' program at the LegalTech Expo entitled “Just the Facts Ma’am!! Searching Public Records Online and on the Internet.” In this seminar, David talked in general about public records and he performed some searches to show what is available on the Web.

Some of the websites he discussed are free. You may want to bookmark the following sites:

*www.netforlawyers.com*

In this site under News & Articles is an article by Carole Levitt called “How Public Are Public Records?” This article gives you links to public record meta-sites, and specific sites on professional licenses (medical, lawyer, etc.), criminal records, county records, real property records and military records. It also mentions commercial databases such as LEXIS and Westlaw.

The site also provides a link to “How to Get Anything on Anybody.” This site lists web pages that are useful for background information. For example you can locate a grave, identify an owner of a website, find out if someone is a registered sex offender, etc.

*www.pac-info.com*

This site provides both nationwide searches on all kinds of information from adoptions to veterinarians to zip codes as well as more specific searches by state.

In addition to LEXIS and Westlaw — with which everyone is already familiar — David described numerous other fee charging records databases. One meta-site that connects to many of the databases is:

*www.knowX.com*

Here you can locate databases on aircraft ownership, FEIN (Federal Employer Identification Numbers), marriage records, watercraft ownership, etc. This site



## Working Smarter

Joan Ogden, McGuireWoods LLP

### Mixing Metaphors

Let me tell you a tale about the great Web. From this tale, you who are new to the profession of librarianship will learn the most important lesson of all...how to switch gears quickly and conquer all sorts of confusing metaphors...

In the beginning, Grandmother Spider began to spin a yarn...she spun and spun every day. Her project kept growing larger and larger, until one day she saw that she had created a beautiful web. Grandmother Spider kept spinning and spinning. Her web grew larger and larger and more and more complex. Soon, it became so large that it was no longer simply a web...it had become The Web!

Shift gears! Now, we're zooming down the Information Super Highway. (This phrase has a nice lilt to it, don'tcha think? IN – for – MA –tion – SU – per – HIGH – way.) Along the way, we run into hitchhikers, detours, speed bumps, speed freaks, and all the other road trip analogies you can possibly imagine.

We're driving along, without a care in the world, revving up our search engines to pick up cool bits of information along the way. Some of us drive our HotBots around, Google all the girls, and even drive up to the top of a hill to get a good Alta Vista. Suddenly, we swerve off the road and bounce down to the beach. Surf's up! We dump our running boards and grab our surf boards! Now, we're surfin' the Web. We're surfing, we're surfing, we're surfing, and then, all of a sudden, we've fallen off our surf board into a sea of information!

We fall deeper and deeper. We futilely clutch at meta-tags along the way, but some are not what they claim to be! Eventually, we hit rock bottom. We are trapped, and the only way to escape is to start digging. We become Data Miners, drilling down into the big black hole in the ground, known as the Deep Web. Oh, whatever happened to those carefree days of convertibles and beach parties? Now, all of a sudden, we find ourselves working overtime, looking for a way out.

First, we try sifting through lots of s—t picked up by Dog Pile or some of the other meta-search engines. Soon, we realize that we are not uncovering the valuable nuggets of information we need. We give up data mining and set off to look for the information that is not indexed by search engines. This information

resides in dark, frightening places on a part of the Web known as...the Invisible Web! <cue scream, off-stage>

The First Level of Invisibility is called the Database Level. Here, the data is held in clever little cells, within a database prison. However, this should not be a problem for an information professional. You have to figure out how to get to the specific database prison that contains the data you need. Then, you have to get to the specific cells that contain the data you need, using the special search keys. A commonplace search engine will not help you here.

The Second Level of Invisibility is called the Secure Site Level. Here you must have a password just to get past the password-protected wall of the database prison. You may have to pay the gatekeeper or bribe a foreign agent to obtain a password and gain access. Again, a regular search engine will do you no good here.

The Third Level of Invisibility is called the Weird Formats Level. Your best defense is to first learn about all these strange creatures, which have names like dvd, gif, aiff, au, tif, wav, mov, mp3, and jpg. Worst of all is the great PDF, a creature that is often difficult to locate and, once found, defies downloading. To capture this creature, you will need the help of the Acrobat Reader (someone who can do somersaults while reading a book, no doubt). This knight in shining armor will give you help for free and is even creating new tools, such as *www.findsounds.com*, to help you conquer some of the other weird format creatures.

Will our brave information professionals find the data they need and escape the clutches of the Invisible Web? Will a new metaphor come along and save our information heroes? Stay tuned for the next exciting episode of...MIXING METAPHORS! ■

**The CALL web site has a new address:**

**<http://call.aallnet.org/>**

Our web site is now hosted by AALLnet, which will allow us to offer more services to CALL members.

Bill Schwesig and Julie Stauffer, of the University of Chicago D'Angelo Law Library, are working on adding content to the site.

**Texas** *continued from page 18*

At the time, the required core courses for all students were introductory classes in the following:

- the profession in general
- cataloging
- reference
- administration
- research

GSLIS then recommended classes based upon each student's intended profession. Because I was interested in reference services in a special library, my coursework reflected this interest, and included classes on government materials, business materials, the Internet (basic and advanced), and records management. Unfortunately, due to scheduling conflicts, I did not take the legal reference class offered by the school.

From the beginning, I appreciated the school's emphasis on teamwork and practical experience. Almost every class required at least one group project, because working with colleagues is just as important as knowing the material. My peers and friends definitely made my experience at the University of Texas most memorable — particularly the fun we had working on these group projects. The school also emphasized practical experience again and again. For such a (relatively) small town, Austin had a tremendous number of opportunities in different types of environments for para-professionals, well-cultivated by faculty and staff — such as government, public, academic and high-tech environments.

At the time, trying to predict how the profession would change was, of course, a Herculean labor. I wish that the school had placed a stronger emphasis on effective bibliographic instruction, educational theory, and public speaking techniques. After my graduation, GSLIS made changes to its master's program; the current requirements are available at [www.gslis.utexas.edu/programs/masters.html](http://www.gslis.utexas.edu/programs/masters.html). Reviewing the current core requirements, I am happy to see that the school now has additional courses on presenting information to users, as faculty understand teaching is a part of our profession.

After graduation, my part-time job at a regulatory governmental agency became a full-time position. After several years working for this small institution, I realized I would need to leave Austin for different opportunities in order to grow. Again, I fell back to my original goal — a law librarian. I had been extremely fortunate to be able to volunteer as a weekend reference librarian at Tarlton Law Library, part of

the University of Texas Law School. Good fortune again shone on me last year when I moved to Chicago to become a reference librarian at Lord, Bissell & Brook. I am grateful to GSLIS for providing the direction, knowledge, and skills to lead me to this point in time. However, I can not forget my Mom's DNA, my undergraduate school, my current and previous law firms, and my volunteer opportunities that helped me to begin a lifelong career.

- 1 Yes, I do eat crow now!
- 2 The handwriting was on the wall; I just refused to see it for several years. ■

**New World** *continued from page 18*

collection including resource sharing, online databases, and computer-based research. My education at Dominican introduced me to the latest thinking on how best to provide these resources and provided the direction and motivation to look for the answers I needed in library scholarship. I still draw upon the insights gathered in producing two 30-page research projects in my last two terms of library school. Dominican permits up to two independent study segments; these offered me the opportunity to investigate specific areas in depth.

In a way I had been right. I was able to fill in the gaps caused by my lack of practical experience through mentors and associates at work willing to spend time teaching me. What I learned in five semesters at Dominican gave me the spirit and breadth of vision in librarianship to place that teaching in context.

Like many educational endeavors, though, one of the finest courses I took had nothing practical to offer me, I thought. I took it because it was the only one that fit into a time slot I had available and because it looked entertaining. It was far more than merely entertaining. Early Books and Manuscripts reminded me that the deepest reason for becoming a librarian is love and respect for books; in whatever form, papyrus, paper or computer screen, their use, maintenance, and preservation are our *raison d'être* and the one thing we all have in common. ■



### **Chicago Way continued from page 19**

The other was the University of Illinois, Urbana-Champaign. Relocating to Champaign was not an option for me, so Dominican University (then Rosary College) became the school that I attended. Because I had to work full-time, I attended graduate school part-time in the evenings, but gave myself the summers off from study. I entered Dominican University in the fall of 1996 and graduated in the spring of 1999.

When I began my studies, the requirements for the degree were:

1. fulfillment of microcomputer competency requirements
2. completion of thirty-six semester hours of graduate work
3. attainment of a minimum grade point average of 3.0
4. completion of the degree program within five years or six summers
5. satisfactory completion of the courses, Reference and Bibliography, Selection and Acquisition of Materials, Organization of Knowledge (a/k/a Cataloging), and Administration.

The computer competency requirement consisted of attending four different classes, e.g. Quattro Pro, Visual Dbase, lasting four hours each, followed by a take home test. It was stressed to me that I should complete this requirement within my first year of graduate work. The problem with this was that within a year of completion, the computer programs I was required to learn were no longer being used.

My first semester proved to be a real challenge. My first graduate classes were Organization of Knowledge (a/k/a Cataloging), and Selection and Acquisition of Materials. Let me give you a word of personal advice: DO NOT take cataloging as your first course. No one told me this, but my situation was clearly one where unsolicited advice was warranted!

I began the Cataloging and Selection and Acquisitions classes never having heard of "Baker & Taylor" or "OCLC." However, I always felt that it was assumed that those entering the class did know. I was still trying to figure out what "Illinet" was when the professor was talking about MESH headings. As far as MARC records were concerned — forget it; we never even covered MARC records in cataloging. I have always felt that I was several steps behind and always trying to catch up on cataloging rules. Needless to say, I am not nor will I ever be a cataloger. Shortly before I graduated, Dominican offered Introduction to Library Science, and my advice is to take that class first.

Thankfully, my second and following semesters were much better. In my second semester, I took Reference and Bibliography, and Online Searching. I truly enjoyed these classes. One disadvantage was that the Online Searching class was the only time we used Dialog, Ovid, Medline, etc. I feel that if you don't continually use a database, you forget how to use it. The biggest change I would make with the course curriculum would be to ensure that in almost every class the student continues to use such programs as OCLC and Dialog, as you will need these, regardless of where you eventually work

My classes in Online Searching, and Reference and Bibliography were followed by such courses as Library Administration, Management Information Sources (a/k/a Business Reference), Telecommunications, Networks, Archives, Information Storage and Retrieval, Knowledge Management, and Effective Use of Legal Resources. Out of all these classes, I have to say that the ones I learned the most in were Library Administration and Management Information Sources taught by Michael Madden, and Effective Use of Legal Resources taught by Jim Goodridge and Chris Portman. Not only were these instructors very knowledgeable of the course material but they taught with great enthusiasm. That enthusiasm in turn encouraged and inspired me in tackling my own course work. They were some of the best teachers I had and I am grateful for their dedication to the teaching profession.

Many hands-on projects contributed to my enjoyment of these classes. In order to complete the assignments you had to actually go to the library (public or law) and dig through the stacks. I myself am a visual person. I learn best by actually seeing how to do something not just by hearing about it. If you have not already had the experience of being asked for "the tan set on something about banks and checks" (i.e. *Brady on Bank Checks*), you will. Chances are that you will know what the attorney is talking about if the book has actually passed through your hands at one time or another.

Overall, I truly enjoyed my experience at Dominican University. Did it prepare me for the real world? I think that it did as much as any formal education can prepare anyone for the real world. I have found however, that you learn a lot from experience. There will always be those who want the impossible in thirty seconds or less. On the other hand, there are those who are grateful for your help and assistance and those are the people who will keep coming back to you. While new associates will come to you frequently in need of assistance, partners will want for you to prove yourself to them.

No formal schooling has prepared me for the occasional power plays and temperaments that come with the working world. I have learned to remind myself that just because someone else is having a bad day doesn't mean that I have to, too. My attitude is what will carry me over the bumps in the road. What kind of day do I want to have? I have learned that you get out of anything what you put into it ... whether that be library school or real life. ■

### **Experience** *continued from page 19*

The GSLIS offered a class in Law Librarianship, which was taught by Kay Schlueter, the Director of the Texas State Law Library and a UT/Tarleton alum. Kay's class was designed for the student who wasn't necessarily a lawyer, or who had no legal training. By the same token, for those of us in the class who had gone through a law program, the challenges were still there. The reference portion of the class had us ferreting out obscure information from any number of legal compendiums, which was not significantly different from my own experience as a reference librarian.

Given the fact that I had been in the library profession for so long prior to going for the degree, I felt that the instruction I received formalized what I had already learned on the job for the work I had performed. There were areas, of course, where I wouldn't normally find myself, such as cataloging. Doing this kind of work, nonetheless, gave me a first-hand appreciation for the work these departments perform within the library.

I rate the overall experience as a positive one. I believe the school has a strong program and I would recommend UT-Austin to anyone who is considering the school for a library degree. Besides, there is hardly any any better Tex-Mex and barbecue than in the Austin area. Go Longhorns! ■

### **Public Affairs** *continued from page 24*

#### **UCITA Bill Tables in Illinois:**

UCITA impacts the national picture, as well as Illinois directly. The library community initiated a broad-based coalition of business, professional and public interest organizations (originally 4CITE, now known as AFFECT) to oppose this uniform legislation. UCITA is state-by-state legislation that validates terms in shrink-wrap and clickable licenses restricting uses of electronic materials by libraries that are otherwise allowed under copyright law. The law has been enacted in Maryland, where it became effective in October 2000, and Virginia, where it will become

effective in July 2001. Despite concerted efforts, the coalition opposing UCITA has not gotten legislatures to adopt suitable amendments to the uniform law. No proposed amendments regarding library issues have passed.

In Illinois, the UCITA bill was successfully tabled — thanks, it is said, to strong lobbying efforts by the Caterpillar Corporation. The Illinois Library Association has watched the legislation closely and is poised to oppose it, should it be reintroduced. Sharon Hogan, the point person for ILA efforts to block UCITA, reports that the bill will be reintroduced after the new 92nd Illinois General Assembly convenes on January 10. CALL is geared up to work closely with ILA, should a new UCITA bill in Illinois move forward. ILA has the benefit of a professional lobbyist on retainer.

#### **Legislation Allowing Increased Court Filing Fee to Benefit County Law Libraries**

Halle Cox of Kane County Law Library has coordinated efforts to have bills addressing the current county law funding statute introduced in the House and Senate. Representative Tom Cross (R-84th District, Oswego) and Senator Adeline J. Geo-Karis (R-31st District, Zion) have agreed to introduce a measure to raise the civil filing fee cap from \$10 to \$25. The CALL Public Affairs Committee prepared a letter, intended for Executive Board endorsement, seeking to enlist legislators in area districts to support the proposal. After the relevant bill is introduced, the Committee will once again arrange for CALL support for the funding measure.

Finally, the Public Affairs Committee Chair acknowledges the value of the "Legislative Advocacy Leadership Training" session at the last AALL Annual Meeting. Various library community leaders experienced in legislative advocacy shared tips on tactics for grassroots efforts to influence legislation. Strategies include setting precise goals, targeting legislators, developing key contacts and an advocacy network, generating materials on important issues, and finding allies or creating a coalition. The session in Philadelphia also briefed participants on actual legislative developments.

The Committee looks forward to what promises to be a year filled with challenges. For certain, skills reinforced by the legislative advocacy training will be put to good use.

Respectfully submitted,

Walter Baumann	Anne Abramson
Susan Boland	Richard Matthews, Chair
Connie Fleischer	John Klaus, Executive Board
Michael Robins	Liaison ■



## **Second City** *continued from page 21*

This led to our most important learning overall. The fact that each site was so different further highlighted the need for CCH to continue to build flexible systems and processes, where possible. Although we cannot build and maintain systems that are personalized to each customer's need, we can continue to offer alternatives in how services are provided so that customers can work with processes and systems that best suit them.

In some cases, however, our current systems simply do not allow for the flexibility that you desire. We will, however, keep that and other changes in mind as we continually upgrade systems and implement process changes to better meet our customer needs.

Aside from this overall learning, there were several issues raised that either had potentially broad application, or were raised at two or more sites. A summary of those issues follows here. There also were many issues that were raised that were specific to the individual sites, which CCH is following up on with each site.

1. Tracking CCH product release, as well as product updates, can be difficult. Is there anything that can be done?
  - CCH will explore the possibility of providing a calendar on our Customer Service web site *support.cch.com*, which would provide estimated product ship dates, as well as information on when extras are issued.
2. Attorneys / professors are not to order products and bill to library. Can CCH put a system in place to ensure this does not happen?
  - By request, CCH can put a "comment" on your account to reflect this requirement, and this will curb most of the activity. It is not a foolproof process, so please ensure that this restriction on ordering and billing products is communicated at your site, as well. Together we can significantly reduce this occurrence.
3. Sometimes, it is difficult for librarians to understand what products are included as part of their subscription. For example, when a casebook comes in, it may not be clear what publication it goes with.
  - CCH will explore if we can put our Customer Service or Fulfillment catalogue on our web site, which would break out all of the components that are included with that subscription along with projected frequency of updates.
4. It would be helpful to have the Purchase Order number included on invoices and renewal certificates.
  - If Purchase Order information is provided at the time your order is placed, that information will appear on your original invoice. By calling Customer Service- Billing and Account Administration at 1-800-449-6439 you can request a revision to an existing invoice to include your Purchase Order number.
  - Unfortunately, we are not able to display Purchase Order numbers on renewal forms. This is something we can consider for future system enhancements.
5. Customers were not fully aware of different service options offered on the Customer Service web site, and requested features CCH already offers.
  - CCH will explore making e-mail updates about new customer options available for those who are interested in receiving them and will improve our communication of different service options.
  - For services customers are aware of, and choose not to use — such as the Internet Service for ordering replacement pages and reports — CCH will explore site improvements identified by customers (such as reducing the amount of keying-in required and issuing confirmations) that will make such services more effective.
6. Certain customers want to have all subscriptions on a common expiration date to make payment easier.
  - CCH can accommodate this by request. Please contact Billing and Accounts Administration: Deborah Arslanagic at 1-800-449-6433 ext. 6328, or Barbara Johnson at 773-866-3152.
7. Certain customers stated that they prefer to have one account number rather than multiples.
  - CCH can accommodate this by request. Please contact Billing and Accounts Administration: Deborah Arslanagic at 1-800-449-6433 ext. 6328, or Barbara Johnson at 773-866-3152.
8. A wide range of NLS issues were raised, from invoice and packing slips issues, to product shipping and maintenance problems with binders.
  - This year, certain NLS customer support functions will be integrated with CCH's. As that occurs, CCH will look into the issues raised and

address the problems where possible. We are also seeking feedback from you in this area, and would be open to conducting customer sessions to discuss proposed changes. If you would like to participate, please contact: Mike Swiney at 1-773-866-3125.

From the start, CCH believed we could learn a lot by being on-site at different types of libraries to see work in progress. But we learned even more than we expected, walking away with a much better understanding of different library operations and gaining important new insights into the practical effects of CCH processes and procedures on both libraries and day-to-day librarian functions.

On behalf of CCH, special thanks to Betty Roeske of Katten Muchin Zavis and Lorna Tang of the University of Chicago for their assistance throughout this initiative. We would also like to thank everyone who welcomed us into their workplaces and participated in the site visits. They openly shared information and first-hand experiences that are certain to help CCH better understand and meet customer needs in the future.

Jerry Pruitt, Vice President, CCH Customer Service and Operations

Leslie Bonacum, CCH Law Librarian Liaison

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### **CCH** continued from page 20

The IVR (Interactive Voice Response) system was demonstrated, and KMZ staff emphasized the difficulties in accessing the system. They suggested improving the system by enhancing the initial prompts to reflect accurately all available options.

KMZ then pointed out problems with the Labor sets. Binders became too full because the transfer volumes and/or case volumes were not being received in a timely fashion. Two calls to Customer Service to determine when either a case volume or a transfer binder would be produced resulted in two different answers. Shortly after the meeting, CCH did contact KMZ with the information that they had already discovered the cause of the problem and had implemented a new workflow.

Problems with the *Standard Federal Tax Reporter* included labels from CCH that did not adhere properly. CCH acknowledged the problem, and indicated that they have already switched to a new adhesive. There was also a discussion about the difficulty of determining each year which release is the last release.

KMZ personnel's closing remarks emphasized that CCH does not create very many problems in their library. It was felt that CCH was extremely responsive to correcting editorial errors as soon as it was contacted. If the Customer Service personnel can be consistent in their answers on when case volumes, final releases, etc. are going to become available, the number of calls from libraries would decrease. KMZ staff felt the visit had been very productive for them.

### **III: Allstate Insurance Company Law Library** November 6, 2000.

The law librarians, expressing special concerns, particularly wished to obtain selected printed products at a reasonable rate in addition to the corresponding Internet service. Currently, they subscribe only to the Internet services.

The librarians and the CCH staff then moved to discussing the various advantages and disadvantages of claiming by telephone and through the CCH homepage. CCH's web page usually provides confirmation, but the library do not always have the page open for claiming purposes. Librarians also want more titles made available through standing orders. Allstate pointed out that, for corporate libraries, CCH's tax I.D. needs to be clearly printed on each invoice, and the sales tax needs to be clearly identified for each title.

Since CCH is taking over NELS, the National Insurance Law Service, the law librarians were very concerned with the integration of operations between these two companies. For example, NELS sends invoices out with their product while CCH sends out invoices separately. For some law library customers, the sales tax is now applied for the first time to the NELS publications since CCH has offices in all fifty states. Each state also has its own rules and regulations on sales tax of the CD-ROM products and Internet products.

### **IV: William J. Campbell Library of the U.S. Courts**, November 29, 2000.

The Seventh Circuit system consists of seven libraries in three states. The library staff are also responsible for the judges' chambers copies of materials. They use a centralized purchasing system for their circuit. The national centralized purchasing system was disbanded in 1998.

Monthly prediction for product mailings is a problem for library staff. CCH noted that for more frequent publications, such as weekly services, the issue date is predictable. With monthly services, CCH tries to



capture as much new information as possible in every report so readers do not have to wait a month to hear about a new development that happened at the end of CCH's coverage cycle. When asked if CCH could then just cite a month, rather than date and month, they replied that they cannot. US Postal Service periodical regulations require CCH to put a day and a month on the update.

Library staff also pointed out the problem that the 3rd, 4th, and 7th Circuit Libraries all have centralized purchasing, so "bill to" and "ship to" addresses often do not agree. They asked that renewal notices be sent to the "bill to" address. Another problem is that renewal notices contain all the "ship to" addresses, but CCH indicated that their present system only allows one entry. When library staff requested that all renewals be set to the same date, CCH indicated they would work to accomplish this (with the exception of *Standard Federal Tax Reporter* and *Tax Guide* sets).

Other issues raised and addressed included: CCH still receives 50% of their income from print products and they intend to support print products for some time to come. The company has NO plans to cease any of their products within the coming year.

Library staff inquired as to how CCH decided on new products. CCH responded that they study market research and conduct an evaluation of industry trends before deciding on a new product. Such information can cause CCH to split current products into more specialized products or to create new products.

CCH's online store will have a new look starting January 2001. Based on market demand, CCH Business Units will continue to consider new ways of making content available and alternate pricing models, including transactional pricing, although no decision has been made to date on "pay for view" content. CCH also indicates that some future products will only be available on the Internet. Library staff suggested that usage of the Internet products might increase if libraries could purchase blocks or time for Internet services, or, alternatively, if CCH could bundle free Internet time/access with existing print subscription.

Library staff ended the day with two final issues. The first was an explanation of how cost increases affect the library's budget. The bottom line for the library is that when costs increase, libraries frequently have to cut subscriptions. Second, library staff wanted to know whether or not it was possible for CCH to track all of a library's subscriptions and notify the library when there is a lapse in any given subscription. CCH discussed options with the staff, and a tentative agreement was made that subscriptions could be reviewed several times each year.

### Conclusion:

The CALL CRIV Committee would like to thank the personnel of the libraries that were visited and the numerous CCH personnel for participating in this reverse site visit project. The unanimous opinion was that these visits provide valuable experience and insight for all participants.

A follow-up report on the progress of CCH in addressing the issues listed above will be published in a later issue of the *CRIV Sheet* and the *Bulletin*.

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## Funding Moderately Reduced for Depository Library Program

**Walter Baumann, DePaul University  
Rinn Law Library**

On December 21, President Clinton signed the FY2001 Legislative Branch Appropriations Act, which included Government Printing Office (GPO) and Federal Depository Library Program (FDLP) appropriations for the year. Funding for GPO is down about 4%; Congressional Printing and Binding is down nearly 3%; the Salaries and Expenses appropriation, which includes distribution to Federal Depository Libraries, is down about 7%. Other provisions may portend changes to GPO's structure and operations.

The GAO will investigate the feasibility of transferring the Federal Depository Library Program to the Library of Congress. A study of the printing needs of the House, along with the possibility of transferring part of GPO's congressional printing funds to the Clerk of the House, was authorized. ■

### **Facts** continued from page 26

also provides a link to Dunn and Bradstreet's comprehensive credit reporting service for individuals and businesses. David also gave some general guidance. He said free information is not always worth the price. Free databases like email directories or people finders may make you sift through hundreds of false hits (particularly if you are searching for a common name). He also cautioned that you should take Internet information with a grain of salt. It is not always accurate, up to date or complete. He said you should use Internet information to confirm information you develop from other sources.

And if you want to check whether Mr. Big is in the Mafia, just search his name on [www.mobhits.com](http://www.mobhits.com). ■

## Professional Reading

Jean M. Wenger, Cook County Law Library

### Library School Lagniappe

AskERIC ([ericir.syr.edu/](http://ericir.syr.edu/))

An Internet-based service providing education information, a component of the Information Institute of Syracuse at Syracuse University.

Search ERIC database at ([askeric.org/Eric/](http://askeric.org/Eric/))

Berry, John. "Choosing a Library School" Vol. 123 *Library Journal* (November 15, 1998) p. 36.

Explores how divergent camps in library school philosophy may influence a prospective student's decision to attend a particular school. Includes a chart comparing accredited library schools.

\_\_\_\_\_. "Students Sound Off About Their Schools" Vol. 124 *Library Journal* (November 1, 1999) p. 46.

Students discuss their concerns about what's happening (or not happening) in their LIS programs. Topics include faculty, IS/technology, and the practice vs. theory debate.

Budd, Richard. "A New Library School of Thought" Vol. 117 *Library Journal* (May 1, 1992) p. 44.

Written at the beginning of the present technological revolution, the author advocates a library education focused on how to think rather than how to do.

Buttlar, Lois and Rosemary Du Mont. "Library and Information Science Competencies Revisited" Vol. 37 *Journal of Education for Library and Information Science* (Winter 1996) p. 44.

A study of library school alumni concerning their views on the usefulness of core competencies in graduate programs.

Congress on Professional Education. American Library Association.

1<sup>st</sup> Congress, (1999)  
([www.ala.org/congress/1st\\_congress.html](http://www.ala.org/congress/1st_congress.html))

2<sup>nd</sup> Congress, (2000)  
([www.ala.org/congress/2nd\\_congress/](http://www.ala.org/congress/2nd_congress/))

Curran, Charles. "What Do Librarians and Information Scientists Do? They ODAPCOSRIU in the I&OEM" Vol. 32 *American Libraries* (January 2001) p. 56.

Professor Curran presents a definition of library science since the profession has struggled to come up with one.

Directory of Institutions Offering Accredited Master's Programs - Index. American Library Association. ([www.ala.org/alaorg/oa/progindx.html](http://www.ala.org/alaorg/oa/progindx.html))

Links to programs in the United States and Canada including those with distance earning opportunities.

"Education for a Career in Law Librarianship" American Association of Law Libraries.  
([www.aallnet.org/committee/lfedu/education.html](http://www.aallnet.org/committee/lfedu/education.html))

Information about law librarianship, pursuing the graduate degree in library science, and possible courses of study.

Fallis, Don and Martin Frick. "Not by Library School Alone" Vol. 124 *Library Journal* (October 15, 1999) p. 44.

Employers demand librarians with practical skills. Is a graduate level program a skills program or a critical academic and research discipline? The authors believe the latter.

Gasaway, Laura N. and Michael G. Chiorazzi. (eds.) *Law Librarianship: Historical Perspectives*. (No. 52: AALL Publ. Series) Littleton, CO: F.B. Rothman, 1996.

An informative study of how our profession began and has developed over time.

Guidelines for Choosing a Master's Program in Library & Information Studies. American Library Association. ([www.ala.org/alaorg/oa/guide.html](http://www.ala.org/alaorg/oa/guide.html))

Hane, Paula J. "FirstGov Launches as Gateway to Government Information" Vol. 17 *Information Today* (November 2000) p. 7.

An overview of the new comprehensive portal for federal government information. ([www.firstgov.gov](http://www.firstgov.gov)) Article also available at ([www.infotoday.com/newsbreaks/nb001002-1.htm](http://www.infotoday.com/newsbreaks/nb001002-1.htm))

Hyman, Richard. "Library Schools in Crisis: Stemming the Tide" Vol. 65 *Wilson Library Bulletin* (January 1991) p. 46.

The author analyzes two traits shared by library schools that have closed:



1) failure to define librarianship; and 2) isolation of library school faculty from academic colleagues outside the discipline.

Jones-Quartey, Theo. "Mentoring – Personal Reflections of a Special Librarian" Vol. 4 *Information Outlook* (July 2000) p. 26.

Success is not a solo journey but one best made with mentors.

"Library Careers and Educational Opportunities in Library and Information Science" ([www.chilibsys.org/CE/index.html](http://www.chilibsys.org/CE/index.html))

An Illinois State Library teleconference. March 28, 2001, 10:00 a.m. - 2:00 p.m. No charge, but registration is required.

Maggio, Theresa Griffin and Ron Balzek. "On-campus and Off-campus Programs of Accredited Library Schools: A Comparison of Graduates" Vol. 30 *Journal of Education for Library and Information Science* (Spring 1990) p. 315.

The study identifies the similarities and differences in personal characteristics, professional achievement, and career development of graduates from eight accredited programs.

McCook, Kathleen de la Peña and Kate Lippincott. "Library Schools and Diversity: Who Makes the Grade?" Vol. 122 *Library Journal* (April 15, 1997) p. 30.

Includes data on particular library programs and discusses how ALA and the profession is working to recruit and nourish a more diverse student body.

### **Additional Reading**

Ainsbury, Bob and Michelle Futornick. "The Revenge of the Library Scientist" Vol. 24 *ONLINE* (November 2000) ([www.onlineinc.com/onlinemag/OL2000/ainsbury11.html](http://www.onlineinc.com/onlinemag/OL2000/ainsbury11.html))

A dot.com view of librarians.

Antelman, Kristin. "Web Lists and the Decline of the Library Catalog" Vol. 18 *Library Computing* (No. 3, 2000) p. 189.

The author studies the practice of creating "parallel" catalogs on web sites through the development of web lists.

Cohen, Laura B. "Yahoo! and the Abdication of Judgment" Vol. 32 *American Libraries* (January 2001) p. 60.

A critical look at an Internet search directory that the author believes is unfortunately over-used by librarians.

Gregory, Vicki L. "UCITA: What Does It Mean for Libraries?" Vol. 25 *ONLINE* (January 2001) ([www.onlineinc.com/onlinemag/OL2001/gregory1\\_01.html](http://www.onlineinc.com/onlinemag/OL2001/gregory1_01.html))

This article describes UCITA and its potential impact on the use of electronic information by librarians. Includes a collection of annotated web sites dealing with UCITA.

Jacsó, Péter. "FindArticles.com Embraces Free Content Trend" Vol. 17 *Information Today* (November 2000) p. 38.

Overview of a free full-text online article search service. Describes the service's features and limitations.

Kennedy, Shirley Duglin. "Linking Policies for Public Web Sites" Vol. 17 *Information Today* (November 2000) p. 42.

Linking at web sites, particularly for public entities, is not always a benign activity. Well-defined linking policies are important for both the public and private sectors. Includes a case study and compilations of sample policies.

Matthews, Joe. "The Value of Information in Library Catalogs" Vol. 4 *Information Outlook* (July 2000) p. 18.

Discusses the correlation between the quality of a MARC record and its usefulness to the end user. ■

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