Bridging the Gap: From Law Schools to Law Firms and Back Again
A Special Issue on the Training of Summer Associates

The Space Between
Priscilla Stultz and Bridget MacMillan

Preparing Law Students for Real World Research
Susan M. Boland

Legal Research Skills of Summer Associates...
Susane Yesnick

Working Smarter
Debbie Rusin, Altheimer & Gray

Standing Room Only at Library Orientations
Beth Mrkvicka

2001: A Summer Associate Odyssey...
John Fox

Marketing Library Services...
David Rogers
“I’m looking for a legislative history,” a summer associate walking into the Library declares.

“For which act?” the reference librarian might respond.

“The rules of the Federal Home Loan Bank Board,” may be the reply.

This little scenario—or something very similar to it—happens fairly consistently in the libraries of our association’s law firms during the summers. While the associate MAY be looking for the history of the regulations’ enabling statutes, usually they are actually confusing administrative law with legislative law.

So how well are associates trained in legal research? Often they arrive knowing something about researching common law, but little or nothing about legal authority from the other two branches of government. How much do they need to know? What is the responsibility of law schools for training them? Or, is it more the responsibility of the firms to prepare them for legal research assignments?

This Winter issue of the bulletin will focus on those concerns, and provide insights through the description of programs that have been established in the firms to train the summer associates in legal research. An associate who can more effectively research a legal topic in a thorough, cost efficient manner is probably more likely to make a better impression on would-be employers and therefore has a better chance of receiving a job offer when the Summer ends and he/she returns to law school.

So dive in, and we hope this issue will provide all law librarians with some insights and ideas for preparing our fledgling lawyers to excel in their field.

Bob Winger
Joan Ogden,
Co-Editors

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

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

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Dear members,

Things are getting more expensive. It is an unfortunate fact of life. As librarians, it is something that we deal with on a daily basis. Our budgets are getting tighter, but our costs are increasing.

Last month was the first time that we had a business meeting that broke the thirty dollar barrier. Deciding to cross that barrier was not an easy decision, but the fact of the matter is that having catered lunches in the Chicago Loop is expensive. All of the lunches are subject to a 9.75% tax rate and an 18% service charge. CALL does not make a profit from the business meetings (in some cases we lose money). When determining a price, it is the goal of the Meetings Committee to just break even.

Every effort is made to keep the costs of the meetings down. The vice-president solicits sponsors for the business meetings. In fact, CALL charges quite a bit more than SLA does for sponsorship of a meeting.

The meetings committee is also very much aware that a large percentage of our membership must pay for the costs of business meetings out of their own pockets (myself included). The main reason that this year’s first business meeting was held at a law firm and the luncheon was buffet style was to keep the cost down. This meeting was quite the success. In fact, we had over a third of our membership in attendance.

There are three business meetings left for this year: our breakfast meeting in January, a meeting in March, and an end of the year wrap-up in May. The meetings committee is still working out the details about the venues and the menus, but be assured that cost is the number one determinant in choosing both. I do hope that the cost does not become too prohibitive for members to continue to experience the many benefits that the business meetings offer.

If you have any ideas on how to hold the costs down or would like to discuss this matter further, please give me a call.

John

ANNOUNCING!

The Candidates for the 2001-2002 CALL Executive Board

For Vice-President/President Elect

- Scott Burgh, City of Chicago
  Department of Law Library
- Betty Roeske, Katten Muchin & Zavis

For Treasurer

- Spencer Simons, Chicago-Kent College of Law Library
- Nancy Faust, Seyfarth Shaw

For Director

- David Rogers, Sidley Austin Brown & Wood
- Elaine Dockens, Tressler Sederstrom Maloney & Priess

According to the CALL Bylaws, “Additional nominations may be entered by written petition of at least ten members of the Association. These nominations, accompanied by written acceptance by the candidates, shall be filed with the Secretary of the Association not later than January 1st.”

LOOK FOR FULL BIOGRAPHIES OF THE CANDIDATES IN THE SPRING ISSUE!
December 4, 2001
Annual SLA/CALL Joint Holiday Party
Union League, Chicago, IL

December 5, 2001
Tempered Radicals: Change Agency in the 21st Century, Virtual Seminar
http://www.sla.org/calendar/
EventSearch.cfm?eventid=55

December 6, 2001
The Dynamics of Change, Chicago, IL
http://www.chilibsys.org/CE/workshops/dynchange.htm

December 11, 2001
Data Basics for Reference Librarians, Chicago, IL
http://www.chilibsys.org/CE/workshops/data.htm

December 11, 2001
Effective Team Work, Chicago, IL
http://www.chilibsys.org/CE/workshops/team.htm

January 18, 2002
CALL Business Meeting, Chicago, IL

January 18-23, 2002
ALA Midwinter Meeting & Exhibits, New Orleans, LA

January 25, 2002
Knowledge Forum, Chicago, IL
http://www.sla.org/content/learn/withcolleagues/knowledgeforums.cfm

January 26-29, 2002
Innovating Information Services, Chicago, IL
http://www.sla.org/content/learn/withcolleagues/iis.cfm

March 1-3, 2002
Basic Law Cataloging, Chicago, IL
http://www.aallnet.org

March 13-15, 2002
Computers in Libraries, Washington, D.C.
http://www.infotoday.com/cil2002/default.htm
In May of 2001, the Chicago Association of Law Libraries honored me with a grant to attend the July 2001 American Association of Law Libraries Annual Meeting in Minneapolis, Minnesota. In return, CALL asked only that I write this article about some aspect of my experiences at the meeting.

Writing is about choices, my 6th grader’s teacher advised, recommending that he not start his autobiography with his infancy. Should I dwell on the educational aspects of the meeting, the networking with other new and more experienced librarians, dancing under the stars on the plaza outside the Convention Center...?

Perhaps the less said about the latter the better. The fact is, as I learned at the 1999 annual meeting, librarians know how to have a good time. Many of those less well acquainted with our profession would be astonished at how the actuality belies the stereotype. It is also true that we know how to work. The AALL meeting has the most unrelenting and almost uniformly rewarding schedule of any conference I have ever attended. Few organizations start each day with meetings at 7:30 AM and continue with a full schedule of more than one excellent presentation in each time slot, all the way through further meetings ending only at 6:30 or 7:30 PM. I am most grateful for the CALL grant, permitting me to repair to an excellent hotel room to recoup my energies and refocus my brain.

Also, unlike many other professional organizations, AALL members attend as many sessions as they possibly can. Perhaps the most gratifying moment of the conference for me came at the last presentation on Wednesday morning, when over 90 people came to hear myself, Mary Whisner of the University of Washington Law School and Chuck Ten Brink of the Michigan State University – Detroit College of Law talk about faculty services in the academic law library. Not only did they come, but they came with interest and with questions, contributing to a productive dialogue during the question and answer period.

This last experience illuminated for me the value of attendance at the conference. I participated in dialogues about the issues facing our profession; listened critically to the most experienced and intelligent members of our profession addressing those issues, and came away ready to bring a wider perspective to my day-to-work. Issues included space allocation (David In, Goliath Out? Do We Need Larger Libraries to Accommodate More Books?); citation of unpublished opinions (Unpublished Judicial Opinions, Secret Settlements, and the Judicial System); the advantages of a flat management structure (Library Organizational Models: Defining New Roles); UCITA (Coming Soon to Your State? The Uniform Computer Information Transactions Act (UCITA): A New Reality for Librarians); and advanced legal research teaching (ALL-SIS Roundtable). Each new conversation brought texture and context to my own experiences as a newer academic librarian. It is both easy and necessary to become absorbed in one’s own institutional needs and activities, so long as opportunities like CALL and AALL exist to provide breadth and vision.

At the end of the four days, it was the people I remembered most. Networking is too crass a term to describe meeting and getting to know experienced professionals from across the country as well as many librarians as new at this as I am and finding them all generous with their time, their expertise and their encouragement. It was a great experience and I am grateful to CALL for making it possible.
CALL Executive Board Minutes
Naomi Goodman
Valparaiso University School of Law

CALL Executive Board Minutes
Date: June 14, 2001, 9:15 a.m.
Location: AALL Headquarters

Board Members Present: John Klaus, Pegeen Bassett, Scott Burgh, Frank Drake, Naomi Goodman, Christina Wagner, Jean Wenger, Pat Sayre-McCoy (outgoing secretary)

Committee Chairs Present: Richard Matthews, Kay Collins, Bill Schwesig, Betty Roeske, Denise Glynn, Kathy Goodridge, Thomas Keefe, Priscilla Stultz, Carolyn Hayes

I. Committee Reports

Public Affairs: Richard Matthews, chair.

Richard reported that UCITA is not currently an issue for Illinois. He and Spencer Sinon were planning on attending the Legislative Advocacy Leadership Workshop on July 14th at the AALL Meeting. The Board charged him with making the CALL website current on legislative issues.

Internet Committee: Kay Collins, Bill Schwesig, co-chairs.

The listserv needs a co-owner this year, as it is Kay’s last year as owner under our charter.

Bill reported that the web would incur more expenses only if more programming was done. Bill requested more committee members who are interested in working on the content and design of the website. HTML ability is not required.

The Board would like to see the immediate past issue of the Bulletin on the web. Selected articles from earlier issues could then be added. The current issues of the Bulletin would be hard copy only.

CRIV: Betty Roeske, chair.

The Board recognized that the CRIV Committee had achieved a lot this year. The CCH reverse site visit was successful because there were no restrictions placed, and different types of libraries participated. Betty will send the follow-up report, promised in the first reports, to the editors of the Bulletin for publication.

The Board recommended further reverse site visits, but limited to every few years because of the time involved in organization and reporting.

II. Treasurer’s Report

Scott Burgh reported that income and deposits for the period May 10, 2001 to June 13, 2001 totaled $2395 and checks written were for $6117.44. Actual balance on June 13th at Harris Bank is $10,352.02. Northern Trust Bank CD balance is $3727.86.

III. Committee Reports (cont.):

Union List: Denise Glynn, Kathy Goodridge, co-chairs.

It is difficult to set the price of the union list before the initial letters are sent, as the committee needs to know the length of the OCLC printout before it can estimate the printing costs. A suggested price of $95 to participants (libraries who enter holdings), will be given in the original letter, which will go out in early December.


Tom tries to keep up with collecting new surveys, and to track down information requested if CALL does not have it. He believes the American Legal Administrators (ALA) survey is an important one to have. The number of requests for information is up over the past year, to about 20-25 requests.

He does not advise trying to do a CALL survey, as the SLA survey could not get enough law library participants in the Chicago area for a separate category.

IV. New Business

AALL Meeting—The CALL booth will be the same as in the past. The CALL “no-host” dinner, on Saturday, July 14th, is now a hosted dinner provided by Daily Law Bulletin/Quicklaw, who also hosted last year’s dinner.

Prudence Dalrymple, Dean of the Graduate School of Library and Information Science, Dominican University, will be CALL’s VIP guest at the AALL Meeting, the first time CALL has participated in this program.

Appointing Chair of Nominations Committee—The chair should be the past-president from two years ago, who would just be leaving the Board after three years, so should have a good knowledge of who is active in CALL.

Welcome to Boeing—The president had sent a letter of welcome from CALL to the Vice President/General Counsel of Boeing (Chicago), and also emailed the head librarian.
V. Minutes
Minutes from the May meeting were approved as amended.

VI. Committee Reports (cont.):
Continuing Education: Priscilla Stultz, co-chair.

Co-chair Dave Rogers was unable to attend. CALL is planning to take part in LegalTech again in Fall 2001. Priscilla will make sure CALL programs have a better location this year. The committee would like to repeat the vendor program, and also invite law librarians from Milwaukee and other Wisconsin locations.

The committee recommends having a curriculum of six or seven basic programs, to be repeated every two years. Programs could cover foreign and domestic securities filings, human resources management, technical services, budgets, and working with legal administrators. Frank suggested we create a program on information integrity authority, which should also attract attorneys.

VII. Old Business
Bylaws change—Changes are underway for Art. 13, Sec. 3, and for Art. 10, Sec. 3.

The meeting adjourned at 11:40 a.m.

CALL Executive Board Minutes
Date: August 9th, 2001, 9:15 a.m.
Location: AALL Headquarters
Board Members Present: Pegeen Bassett, Frank Drake, Naomi Goodman, John Klaus.
Committee Chairs Present: Joanne Brady, John Fox, Elaine Dockens, Nancy Henry

I. Committee Charges
Printing Committee: Joanne Brady, chair

The Board charged the committee with continuing to co-ordinate printing needs. In the future, the CALL website may be used to save the need for some printing.

Nominations Committee: Nancy Henry, chair

The past chair of this committee can provide the list of members who ran in previous elections. Arrangements need to be made to take a photo of candidates for the upcoming election at the November meeting. The chair needs to check with the editors of the Bulletin for deadlines involved in submitting biographies.

Placement/Recruitment Committee: John Fox, chair

John Klaus reported that students from the graduate library schools at Dominican University and University of Illinois Urbana-Champaign will be invited as CALL guests to our May business meeting, as part of Student Outreach Day.

CALL will invite LLAW (Wisconsin) members to LegalTech.

John Fox continued with information about the placement functions of the committee. Phone calls about positions have increased over the past six months, from Chicago area librarians and also librarians outside. He feels we should discourage firms going directly to the listserv. Announcements should go through this committee for the listserv and placement on the CALL website, where the announcements can remain as long as needed. On the website, they are also available to people beyond the Chicago area.

John pointed out the need to have a statement of currency on this section of the website, and a process for checking with those advertising to see if position is still open.

CALL will participate in Career Day at Dominican University, distributing the CALL brochure, AALL brochure, and CALL membership form. The display board used at the AALL annual meetings should also be used.

Community Services: Elaine Dockens, chair

John Klaus said that CALL is in charge of the joint community program with SLA this year. Last year’s donation of children’s books was well received, and appropriate for librarians, so will probably be repeated this year at Christmas. Also, Eric Parker will be in charge of organizing CALL members to be part of the WTTW Channel 11 membership drive this year.

Elaine said that the committee’s major effort last year was to publicize as many opportunities for CALL members to contribute to the community as possible. The committee was charged with continuing and updating this project.

In reply to her question about a committee chair’s use of official CALL letterhead, the Board policy is for chairs to check with their liaisons before using the letterhead. The liaison will check with the Board if needed. This check does not need to be done on an item by item basis. Using the official letterhead implies that the chair is speaking for CALL.
CALL Executive Board Minutes
August 9, 2001 continued

Empowering Paraprofessionals in CALL (EPIC):
Michael Wilson

The board charged the committee to work in conjunction with the Continuing Education Committee to provide programs specifically for paraprofessionals, especially in the technical areas. The EPIC Committee should suggest topics and speakers, and the Continuing Education Committee would do the organizing—location, publicity, etc.

Also, paraprofessionals should be included in onsite visits as they are the people who are dealing hands on with the publishers. There should also be Bulletin articles targeted to paraprofessionals.

II. Minutes
Minutes for the June meeting were approved with corrections.

III. Treasurer’s Report
There was no report due to the treasurer’s absence.

IV. New and Old Business
The speaker for the September 14 meeting is the Honorable Susan Peirson Sonderby, Chief Judge of the U.S. Bankruptcy Court.

CALL will again participate in LegalTech, on November 5th, with one program on the Internet presented by Sandra Gold and Gretchen Van Dam. CALL members can get a free pass and free lunch, and CALL is inviting LLAW (Wisconsin) members. CALL will have a higher profile this year, including first page presence on the program.

The Bulletin issue on the Virtual Law Library, Spring 2001, will be put on the CALL website.

The Elections Committee is charged with getting the CALL election results to The Law Bulletin for publication.

AALL Business: A thank you letter was received from Prudence Dalrymple, Dean of the Graduate School of Library and Information Science, Dominican University, who was CALL’s VIP guest at AALL.

The November business meeting will be a joint meeting with SLA at the University Club.

John Klaus will investigate getting an association credit card for CALL through AALL.

Wording for proposed changes to CALL bylaws was approved by the Board. The proposed changes are in capital letters:

Article X: Vacancies, Special Elections, and Removal from Office.

Section 3. In the event that a vacancy occurs in the membership of the Board of Directors, except in the office of President or Vice President/President-Elect, THE BOARD SHALL ASK THE OTHER CANDIDATE FOR THAT OFFICE TO FILL THE OFFICE FOR THE REMAINDER OF THE TERM. IF THAT OTHER CANDIDATE REFUSES THE OFFICE THEN THE BOARD SHALL APPOINT A MEMBER TO FILL THAT OFFICE.

Article XIII: Amendment of Bylaws.

Section 3. These Bylaws may be amended by a two-thirds vote of the returned letter ballots sent to the entire VOTING MEMBERSHIP provided that at least 30 percent OF THE VOTING MEMBERSHIP shall have voted.

John Klaus reported that Crain’s Chicago Business published the letter he sent on behalf of CALL in reply to an article that implied law libraries were being eliminated by a large number of firms.

The meeting was adjourned at 11:15 a.m.

The CALL Executive Board meeting scheduled for September 13th, 2001, was cancelled on September 11th.
Remembering

On May 19th, long-time Chicago Association of Law Libraries member, Evelyn Yonan, passed away after a long illness. Evelyn had been active in the various Chicago library associations throughout her library career. She had begun her career as a reference librarian at the Chicago Public Library in 1973 after graduating with a Masters Degree in Library Science from the University of Illinois. She spent six years working for the Chicago Public Library as the Head of several branches or departments, as a member of several committees to recommend solutions to organizational problems within the system, and as an Assistant to then Commissioner, David Reich.

Evelyn began her law librarian career in May, 1979, when she joined Playboy Enterprises as its law librarian. In November, 1979 she joined the reference staff at the Northwestern University Law School Library as a part-time reference librarian, while continuing to work at Playboy Enterprises.

Evelyn worked for Schiff, Hardin & Waite as a reference librarian from February, 1984 until she was hired by Bell, Boyd & Lloyd to be its Director of Library Services in September, 1987. She spent 12 years as the Director at Bell, Boyd & Lloyd while actively participating in CALL and AALL before her retirement in December, 1999. In May, 1999, Evelyn received CALL’s Lifetime Achievement Award for her many years of service to the law library community. The Chicago library community and CALL have lost a valued colleague who will be missed by all of us.

A few weeks, after putting the finishing touches on the final coursework for my Masters in Library Science, I made the seven-hour drive to Minneapolis for my first American Association of Law Libraries (AALL) conference. Thanks to a grant by AALL/CALL, I was able to attend both AALL and, on the day before the conference opened, the Conference of Newer Law Librarians (CONELL).

After reading about CONELL in Spectrum and in the registration materials, I still was not sure what to expect. CONELL is a one-day combination of introductions and interactions. The 80 participants gathered at the Minneapolis Hilton. The majority of attendees were from law schools, but there were a few of us from firms and even a few public librarians. A parade of AALL staff, board members, editors and committee chairs introduced themselves in the morning sessions. Many of these were people I had come to admire from articles and list-serv postings. After the expected round of icebreakers, guest speakers advised us on volunteer opportunities, career paths, and AALL committees and special interest sections. Guest speaker Kelly Browne’s (Univ. of Connecticut) session on how to conference was particularly useful. For example, she suggested attending the smaller receptions in order to meet people. She also recommended previewing the schedule of events and creating a daily plan, allowing time for the Exhibit Hall and some city attractions. Everyone encouraged us to attend workshops outside the “comfort zone.”

Lunch and the afternoon sightseeing tour of St. Paul gave all attendees the opportunity to meet one another and to learn about the conference city. I found that the people I met through CONELL were friendly, familiar faces once the larger AALL conference began. In fact, my e-mail list of fellow attendees has become an excellent resource for state and local information. As someone new to attending conferences, the practical information and networking sessions of CONELL are great ways to begin AALL.

As a recipient of an AALL/CALL grant, thank you for my opportunity to attend both CONELL and AALL.
Bridge the Gap. We’ve all heard the phrase and have an idea what it means. Or what it’s supposed to mean. But one person’s vision of bridging the gap may be very different from another’s. This is especially true in the world of law librarianship. Academics and private firm librarians see the world from two markedly different viewpoints. Or do they? The LexisNexis Librarian Relations Group held two sessions this past year to open the lines of communication between the two groups and to explore the truths and myths behind the phrase “Bridge the Gap.”

Twenty-two librarians from a number of law firms and law schools attended the initial session held in March. Participants came from many medium and large law firms and from schools as far away as Notre Dame and the University of Illinois. We were among the facilitators. The program was created to allow academic and firm librarians to begin an open and ongoing discussion about the training of law school students, to share their best practices, and to share the misery of it all.

Kenny Kanji, LexisNexis Senior LRC, first reviewed the current state of law firm associates and what LexisNexis is doing in law schools. Next was an animated roundtable discussion that focused on what the summer associates should know, university preparation programs, cost effectiveness, and firm orientation programs. This was enlightening because the participants shared their opinions and perceptions openly. The facilitators then asked the participants to choose one topic and share suggestions for improvement. They selected “Library Orientation and the Summer Associate.”

The group suggested a list of handouts for the associates including:

- Cost sheets detailing charges specific to vendor and contract (avoid the term “flat rate”)
- Top 10 websites for type of law practiced
- List of surrounding law school libraries showing access policies and hours of operation
- Librarian profiles, including background and work samples
- How to effectively use library staff resources
- List of other non-lawyer personnel, stressing respect of gatekeepers
- Sample search requests, providing analysis of components, demonstrating formal research questions and suggesting different ways to solve it (print, online, Web, colleagues, etc).
- Samples of legal writing specific to practice.

In addition, the group listed the following recommendations for orientation:

- *A Civics Lesson* (Schoolhouse Rocks video)
- How to begin research, places to start
- Cost analysis of research to explain the true cost of doing business (time actually spent, online searching, librarian/paralegal time)
- Online v. print sources, emphasizing a balanced approach not solely reliant on online services
- Well-rounded research involves more than cases. Look to statutes, news, etc.
- Real life examples, anecdotes, and horror stories.

The participants also felt that it was important to teach the associates how to ask questions when given an assignment by a partner. Or, in our world, how to...
conduct a reference interview.

We also discussed the idea of a Summer Associate’s Survival Kit. The following tips were highly recommended:

• Take time to plan and strategize your research
• Know the librarians’ role and utilize them
• Know how to ask for help
• Just ask! If they can’t locate an answer in 20 minutes, they should stop and ask for help.
• Use people skills

Discussion was lively and the level of enthusiasm high. Time quickly passed and the participants all agreed they’d like a follow-up session.

Fast forward to August 2001. The associates have left the firms and school will start in a week. A representative group of librarians from both sides of the divide gathered at the LexisNexis offices to share their summer associate experiences:

1. What was your most memorable summer associate experience?
2. Will you do anything differently next summer with your summer associates?
3. Would you like to see another Bridge the Gap session in the spring, and what would be most helpful?

The group shared funny stories, but some of the things they heard made them stop, think, and question both the law firm and law school cultures themselves. Why is it that intelligent individuals come out of law schools ill equipped to practice law? We all agreed that it comes down to a need for change in the system itself—a change that may be a long time coming. The session was an eye opener for those librarians who have not attended law school and were not familiar with the students’ academic schedule. The firm librarians realized the challenges faced by their academic peers.

No single solution emerged from this session. What this group did realize was the importance and necessity of keeping the lines of communications open. The LexisNexis Librarian Relations Consultants agreed to keep facilitating as long as there was interest.

This enthusiastic group suggested these ideas for future programs:

• Partnership between law firms and law schools. Invite law firm librarians and/or attorneys to the Summer Survival Skills seminars at the law schools. Also invite law firm librarians to teach short area of law sessions at the schools. In the firms, the academics could participate in the orientation program. Sharing time at the reference desk was also proposed. There seems to be an interest in doing this kind of program.

• Showcase librarians’ expertise to share ideas. For example, Joan Ogden could present her program on legislative history, “The Good, the Bad, and the Ugly,” at the next Bridge the Gap session.

• John Austin, Library Director at Northern Illinois University, suggested a breakout session where the firm librarians could devise their ideal legal research course. What would they cover in a semester?

Afterward, the group celebrated a successful Bridge the Gap meeting with margaritas and Mexican food at Dos Hermanos in the Sears Tower. We are looking forward to more discussion, sharing, and celebrating in the future.
When it comes time to send sheltered law students out into the big bad world of real life legal research, many academic law librarians suffer a twinge or two of anxiety. Adequately preparing law students for the challenges of summer associate research seems to be an impossible task given the practical constraints under which we operate. Lack of time, lack of student attentiveness, lack of resources, and lack of an antidote to the addictiveness of “free” unlimited online access all conspire to hobble our efforts. What we can do is lay a foundation through strong instruction in the basics of legal research, make available additional education when possible, establish connections with law firm librarians, and develop positive relationships with our students so they feel a law librarian is a natural ally no matter where they do their summer work.

Our students must obtain a strong grounding in the basics of print and electronic legal research. In order to do this, we must first gain their attention. At Northern Illinois University College of Law, we are lucky to have the freedom to structure a Basic Legal Research course that is a separately graded course from legal writing. This gives us a structured time and framework in which to work with the first year law students. In order to emphasize the importance of legal research in their future summer experiences, we bring in upper level students to discuss their summer experiences and the ways they used legal research in their clerking jobs. Hearing how important legal research skills are from actual students and hearing concrete examples of how those students used their skills gets their attention in ways that hearing it from us does not.

Given the amount of material that students absorb during law school, it would be too much to ask for them to remember legal research skills they do not use every day. We send our first year students off for the summer with two packets of handouts, one from the Fall semester that covers print sources and basic research techniques, and one from the Spring semester that covers electronic sources and electronic search techniques. It is gratifying to hear how useful students find these materials.

We offer an Advanced Legal Research course for upper level students. This enables them to refresh basic techniques as well as learn new, subject specific resources and techniques. We also seize every teachable moment possible. Librarians go into upper level seminar classes and discuss legal research techniques and sources for that area of law. We discuss research strategies and resources in several of the upper level skills classes. We hold a special training session for new law review members. We also, of course, work one on one with students at the reference desk. We take advantage of the Lexis and Westlaw representative offers to come and do summer associate training sessions. For the first time last year, we offered a summer associate training program in late spring. Unfortunately, we did not have a large number of students take advantage of it, but we hope that will change this year. This year we also did a survey in the fall of our returning students, asking questions about their legal research experiences over the summer. We plan on using the information from the survey responses to help structure our summer associate training program.

Attending the Bridge the Gap program helped us realize that we are doing some things right and that there are additional things we can do to prepare our students. Opening up the communication lines between law firm librarians and academic law librarians will lead to new ideas and partnerships in preparing law students for their summer associate experiences.

Looking for a job?
Looking for a librarian?
Contact the CALL Placement Committee through John Fox, 558-6301, jfox@bellboyd.com
Another group of summer associates has come and gone, and we truly hope to see all of them again a year from now. In the meantime, the Librarians at Gardner, Carton & Douglas are reviewing the scheduling and content of our summer associate library and legal research orientation sessions.

Planning for each year’s new group of associates — both the summer and new “real” associates — is a valuable and necessary part of our existence. For the past several years, the Librarians at Gardner, Carton & Douglas have presented three hours of legal research skills training to the summer associates, including legislative and regulatory history and process, statutory and CFR codification process, looseleaf set, CD ROM, and web-based research sources. Often, we use recent high-profile legislation, or news stories from Newsweek or Time, Business Week, or the Wall Street Journal, to enhance the relevancy of our presentations.

In addition, this year we developed legal research “pathfinders” for numerous areas of law. Librarians and attorneys encourage summer associates to discuss each new project with one of the Librarians.

More and more, however, the scope of legal research as taught in law school, contrasted to the practical research skill set expectations and needs within the transactional law firm setting, is a topic that is generating wide-spread discussion within our profession. This past Spring, along with several other Chicagoland private law firm librarians and legal research instructors, I took part in a LEXIS-sponsored workshop to talk about the differences between what law school students are taught in law school, and the expectations and needs of the private law firm. Then, at the end of the summer, we got together again to discuss anecdotes from the summer experience, and implications for the future.

Recently, our Director of Library and Information Services received a survey from the authors of a 1990 article, “The Effectiveness of Law School Legal Research Training Programs,” published in the Journal of Legal Education. The authors were soliciting our views on the current state of the effectiveness of new attorney legal research skills. Why has the gap in the skills we see, versus the skills we need to see, finally been brought to the forefront? Is the timing of these workshops and surveys merely a coincidence?

The litany of concerns private law firm librarians share regarding the research skills of summer associates seem to change little from year to year:

- Summer associates do not understand the codification of Public Acts or Public Laws, into state or federal statutes.
- Summer associates need to be reminded to check pocket parts, or to look at the date through which an online source is updated.
- Summer associates don’t understand regulations because they are exposed only to case law.
- Summer associates think everything is on the Web, and that information on the Internet is always free and timely.
- LEXIS and WESTLAW are free for law school use, so summer associates sometimes have trouble focusing on their search strategy before they go online.
- Summer associates are unfamiliar with using secondary legal resources, such as treatises and bar association journals, and therefore do not search any source besides case law and law reviews.
- It often seems true that the more “national” or prominently ranked the law school, the less able the summer associates are to do research.

Sometimes private law firm librarians face constraints within their own firm, as well. Some law firm librarians stated that firm management does not support the librarians in requiring orientations to the firm Library. (At GCD, attendance at Library orientation and research training is mandatory.)

Thoroughness in research has always been a malpractice issue. There might be two additional reasons for the increased concern about summer associate and new attorney research skill levels. One explanation is the
I have a confession to make. I myself, as a research librarian, cannot seem to recall from memory how to use all the various print and/or electronic resources I encounter in my job. There are those research questions which I often get that seem to have me using the same sources over and over again. Examples of these would be, questions regarding statutes, SEC filings and releases, public record searches and company information searches to name a few. And then there are those research requests that I find myself saying, “could you repeat that again a little slower,” (inner voice is saying, “because I am frantically thinking that I have no idea what you are talking about nor where to begin. However, it is important that you think I know what I am doing so, I will keep smiling, nodding my head, thinking where in the heck am I going to find this information and who can I call.”).

While this is all going on internally, however, I am also mentally going through a checklist of possible starting points and thinking of various materials I can turn to for possible answers. In addition, I am asking myself if I rely on a particular source how accurate will the information be? If I check A, how will it lead me to B? And how will this ultimately lead me to answer my questions, if at all? For example, if I check the CFR how up-to-date will it be? Along with this, I am thinking of the Federal Register and the List of CFR Sections Affected. All of these questions are running through my head.

The point that I am trying to make is that while I may not remember exactly how to use every source, I know that there are ways to find out. For example, in many paper sources, I can turn to the section entitled “How to Use this Reporter.” When working with statutes, I find that I often rely on the “Disposition Table” showing where existing paragraphs of Illinois Revised Statutes were allocated in Illinois Compiled Statutes. I know that if I am running a LexisNexis or Westlaw search and I am uncomfortable with my search or am not sure of something, I can call their respective help lines for assistance. I know to check pocket parts. I know to be aware of caveats on web sites and to notice when the last time the site was updated.

Anyone who has had the experience of working with Fall Associates can appreciate and understand the frustration we law firm librarians experience when we encounter new associates who don’t seem to know how to conduct legal research. I myself have experienced everything from those attorney research questions that I can understand would cause anyone great anxiety and the feeling of total incomprehension, such as how to use the paper CCH Federal Securities Law Reporter. Then there are those questions, that make me wonder how did that individual graduate from law school? For example, asking me how to check the pocket part or simply asking me what it is.

Maybe because we have come to rely so heavily on the plug-and-go method (a.k.a. electronic research) that we have simply forgotten how to ask the right questions to formulate a search to determine when those questions have been answered so we can confidentially stop our research. We may never seal the gap completely between what students learn in law school about legal research and what law firm librarians think they should know upon entering the firm.

But I think that we need to at least teach the law students the right questions to ask. What area of law am I dealing with? What jurisdiction am I dealing with? What are the issues? What are the answers I am hoping to find? How much time and money am I willing to spend? Secondly, I think that we need to teach our attorneys that while they may never know how to use every source from memory, there are resources available to after 5:00 p.m. and on the weekends when the librarians have had enough and gone home.

Visit our website: www.aallnet.org/chapter/call
Stacks of black binders and papers. Glazed looks. Pencils tapping. Sneaked peeks at watches. This is what I typically encountered as I entered the conference room where summer and fall associate orientations were taking place. It doesn't help that the Library portion of the orientation always seemed to be scheduled for the slot right before lunch, when everyone was hungry and anxious for a break, or at 2:00 p.m., when post-lunch grogginess had hit full force. The Library orientations at KMZ were always pretty straightforward, and included a tour, explanations of our policies, descriptions of the various databases and resources the librarians access and until last year, included passing out a binder that rehashed much of the same information as well as our copyright policy. The Director of Library & Information Resources, Susan Siebers, always presided, but all of the reference librarians participated so that the summer associates would learn that we were the ones they should come to rely on for reference assistance. In the past, we all had our own roles and mine was to talk about the literally hundreds of databases in addition to Westlaw & Lexis that we had access to. I could've given the spiel in my sleep.

One of the reference librarians, in a casual conversation with a third year corporate associate, had been surprised to hear him say that very little of what was said at any of the orientation sessions was absorbed; that new associates were too busy daydreaming about ways to spend their first big paycheck. So a year ago last August, as we began to discuss what needed to get done for the fall orientation, there was unanimous agreement that we needed to spruce up our presentation. We also knew that if we were getting bored with the information we needed to dispense, it could be assumed that the new attorneys were probably bored too. So we brainstormed on ways we could pass on the necessary information without all the “talking at” we had done in the past. Wanting to come across as high-tech, we knew we had to eliminate use of the outdated overhead projector and even discussed the possibility of going into the orientation totally paperless. We haven’t completely achieved the second goal but we are getting close.

Although none of us can remember if anyone in particular deserves the credit, we began to toss around the idea of conveying what exactly we did, and what services we could provide, through skits. None of us are thespians, and none of us particularly enjoys the limelight, but we decided that working together, we would be able to overcome any opening night jitters and have a little fun in the process. We first decided the important messages we wanted to get across and went from there. In keeping with our original orientation outline we determined that the three major topics we could cover in various skits were reference services, proper use of Westlaw & Lexis, and Interlibrary Loan. Other topics such as library purchases, office copies, copyright policy, etc. were covered by Susan.

Writing the skits actually came pretty easily. We each took a topic, and using real-life experiences were able to create scenarios that provided useful information and rang true at the same time: flustered associates barging in on a librarian typing away on a PC; requests for dozens of articles with a two-hour deadline that are to be “found on the Internet”; a summer associate wondering out loud what database to search after having already signed on to Westlaw as a metronome ticked loudly in the background. Our goals were to illustrate the correct way to approach a librarian, what to expect in terms of turn-around time, how to be cost efficient searchers, that we bill our time and that no question is too silly to ask.

Each skit is introduced and set up by Susan Siebers. She explains the roles we are playing and what the goal of each skit is. The skits have been pretty tightly scripted and it has worked out just fine for us to actually hold them and read from them since our props included pads of paper, a laptop and desk. This past fall, we were even able to ad lib a bit, which enabled us to pass along even more information in a casual, but entertaining way. For example, a harried associate arrives and reports that she has been asked to do a Lexis-Nexis news search on a particular topic and that she’s been told the Library has a blue book on the same issue. This gave the Librarian the perfect opportunity to explain why she probably won’t use Lexis, at which time the associate interrupted that the assigning partner specifically had said to use Lexis-Nexis. The librarian goes on to explain how, especially for older partners who learned online searching before there was Westlaw, Lexis is used as a generic...
2001: A SUMMER ASSOCIATE ODYSSEY
BELL, BOYD & LLOYD’S SUMMER ASSOCIATE PROGRAM
John Fox, Bell Boyd & Lloyd

What to do for your firm’s summer associate program is a question that confronts law firm librarians each Spring. What information should you include in any guides or booklets that you pass out to the associates? Should you do a tour of the library? Should you present a seminar on a specific topic? In which databases should they be trained, and when? These are the types of questions that most law firm librarians must answer. How I decided to answer these questions during the 2001 Summer Associate program at Bell, Boyd & Lloyd will be the topic of this article.

As I began to think about the 2001 summer associate program at our firm, I immediately thought of re-creating the program I had done the previous summer. That program included an orientation session in the library in which I gave them a guidebook containing information on the library staff, the services we provide, a description of the basic legal publications found in the collection, a description of any CD-ROM resources, some information about Lexis & Westlaw and a mention of available holdings at other libraries in the area. A tour of the library would be provided to them after my little speech. I had also thought about doing my standard powerpoint seminar presentation that would discuss the resources available for researching Illinois law.

All of these ideas were good and useful, but not GREAT in my opinion. By reviewing what I had done in the Summer Associate 2000 program, I began to realize that some of my presentations didn’t really match with the type of information the Summer Associates would need and use at our firm, besides, I was getting bored re-doing the same presentations each year. I can only imagine (maybe I don’t want to know) what the Summer Associates thought about them. I decided something different had to be done, but what?

Luckily for me I was SAVED by Lexis’ “Bridge the Gap” seminar that was presented in March, 2001. Lexis had developed a seminar which would provide law librarians with an opportunity to meet and discuss various methods for developing an effective Summer Associate program. At the “Bridge the Gap” seminar, a Lexis Law School representative talked about the class he presented to students to prepare them for practicing law in a firm. He also mentioned that Lexis representatives could work with individual firms to develop a presentation that would prepare students for work in that particular firm. After he finished his presentation, the group began to discuss programs, procedures, resources, costs, problems encountered with prior Summer Associates, etc. that each of them had experienced. As I listened to the other librarians talk about their programs, I began to see the answer to my question about what to do for my Summer Associate 2001 program.

My ideas for restructuring my Summer Associate program centered around re-thinking what information the summer associates would need to do their work. I met with my reference staff and we discussed the types of questions we had received from prior summer associates. The types of questions asked were usually concerning what resources and services did our library provide, what resources were best for doing research on a certain topic, how to do a legislative history, either state or federal, and what online services were available for use? By re-examining the types of research questions we had been asked in the past, I was able to restructure my Summer Associate program in 2001.

Here are the ways in which I changed my program. My goal was to anticipate the Summer Associates needs:

1) One of the first statements that I mentioned in my Library orientation was that the library staff is their FRIEND, and that we do not report on them to their attorneys. By stressing this message I hoped to open up good communication between the library staff and the Summer Associates. That message was an important point that I heard stressed at the “Bridge the Gap” seminar.
Summer Associate (SA) classes are changing. Are law librarians keeping up the pace? SAs are one of the biggest customers in a law firm library. One of the traditional roles of the law librarian has been to assist these patrons as they make the transition from academic life to success as associates. We help new patrons navigate the information landscape. Just about the time that the library world perfected the quintessential method for teaching nested indexing, the world changed.

Generation X law students are coming into the SA ranks. Our assumptions about our patron base being the same as the incoming people last year will be in error. Looking at the issues that are emerging, the interlibrary loan statistics for the past five years, and looking at these users, the trend is clear: Law firm librarians need to rethink our patterns as we work with incoming SAs.

Generation Xers are used to a different message from what is currently being presented to them in law libraries. Second, between changing formats of information and the preferences of the patrons, staffing needs will need to shift – particularly during the SA season and in the early stages of the incoming New Associate season. Third, within the context of a changing primary patron population, some of our institutional decisions will need to be reevaluated.

While there is a greater age diversity in law school entering classes in terms of the age range, many of the SAs that reach law firms are firmly entrenched in Generation X. Longitudinal studies by market groups have helped to create much more individualized profiles – profiles that are used to create more effective individualized messages. Then, after great individualized attention, the individual SA comes to our libraries – and becomes almost an amorphous subelement of All Summer Associates Past and Present.

In terms of technology, Gen Xers are likely to be highly effective Web users. Increasing costs for books have forced school libraries to be much more selective in the areas that can be covered, particularly in current topics covered well on the Web. Access at the collegiate level is ubiquitous with material placed on Web-accessible servers. Skill deficiencies are made up for by the online interfaces. Natural language searches can provide plausible answers that will satisfy the immediate question – or at least provide the answer within the expected research experience of the SA. The danger comes when the technologist assumes the interface is more effective at conveying knowledge than it really is.

Our bulk teaching misses the individuals.

The traditional role of law librarians may not be relevant to the newest patrons. The reference interview may be seen by the end user as an intrusion, not a way of gaining access to a taxonomy. Teaching them the tools is not seen as being important to the patron – all the answers in the past have been answered with a mouse. The idea that some useful material is not immediately available is new to many SAs. Potentially inadequate research results are going to result as the perceived universe will shrink to what exists on the self-directed computer screen. Unless law firm librarians reshape their approaches, the law librarian will not be a part of the research mix improving results and introducing other efficiencies and knowledge. Nonindividualized messages to the patrons are ineffective. Libraries supporting SAs may need to adjust training programs to be more individualized.

The SA season at large law firms in Chicago has traditionally meant increased reshelving, Cook County Law Library (CCLL) runs, and being swamped with ready reference questions. In the interlibrary loan data at Sidley, however, past experience from too long ago is not the best indicator of future needs.

Sidley has a database that logs all interlibrary loan transactions. Data points were collected from January 1997 though September 2001. 6170 individual borrowing transactions were aggregated into months, then broken down into subcategories for number of items borrowed from Cook County Law Library, number of items borrowed from John Marshall Law School/CBA Collection, and the number of items that required professional or paraprofessional librarian assistance to obtain.
Private Law Firm Perspective
continued from page 13

state of the economy and its effect on law firms in general. Part of the raised consciousness of private law firm life these days is the need to monitor costs, including the costs of database use. Summer associates, and our attorneys in general, need to be cost-efficient searchers, keeping in mind such choices as hourly versus transactional pricing, for online searches. They also need to better juggle the appropriateness of “free” Internet, pay-per-view databases such as LEXIS or WESTLAW, and the time spent reviewing hard-copy avenues of research.

The second new reason for our increased concern about summer associate legal research skill levels is the over-reliance on the Web for legal research. GCD has issued a firm-wide policy statement about the need for caution when using the Internet for research for client-billable, or article writing, purposes. All of our attorneys need to understand that state and federal legislation, statutes, and regulations on the Web may not necessarily be up-to-date, or may otherwise be incomplete. Case decisions on the Web are spotty in availability, and may have errors in language, as they are put online. The sources and publication dates for statistical information need to be checked.

Indeed, there can also be an over-reliance on traditional legal research databases, such as LEXIS and Westlaw. It is too easy to lose track of whether you are in the opinion, or in the dissent to the opinion, if you are only reading it on a screen. Also, time spent online researching unfamiliar issues could be lessened by reviewing an appropriate treatise first. There is a concern that access to LEXIS and WESTLAW is offered too soon in the law school curriculum, without the perspective of understanding a range of resources within a legal subject. Students need to understand the structure and content contained in the various databases before they can search effectively. Perhaps online legal research needs to be taught within the context of each area of law class, so that both content and research skills can be viewed as a whole. (For a recent discussion of the perceived loss of research “peripheral vision,” see “Law Schools Face Challenges Posed by Students’ Reliance on Online Material for Research,” National Law Journal, July 17, 2000.)

During the LEXIS workshops, I was surprised to learn that Legal Research is offered at least at one law school as a pass/fail class. Consequently, there is potential for law students, who may ultimately find summer positions and later full-time positions, based on graded classes, to view the class and the resulting skills, with lower priority.

Law firm librarians, and legal research instructors, must continue to share viewpoints, needs, and constraints. The insight we garner from each other is invaluable. The risk of not jointly turning out attorneys skilled in research is too costly. ■

2001: A Summer Associate Odyssey
continued from page 16

2) My library staff and I re-wrote our Library Guide to include specific information about our qualifications, work experience and training. That type of information had never been included previously and was never thought to be important.

3) I also added more information in the Library Guide about online services, other than Lexis and Westlaw, that were available through the library.

4) One of my Reference Librarians compiled an annotated list for each practice area of the most important statutes & regulations, treatises, loose-leaf services, serial publications, web sites and other miscellaneous resources that our library collection contains. This publication satisfied my goal to provide our Summer Associates with a specific resource geared toward their needs.

5) My staff and I updated the Illinois Resources Manual I had written on doing legal research in Illinois law. Our goal was to make it a guidebook an individual could use as a reference tool. I gave the Summer Associates the option for a seminar on the topic, but there was very little interest, because the Associates felt the Manual explained the information adequately, and most of them would not be doing a lot of research in Illinois law.

6) I also revised an earlier library publication that discussed how to perform a Federal Legislative history. In the past, at least one or two Summer Associates would ask for this information. Unfortunately, I didn’t have the opportunity to review and re-write the guide which had previously been developed on doing Illinois Legislative History.

(A goal for next year)

7) I talked with my Lexis and Westlaw representatives about providing specific guides that would explain how to do online research on their services in the specific practice areas that we have at our firm. Both representatives were very interested and provided me with good resources.
Advertising
8) My Lexis representative also sponsored a special weekly training session for the Summer Associates. These sessions gave them a chance to practice their research skills and to get additional research assistance with their projects.

9) I was able to arrange for a few associates to have access to an RIA online tax database our firm receives on a subscription, because they needed to use it in their research assignments.

10) The library sponsored a lunch for the Summer Associates in which all of these materials were reviewed, explained, and handed out to the Summer Associates so they could ask questions about any of the resources. This lunch also gave the library staff an opportunity to get to know them and their interests.

11) The final idea I implemented was to create a survey about this program, so I could get their comments, suggestions, and complaints. This aspect was very important to me because I wanted to be able to judge how well the program succeeded in reaching its goals.

The Survey results were very useful in helping me judge which part of my program worked and which parts could be revised. The survey asked for feedback on the following topics:

1) The Library orientation presentation,
2) The responsiveness of the staff to their needs,
3) Whether the staff communicated with them to keep them informed about the project or request the staff were performing for them,
4) The usefulness of the various handouts,
5) Whether they wanted more in-depth seminars on Illinois Resources, Federal and Illinois Legislative History, or specific practice areas,
6) Whether the luncheon seminar was useful for them,
7) Whether they felt a particular online vendor’s weekly sessions were helpful,
8) What other information or programs they would recommend for next year.

The survey responses did provide me with useful information that I can use in preparing future programs. I got 11 out of 17 surveys returned to me. The vast majority were pleased with the orientation and the responsiveness of the library staff. All of the Summer Associates used the handouts the library staff prepared, but some of the handouts met their needs better than others. The most useful handout was the Practice Area Source Materials guide. An individual handout’s usefulness depended on the practice area that an associate was assigned. A few individuals asked for seminars on specific practice areas. (That is another idea I will explore for next year’s program). The most important response on the survey was that the library staff was willing and able to assist them in their research within a reasonable amount of time. That response told me that we were performing our jobs effectively.

The few complaints that were mentioned on the survey dealt with the length of the library orientation, (too long) or the time of the orientation (one person wanted it earlier in the week he started, because he could have used the information from the orientation in a project.) Another complaint was that the library maps were out of date. (Updated maps are another goal for next year.)

As I look back on the 2001 Summer Associate program at Bell, Boyd & Lloyd, I am satisfied that it was a success. I think the program met the overall needs of the associates better than we might have done had I simply repeated the previous year’s summer associate program. This year’s program wasn’t the end of my quest of preparing a better Summer Associate program, but it did give me some good ideas about what types of services and information the library should look at when developing future programs. I learned you must be willing to experiment, to communicate and to learn from your colleagues at other firms, because you never know what will work until you try it.

Standing Room Only continued from page 15

term for any and all online research. She also explains the use of the catalog to find publications, noting that we do not catalog by color, and in this case lets the associate know what the blue book might be (Securities Law Series). We have written five different skits so far and plan to reuse them with appropriate modifications as needed. Some focus specifically on the needs of Summer Associates (emphasis on time is money and that online research isn’t free) and some include information that only apply to fall associates (journal routing, office copies, etc.).

How has the reception been? Did the new associates learn anything from seeing the skits? Applause was a surprising but welcome reaction and we know we kept their attention if only because our approach was far different from any of the other presentations they had
Materials borrowed from CCLL are often primary sources and law reviews. Library clerks pull the bulk of the material from the shelves. Of the 6170 items borrowed in the time frame, 1757 were from CCLL. The second category involved material borrowed from John Marshall Law School’s Chicago Bar Association (CBA) collection and occasional treatises that are borrowed from the main collection. 453 items were included in this category. The third category is everything else. There are primary sources and related materials reviews in this category when deadlines dictate or if material is missing from shelves at CCLL or CBA, but most of the material are items not available at those collections and required professional or paraprofessional staff intervention. 3960 borrowing events include transactions from the various units of public and private sources.

Within the first category, data points comparing each month in 1997-1998 are within a relatively close range. The range for individual months was between 30 to 68 items. Nine of the months had 30-39 items, ten months had 40-49 items, and five months had 50-68 items.

1999 began to show the effects of a new trend. While one of the months would be in the highest category in the previous time frame, six of the months were at or below the lowest threshold in 1997-1998. The single spike in the data was related to a single project. In 1999, the range was from 15 to 55, with five months in the teens. 2000 data shows an increase in the trend in the reduction of demand on CCLL resources. Ten months were below the low threshold of 1997-1998. The data breaks downs as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Mean Monthly Average (CCLL)</th>
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<tbody>
<tr>
<td>1997</td>
<td>47.25</td>
</tr>
<tr>
<td>1998</td>
<td>39.17</td>
</tr>
<tr>
<td>1999</td>
<td>29.42</td>
</tr>
<tr>
<td>2000</td>
<td>18.5</td>
</tr>
<tr>
<td>2001</td>
<td>16.11 (January through September)</td>
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Just as significantly, the highest data points for CCLL borrowing from 2000-2001 are at or below the average borrowing for 1997-1998. Only four data points for 2000-2001 out of a possible twenty-one possible were above 1999’s average. The average would be lower for 2001 except for a relatively high volume in May through August that was tied to a particular Summer Associate project.

One implication of the data is that increasing summer clerical staff with an eye toward supporting SA requests for law reviews and statutes may be ineffective. When peaks are below previously average activity, the relatively increased volume is still low compared to any activity in 1997-1998.

Pooling the data from CCLL and the CBA Collection reveals another pattern. Using 1999 mean average Cook County Law Library data as a baseline, three months out of twenty-one from January 2000 through September 2001 reached the average number of transactions from Cook County in 1999. Again, increased clerical support is not necessary to support Summer Associates.

If there had been a decrease in the number of SAs or First Year Associates, the two greatest suppliers of requests across time, the data would be explained by a reduction in the number of the “biggest customers.” Published reports indicate that is not the case for Sidley. Neither has there been a reduction in the size of the firm. Library print resources have decreased through elimination of multiple copies of sets. The people are here, but they are not using offsite statutes, digests and older law reviews in the same amount as they did previously.

The trend in the two previous data sets is not completely reflected in the third data set – requests that require professional or paraprofessional intermediaion. 1997 saw a range of 52 to 104 monthly interventions, 1998 saw 44 to 121, 1999 a range of 53 to 101, and 2000 a range of 31 to 72. Comparing this data set to the others:

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<thead>
<tr>
<th>Year</th>
<th>Mean Monthly Average (Intervened Requests)</th>
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<tbody>
<tr>
<td>1997</td>
<td>78.66</td>
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<tr>
<td>1998</td>
<td>82.08</td>
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<tr>
<td>1999</td>
<td>75.33</td>
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<tr>
<td>2000</td>
<td>53.25</td>
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<tr>
<td>2001</td>
<td>53.33 (January to September)</td>
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There has been an increase in the number of hours spent on research projects and an increase in the number of articles and portions of materials (chapters from books and related material) from sources that pay the copyright fees as the department has placed a greater emphasis on document delivery. This change is a factor in the reduced number of intervened requests. The actual volume of material is essentially similar.

In summary, with primary sources available online in a format ready for access within the actual and perceived skill levels of SAs, there is a significantly decreased number of primary material items and law reviews from offsite. The most frequently used materials are ap-
proaching nearly universal online access, especially within the context of U.S. current legal developments. For legal periodicals published after 1990, one study showed that 92% of cited articles were available online. The “click and receive now” tendencies of SAs will probably speed the reduced material retrieval process along – although the material that is not available with a click of a mouse will probably still be useful and relevant.

Also, library support for Summer Associates will need to be directed differently. The Gen Xer who expects less intermediation, and is not accustomed to even the best turnaround for offsite retrieval of information, will turn to online sources exclusively, whether or not the tool is the best available. A SA given a choice between an instant clickable answer and a wearying path is conditioned to choose the instant answer – and may not have the tools to take the wearying path. The hope is that at least at some point the individual user will seek out in depth research assistance and learn related core research on legal and non-legal topics. Reaching this group will require significant restructuring of current approaches to law firm library research support.

Some of the institutional decisions may need to be rethought. Library architecture may need to be adjusted to accommodate the research preferences that are emerging. The increased use of laptop computers may make current furniture obsolete – or at least inadequate. There will need to be a different emphasis in the information intermediary role – more along the lines of a coach than a librarian. Cost efficiencies for using the Web over paid services may lead to less authoritative but cheaper sources – methods that do not draw the ire of fiscal managers seeking to control costs.

Standard sources will come into question if the indexing tools don’t reveal the desired answer in a matter of moments. Indexes and Tables of Contents in print collections are increasingly foreign to Gen Xers – in some cases it is one of the first times they have had to dig to find an answer, let alone use a print resource to answer their query. Gen Xers think the universe of research is available immediately, in full-text, free, and provides a black and white answer. Instant answers are the norm in Generation X research experience.

For libraries, Step One is to take a long look at the trends of data. Interpret the statistics in the light of the future budgets and staff constraints as well as in planning for format changes. Make the adjustments now, keeping in mind that there is a strong cadre of patrons that do not want to surrender their print access. A little rethinking never hurt anyone, and sometimes improves a process now and then. In this case, it may prevent the idea that the law librarian is obsolete.

NOTE: An expanded version of this paper is available upon request. Please contact David Rogers at 312-853-7181 or drogers@sidley.com


2 The number of such transactions is relatively constant across time.

3 Increased shelving has also reduced significantly according to anecdotal reports.


5 When told to “take two or three hours” to research a question, the Summer Associate or First Year Associate may not have the opportunity for extensive research.

Standing Room Only continued from page 20

seen throughout the day. They could see that we were having fun (and poking a little fun, too!) and we think this has made us more approachable. We know that some of our points had sunk in: a new associate will call and admit that he has spent 10 minutes searching the Internet for something, but remembered our “10 minute rule” and was now coming to us for help. The day after our fall orientation, a new associate arrived and exclaimed, “You’re not going to believe my first assignment! I’ve been told to do a Lexis search for news articles!” It’s a great feeling, knowing our message is getting across!
Advertising
COMMITTEE NEWS
Kelly Pucci
Marshall, Gerstein & Borun

COMMUNITY SERVICES COMMITTEE
Feeling altruistic? Or maybe you just want to clear off a few bookshelves. Elaine B. Dockens, Community Services Committee Chair, has a volunteer opportunity for you. She recently spoke with Kay McKeen, Director of Book Rescue in Glen Ellyn, a group that recycles books. If you can donate gently used books or prepare donated books for distribution to individuals and organizations, contact Kay McKeen at (630) 545-9710 or (630) 681-2400.

PUBLIC RELATIONS COMMITTEE
Here’s your chance to increase visibility of law librarianship in the local media. Michael D. Brown, Public Relations Committee, Chair, reports that Dave Glynn, Director of Product Development, for the Chicago Daily Law Bulletin and the committee have discussed promoting CALL activities, reprinting pertinent CALL articles in the Bulletin. Submit news, captioned tif images or suggestions electronically to Michael D. Brown: mdb6@midway.uchicago.edu.

PUBLIC AFFAIRS COMMITTEE
Richard J. Matthews of the Public Affairs Committee has reports on the following two issues:

INDEXING FOR ILLINOIS REGISTER NEGLECTED — CALL TAKES ACTION

The Index Department of the Illinois Secretary of State is charged with preparing a quarterly “Cumulative Index” and a “Sections Affected Index” for the Illinois Register, the official weekly publication containing administrative rules, proposed or finally adopted. Historically, the department has done a pretty good job with indexing. It has even provided some indexes and finding aids beyond the required minimum. You might be familiar with the “Issues Index” that used to appear in each issue. It helped users quickly locate rules affected by official actions taken since the last quarterly index compilations.

Within a couple months after publication of the new Volume 25 of the Illinois Register began this year, indexing became irregular. Since CALL began to investigate the gaps and lapses, the Index Department has followed through on some of its promises. As of Volume 25, Issue 42 (October 19), the department has published a “Sections Affected Index” that compiles data through September 7. But that’s pretty much all it did to get indexing back on track.

CALL has sent a letter to the Index Department’s director and the administrator who serves as “editor” of the Illinois Register. Here’s our list of concerns:

- A weekly “Issues Index” has not appeared since February 2001, despite references to the index in Tables of Contents.
- An accurate schedule telling users when the quarterly Cumulative Index and Sections Affected Index will be printed has not been published. The “Editor’s Note” in each issue misleadingly refers to the schedule for 2000 and indexes that were printed last year.
- Users have no reliable source of information about the scope of indexes published in 2001. Neither the first quarterly Sections Affected Index published in Volume 25, Issue 16 (April 20) nor the subsequent Sections Affected Index published in Issue 42 (October 19) tells the user what time frame or what range of Illinois Register issue numbers the indexing covers. (Did the Issue 42 Sections Affected Index only cover agency actions through September 7? It appears so, but the publication itself does not tell users that.) In the past, users have relied on the “Editor’s Note” to know, for example, that the first quarterly Cumulative Index for 2000 covers regulatory developments through March 31, 2000.
- No quarterly Cumulative Indexes (organized by administrative agency and, under each agency, by title to identify official action) for 2001 have been published.
- Publication of Sections Affected Indexes has been irregular. There was no second quarterly index (one that normally would have been published in Issue 29). Users had to wait until the latest Sections Affected Index was published in Issue 42 (October 19) to get data about sections affected in April, May and June. According to the Administrative Code, data for those months should have been available no later than July (see 1 CILR 100.260(b)).
- Tables specifying the range of pages contained in each of the volume’s weekly issues have not been published.

Here is librarianship in action, since the Index Department might be in need of some expert advice. So far, the department seems to have welcomed CALL’s interest.
The Index Department suggested at one point that it might begin to publish indexing on the Secretary of State website. That hasn’t happened (at least not yet). Is that a good idea? If the Index Department were to publish an online “Cumulative Index” and “Sections Affected Index,” updated each and every week, that might actually make the *Illinois Register* easier to use.

But it might be thought the Index Department itself has made a good case against relying on Web publication of indexing. Up until a short time ago, the Secretary of State website published the Table of Contents for each issue of the *Illinois Register*. Now, it appears that practice has been discontinued; all Tables of Contents, even those for issues from earlier years, have disappeared. Clearly, the Index Department must assure all citizens that its Web publications are easy to find, permanent and reliable.

CALL will continue to monitor the Index Department’s progress.

### COUNTY LAW LIBRARY FUNDING LEGISLATION — H.B. 215 Redux?

You may recall Illinois General Assembly H.B. 215 from the last regular session. In last minute legislative jockeying, the measure to improve funding of county law libraries was crushed. Both House and Senate were close to agreement on language that would raise the maximum “law library filing fee” a county may authorize under provisions of the Counties Code (55 ILCS 5/5-39001). But H.B. 215 was shelved, essentially, when its language was incorporated as an amendment to a far more controversial bill — and the controversial bill went down in flames.

Now, Halle Mikyska, Director of the Kane County Law Library, is taking steps to bring new life to H.B 215. It’s not a sure thing by any means, but the bill is still sitting there on the legislative shelf. The November Veto Session is new opportunity. CALL has sent a letter to Speaker of the House Michael Madigan urging him to schedule a floor vote on the bill.

After all, the measure has widespread support in the House and Senate. Earlier this year, the House passed (68 to 46) the original measure. As introduced, the bill increased the maximum law library filing fee from $10 to $25. The Senate, too, passed the bill (31 to 26) in a slightly amended form. The Senate amendment incorporated $1 annual increases in the maximum filing fee, starting from an initial increase to $19. Unfortunately, the full House did not have an opportunity to concur on the Senate amendment. There’s little doubt the Senate language conforms to original actions the House took to assist county law libraries.

We’ll keep our fingers crossed.

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**Advertising**
The Honorable Susan Pierson Sonderby

As Judge Sonderby recounted some of the highlights of her life, her reputation as a trailblazer for professional women became crystal clear. She was the first female to practice law full time and hold the position of Special Assistant to the Attorney General in Will County. She was the first Chief of the Consumer Protection Division for the State of Illinois, in charge of 11 offices, 85 attorneys, and 30,000 cases filed with the division. She was the first female U.S. Trustee, in charge of administering bankruptcy cases in Chicago. She was the first female bankruptcy judge with the U.S. Circuit Court of Appeals for the Seventh Circuit. Now, she is the first female to hold the position of Chief Judge of the U.S. Bankruptcy Court for the Northern District of Illinois.

However, Judge Sondeby did not dwell on overcoming barriers, battling discrimination, or blaming others. Instead, she focused on how she had to work harder and be better prepared than some of her male colleagues. She acknowledged that she had to make some sacrifices in order to be successful. Most importantly, though, she emphasized that she had some great mentors along the way, who encouraged her and offered her opportunities solely because they knew she could do the job. As she mentioned at one point during her presentation, “Luck is where preparation and opportunity meet.” She concluded by noting that she invests a great deal of time and energy in mentoring those around her. She encouraged all of us to do the same.

Considerations for adult training – particularly billable hour attorney training. Focus on participant expectations, forms of training, marketing training, and management training.


A look at the pros and cons of this perennial question and how one institution handled the dilemma.


If I surveyed CALL members for their top ten lists - this article would look very familiar.


Teaching legal research is truly our forte. The author describes several techniques that he and his staff employs and emphasizes the importance of assuming these responsibilities.


Discussion of point-of-need training, formal legal research training and librarian publications as vehicles to improve attorney research skills. (Author muses that herding cats might be easier that getting attorneys to come to research training classes.)


A handy checklist for the summer associate approaching an unfamiliar area of law – a very common occurrence.


Results of a survey on the use of library tours in law firm and academic law libraries.


A look at the effectiveness of legal research programs in the context of how they are taught. Also considers librarians’ different perceptions of adequate research skills depending upon their type of library.


Pertinent tips for the summer/new associate from both sides of the research fence.

Rosenthal, Lawrence D. “Are We Teaching Our Students What They Need to Survive in the Real World? Results of a Survey” Vol. 9 Perspectives: Teaching Legal Research and Writing (Spring 2001) p. 103. Also available at www.westgroup.com/pdf/perspec/93011.pdf

Descriptive results of a survey conducted by a legal research and writing program to determine if their program prepared students for the realities of law firm clerkship.


Nancy describes the summer associate program at Clausen Miller where she supervises the assignment of summer associate research assignments for the firm. Getting to know the associates through reading their resumes, and meeting with them individually and in a group can be productive for a successful summer.

Wagner, Mary Lynn. “Cincinnati Librarians Give Summer Associates an “Inside Look” at the Legal Profession” (www.llrx.com/extras/insidelook.htm)

Law Library Resource Xchange (LLRX.com)

Posted February 15, 1999.

Cincinnati librarians developed the Inside Look program for summer associates to help them bridge the gap between law school and law firm life.
In an organization as large as CALL, members come and go. This article is the fifth in a series of short profiles of former Chicago law librarians who have moved on — to other locations, to other types of libraries, or sometimes to careers in other fields. Suggestions for future profiles are welcome.

Change is a hot topic for pop psychologists and self-help gurus these days. Reading Spencer Johnson’s Who Moved My Cheese? is one thing, but incorporating major changes in one’s own life is another. Denise Mahaney has never been one to shy away from a challenge, as her Chicago friends and colleagues can attest. She chose to make a major upheaval in her life in April, 1998 when she left hometown Chicago and joined the ranks of two unofficial groups: (1) Chicago transplants to the Southwest and (2) former law librarians pursuing other career interests. By seeking out change, she has found a new life that seems to suit her just fine.

These days you can find Denise in Tucson, Arizona — either at her home overlooking a golf course or at work at the American Airlines reservations office for the southwest region. She describes the adjustment from the law firm world to the airline industry as “tremendous” and “unbelievable.” But with a job where she is not “the boss” and a work week that is truly 40 hours and no more, she has found it easy to re-balance her personal life and her work life in a very positive way.

Since the reorganization of American Airlines at the beginning of October, Denise’s current assignment is providing staff support to the two sales managers in the reservations office in Tucson. She handles such things as management vacations, work schedules, and payroll transactions. Her previous positions with American have been in human resources and in telephone service for the Gold and Platinum frequent flyer programs.

One carryover from law firm life is the ubiquitous MEETING, which she has found is “still a necessary evil” in her airline work. But now her attendance at some meetings has a new twist. As she describes it, on meeting days she leaves Tucson in a 7:00 a.m. flight (usually flying first class for business travel) and arrives in Dallas by 11:30 a.m. After a meeting of several hours at American Airlines Headquarters there, she heads back to airport for a 4:30 p.m. flight back to Tucson, arriving by 5:00 p.m. local time, so she makes it home no later than usual.

In her former life in Chicago, Denise was Head Librarian for Hopkins and Sutter (1987-1998) and Librarian for Vedder, Price, Kaufman & Kammholz (1972-1987).

She has the distinction of being the only person to have served THREE terms as CALL President (1979-80, 1986-87, and 1996-97). She was the 1998-99 recipient of CALL’s Agnes and Harvey Reid Award for Outstanding Contribution to Law Librarianship and made the trip back to Chicago to accept the award in person.

Like most Midwesterners who relocate to the Sunbelt, Denise says she misses the changing seasons and finds it remarkable to spend Christmas in 80 degree weather, wearing shorts or swimming outside. She does enjoy the beautiful Arizona scenery and watching all the White Sox spring training games. In her spare time these days she volunteers for Lions International and the Tucson Children and Women’s Center. She keeps a small tie to the library world by volunteering one night a week at the local branch of the Tucson-Pima County Public Library. The “most dramatic development” in Denise’s life these days is on the personal side. Next spring she will be getting married and will become wife to Michael (“a wonderful, thoughtful man”), and a first-time stepmother and grandmother as well.

Denise was born on the north side of Chicago. Until she moved to Tucson, she had never lived more than 1000 yards from her original home. She went to Catholic schools and attended Rosary College (now Dominican University) for both her bachelors and M.L.S. degrees.

When asked about her best CALL memory, Denise remembers being a 22-year-old, recently-hired law firm librarian, with no clue what to do or how to do it. It was her good fortune at that point to meet Charlotte Stillwell of the Cook County Law Library, who told her if she wanted to succeed, she needed to join CALL. As Denise puts it, “I will be forever indebted to her for that command. Through the generosity of colleagues I got through that first year and every one of the next 25.” Her advice for current CALL members? “Take an active role...if you do not have the time for an elected office, then work on a committee...or just take a few moments and give a phone call to an officer or committee chairperson...tell them what you are concerned about or what they have done that you think is great.” As she points out, CALL can be “a great support group for your professional life...given a chance, you can develop a lot of great friends as well.”
For anyone contemplating a change in location and/or career, Denise recommends starting with some self-assessment. “Evaluate your skills, aptitudes, and abilities...if you have a skill that might be a little rusty, do the work necessary to bring it up to its former fluency.” She advises everyone to be prepared for “any changes, voluntary or involuntary, that may occur in your life or career.” But, as she puts it, “Don’t wait until you find that going to work is no longer fun, challenging and exciting...decide what you would like to do, develop a plan, then follow through.”

Webgator – Investigative Resources Online

I spent part of this past summer helping a friend clear out her parents’ house — a bungalow that reminded me of the first home I remember. I wondered what had happened to it and to the other places I had lived when I was growing up in Omaha and Kansas City. I knew that the Tribune has Chicago area property transfers online from 1993, and that the Daily Herald has records for their readership area. But how to locate property records in other states? Yes, I could start at the state website and look for links to county records online, or check to see if the (Omaha) World Herald or the (Kansas City) Star had property transfers loaded. I tried them all without much success.

Then...

Chance (or was it Google?) led me to Webgator (http://www.webgator.org). Created and maintained by Dave Guss, it is a collection of links to other sites on the Internet that he finds “useful and informative as Investigative Resources.” He has received awards from NBNSoft, WebCrawler, Gold Web, and EZ Connect, and Webgator has been selected as a Microsoft “Hot Site of the Week.” Am I always the last to know?

From adoption resources to worker’s compensation, Webgator seems to link it all! Categories are listed in alphabetical order on the left. They include lots of state resources (statutes, county government, licensing agencies, etc.) and lots of law enforcement information (wanted lists, terrorists, inmates, hate groups, prisons, sex offenders, and gangs, among others). In Webgator’s FAQ, I found the first cell phone directories I’ve seen. There is also a handy ‘Search this Site’ screen. I used it to determine what resources Guss had linked for Arkansas.

Other categories include cemeteries, corporations and UCC listings, courts and court records, libraries, medical resources, plus the expected classes of directories, general information (subtitled “how to”), newspapers, and, of course, property records. I was amazed at how readily I found the information in both Omaha and Kansas City that had eluded me before. All my former homes are still there.

I only have one quibble: Webgator’s Law Resources includes Findlaw, Washlaw, and Hieros Gamos, but not AALL’s Law Links. Guss provides an e-mail address so that users can suggest additional sites or report errors and I have contacted him.

Webgator does have ads. Attorneys listed under the heading “Attorneys” and investigators can pay for listings (only 2 attorneys are shown). Banner ads appear from two companies on virtually all the pages I checked, but they are obviously advertising.

Finding sites like Webgator is what makes the Web so much fun for me. Do check it out.
Shelley Saindon, formerly with Sapient Corp. and Arthur Andersen, is now head reference librarian at Skadden, Arps.

Congratulations to Susan Siebers, Director of Library Services at Katten Muchin Zavis, who was elected to a three year term on the Chicago Library System Board.

**New Members**

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**Business Meeting Roundup**

continued from page 26

The next order of business involved the disposition of the election ballots from last spring. After a motion from the floor, which was seconded, all members who were present at the meeting voted unanimously in favor of destroying the election ballots.

The upcoming proposed changes to the by-laws were discussed. One member pointed out that one of the proposed changes was potentially in conflict with another provision of the by-laws. The member suggested that, since the process for changing the by-laws always requires a full vote from the membership, the proposed change might be more appropriate as a recommendation in the Board Handbook, rather than as a by-law change.

John Klaus then thanked Karen Krupka for arranging with her firm, Wildman, Harrold, Allen & Dixon, to host our first business meeting of the year.

John then made some final announcements, and the meeting was adjourned.
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ENTER EARLY AND OFTEN!

Have you been thinking about writing an article about law librarianship? Or are you already writing an article and just need a little incentive to finish? If yes, read on! The AALL/LEXIS Publishing Call for Papers Committee eagerly solicits your articles for its annual competition. The objectives of the contest are threefold:

1) to promote scholarship among practicing law librarians and in areas of interest to the profession;
2) to provide a creative outlet for law librarians and a forum for their scholarly activities; and
3) to recognize the scholarly efforts of established members, new members, and potential members of AALL. Participating in the Call for Papers competition is a great way to get noticed by your colleagues, win some money, and contribute to our profession.

Up to three winning authors will receive a prize of $750, generously donated by LEXIS Publishing. The recipients will be recognized during award ceremonies at the Association Luncheon of the AALL Annual Meeting. Winners also will present their papers in a program at the Annual Meeting and the paper will be considered for publication in the Law Library Journal.

The papers may address any subject relevant to law librarianship. The papers may be scholarly or practical in substance and tone; the subject should be explored in depth with appropriate reference to sources and documentation. Past winners have written about a wide range of topics, including foreign law, technology, research instruction and reference services, legal history and bibliography, copyright, and trends in law librarianship.

Authors may enter in one of three divisions:

Open Division: Current AALL members who have been members for five or more years.

New Members Division: Current AALL members who have been members of AALL for fewer than five years.

Student Division: Currently enrolled in library school or a law school. Students need not be members of AALL.

No paper that has been published, or accepted for publication before March 1, 2002 will be eligible for consideration.

Visit AALLNET at http://www.aallnet.org/about/award_call_for_papers.asp for more information, including substantive and form requirements, application procedures, judgment criteria. Submissions must be postmarked by March 1, 2002. Good luck!

Questions? Contact a member of the Call for Papers Committee: Maria Protti (chair) at maria_protti@ci.sf.ca.us, Karen Beck at beckka@bc.edu, or Marie-Louise Bernal at mber@loc.gov.