

Summer
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Chicago Association of Law Libraries

A Chapter of the American Association of Law Libraries



CALL Bulletin

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COPING WITH MULTIPLE FORMATS

A Special Issue

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FROM THE EDITORS

Back in the spring of 2001, the *CALL Bulletin* explored the feasibility of the totally virtual law library. In this special issue, we identify some of the more technical challenges facing librarians who must juggle multiple formats. Our authors offer some great tips for dealing with some of those challenges, as we inch our way toward a more virtual environment.

First of all, have any of us actually succeeded in going virtual? Just read Michael Robins' article in this issue to see how he made the transition.

For many of us, though, we are somewhere in between totally print and totally virtual. We may have different formats for the same title. How must we alter acquisition, processing, and cataloging tasks to accommodate non-print formats? Lorna Tang points out some of the acquisition issues we face as we electronic resources to our collections. Pat Sayre-McCoy gives us pointers on adding electronic resources to our library.

What digital products are worth adding to our collections? Linda DeVaux offers us an update on the Web-based products offered by BNA. Our own Bob Winger gives us his take on some of the commercial SEC products available, including GSI's *LivEdgar* and *EdgarOnline*. Janice Collins explains why her law firm decided to go with the Tax Analyst Web-based product called *Daily Tax Base*. Finally, Doris Nuding reminds us all how evaluating digital products carefully can lead to saving money for our organizations.

Finally, what are we doing with all those print resources that we no longer need? In her "Working Smarter" column, Debbie Rusin takes a look at where all the print materials that we want to recycle are actually going, once they leave our libraries. You might be surprised! Fortunately, Kelly Pucci offers us another way to recycle some of those print materials.

So, we hope you will find this special issue enjoyable. We have a little something for everyone!

Joan & Bob

Congratulations to:

Betty Roeske - Vice President/President Elect

Nancy Foust - Treasurer, 2002-2004

Dave Rogers - Director, 2002-2004

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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PRESIDENT'S LETTER
John Klaus, Seventh Circuit Court

Dear Members,

"Creating Connections" is this year's theme for the AALL annual meeting. It also was one of the goals of this year's CALL Board. We were able to create connections in many ways.

From the public relations angle, the Board responded quickly to the news articles that appeared in *Crain's Chicago Business* and the *Illinois Bar Journal* about the future of law libraries. Our "Letters to the Editors" to these publications let their audiences know that "law libraries are here to stay."

The Association helped to create a connection with fellow librarians by inviting members of LLAW to this year's Legal Tech Conference in Chicago. We also had a joint business luncheon with the Illinois Chapter of the Special Libraries Association. We are continuing to work on creating a connection with fellow librarians by planning a joint conference this fall with MAALL. Perhaps the most important connection we made this year was to the library students at Dominican University with our "Student Outreach" program.

We were also able to create a connection with the legal publishers by visiting the Commerce Clearing House (CCH) production facility. CALL members were able to meet with various Customer Service Representatives as well as provide CCH with feedback on some of their new products.

Best of all, we were able to create a connection with our fellow members. We had five well-attended business meetings this year. In addition to sponsoring a "CALL" day at this year's Legal Tech conference, the Continuing Education Committee planned programs that were so popular that we had waiting lists for them. The Union List Committee is busy creating this year's Union List so we know what each other has. The Bulletin Committee continued to produce an excellent newsletter that not only informs the membership of the activities of the Association but also provides informative professional development articles.

Needless to say, CALL made a lot of connections this year.

John

Make the Connections ... at

**Chicago Association of Law Libraries/
 Mid-America Association of Law Libraries**

Joint Meeting

November 7-9, 2002 – Urbana, IL

Speakers include:

Sabrina I. Pacifici, founder, editor, publisher, web manager of LLRX.com,

**Professor Bob Berring, University of California,
 and**

**Faculty members of U. of I. Graduate School of
 Library and Information Science**

Meeting theme: "Making the Connections ..."

Advertising



CALENDAR

Compiled by Christina Wagner

May 31, 2002

Legislative Update, Chicago, IL

<http://www.chilibsys.org/CE/workshops/legup.htm>

June 5, 2002

Accessibility, Diversity and Customer Service
Chicago, IL

www.chilibsys.org/CE/workshops/accessibility.htm

June 8-13, 2002

Special Libraries Association Annual Conference, Los Angeles, CA

www.sla.org/content/Events/conference/2002annual/index.cfm

June 11, 2002

What Matters Most, Chicago, IL

www.chilibsys.org/CE/workshops/matters.htm

June 13-19, 2002

American Library Association Annual Conference, Atlanta, GA

www.ala.org/events/

June 20, 2002

Leadership Program for CALL Board Members,
Committee Chairs and Committee
Members, Lexis Training Center, Chicago, IL

June 25-27, 2002

Global KM eXchange Conference, New York, NY

www.globalkmexchange.com

June 28-30, 2002

American Society for Information Science and Technology, Chicago, IL

www.asis.org

July 20-24, 2002

American Association of Law Libraries Annual Conference, Orlando, FL

www.aallnet.org/events/

September 20, 2002

CALL Executive Board Meeting, Chicago, IL

www.aallnet.org/chapter/call

September 23-24, 2002

WebSearch University, Chicago, IL

www.websearchu.com

September 24-28, 2002

Illinois Library Association Conference, Chicago, IL

www.ila.org/events/conference.htm

October 10-13, 2002

LITA National Forum, Houston, TX

<http://www.lita.org/forum02/index.html>

October 22-23, 2002

Web Search University, Chicago, IL

www.websearchu.com

October 29-31, 2002

KMWorld 2002, Santa Clara, CA

<http://www.infoday.com/kmw02/default.htm>

November 7-9, 2002

MAALL/CALL Joint Conference

Urbana-Champaign, IL

Website coming soon!

November 11-12, 2002

Virtual Reference Desk Conference 2002, Chicago, IL

www.vrd.org/conferences/VRD2002/index.shtml

November 14-16, 2002

2nd National Institute, Library Administration and Management Association

(LAMA), Naples, FL

www.ala.org/lama/essential/

PEOPLE & PLACES

Janice Collins

Neal, Gerber & Eisenberg

David Guion, formerly Cataloger at John Marshall Law School now has a position at the University of North Carolina Greensboro.

Tom Keefe is now Computer Services Reference Librarian at John Marshall Law School. He was formerly Librarian at Holland & Knight and congratulations are in order as he is a recent graduate of the Library Science program at Dominican University.

As a result of their merger with Rosenman & Collins on 3/27/02, the name of the firm is now Katten Muchin Zavis Rosenman. All of their e-mail addresses now read: `firstname.lastname@kmzr.com` instead of `@kmz.com`.

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WHAT EVER HAPPENED TO...

by Sally Holterhoff
Valparaiso University School of Law

In an organization as large as CALL, members come and go. This is the seventh in a series of short profiles of former Chicago law librarians who have left town for various reasons, moving on to a new location, to another type of library, or even to a different career altogether. Tips or leads for future columns about other "gone but not forgotten" former colleagues are welcome.

It has been said that "the life you live is your work of art." But both in life and in art, things sometimes turn out in unanticipated ways. For **Camille Riley**, who left Chicago in 1986, this has proved to be the case. Cam went to West Virginia University in Morgantown, W.Va. to become director of an academic law library in need of modernization. She figured it would take 3 years or so to make the necessary improvements, so her general plan was to stay there that long, then to seek a position elsewhere.

However, transforming the WVU library was a lengthy and extensive process. After the task was essentially accomplished, Cam found that she wanted to stay around awhile to enjoy the results. And in the meantime, she had discovered some distinct advantages in her new location. As someone very interested in art, she says that Morgantown is "conveniently situated equidistant from three great art cities: Washington, D.C., Baltimore, and Cleveland." By traveling to each city at least once a year, she has been able to view most of the country's major traveling art exhibits for the past ten years.

Relocation often requires adjustments of various sorts, but Cam says she "couldn't have imagined" some of the differences she encountered by switching "from flat land to living on a ridge, from an apartment to my own house, from a large city to a small town." She had not anticipated the language barrier that her "strong Great Lakes accent" would create for her until she learned to pronounce things differently—including her own last name! (She found that "Riley" may be "Rye-lee" in Chicago, but it's "Raleigh" in West Virginia.) She learned how to shop for groceries in a big chain store rather than at a corner market that caters to singles and got used to doing errands by car rather than by walking down the block from her apartment. In time she came to appreciate the simplicity and slower pace of small town living.

In her years as Law Library Director at West Virginia, the focus of Cam's job has shifted from an initial emphasis on development of services, staff, and collections to the current tasks of maintaining these components and planning for the future. "We are now autonomous from the University Library System, the library budget and the staff have almost tripled in size, and a substantial research collection has been established." Thanks to the generosity of West Virginia Law alum John Chambers (Cisco Systems), their library was networked much earlier than those of other law schools. With more of her time available these days for teaching and research, Cam has taught a course in Negotiation and is currently working on a book about mental health law in West Virginia.

Since her move to the Mountain State, Cam has been a member of the Southeastern Chapter of AALL (SEAALL) and she recently joined ORALL. Besides those two groups, she is also part of an informal group of law librarians from Pennsylvania, New Jersey, Delaware, and West Virginia. They are known as the Mid-Atlantic Association of Law Libraries (MAALL) and they hold a one-day meeting every other year to discuss issues such as technology, automation, or building and vendor concerns. Cam is also a member of AALL, the American Library Association, and the Missouri Bar.

Cam's professional interests in recent years have been driven by her personal interests, such as a love of travel. Destinations of her trips have included Western and Central Europe, South America, and Southeast Asia. Visiting Cambodia gave her an appreciation for that country's tragic history and a desire to study the Pol Pot era. "Coincidentally I had a sabbatical, and was invited to be a Visiting Scholar at Yale, where I worked with the Cambodian Genocide Project and the Genocide Studies Program. It was a very exciting time to be studying the issue of human rights and genocide because I was there after Rwanda and while the Yugoslavian genocide was in progress."

Like many of us, it took Cam awhile to discover that she wanted to be a law librarian. She spent her undergraduate days at University of Michigan and received her M.S.L.S. from Wayne State University. Her first library job was at a high school in Michigan. After a few years there, she left to attend law school at St. Louis University, with the intention of practicing law. But her career goal began to change after one of her law professors told her, "When you talk to me about what you used to do, your face lights up and your eyes sparkle. When you talk about what you plan to do, you have a grimace on your face. Maybe you should rethink your plans." She did just that and after receiving her J.D. in 1983, she was hired as a reference

see **Camille Riley** page 26



**CALL Executive Board
Summaries of Minutes
Naomi Goodman
Valparaiso University School of Law**

Date: January 10, 2002. 9:10 a.m.

Location: AALL Headquarters

Board Members Present: Pegeen Bassett, Scott Burgh, Frank Drake, Naomi Goodman, John Klaus, Christina Wagner, Jean Wenger.

I. Minutes

Minutes for the December meeting were approved with corrections.

II. Treasurer’s Report

The treasurer reported that income and deposits for the period ended January 10, 2001, totaled \$1,269.00, and checks written totaled \$963.00. Actual balance at the Harris Bank to reflect subsequent deposits and outstanding checks is \$13,254.84. The balance of the C.D. held at the Northern Trust Balance on December 3, 2001 was \$3,799.45.

For meetings, student members and retired members can request reduced rates, i.e. have their cost lowered by 20%. This applies to the CALL business meetings only, and does not apply to the Holiday Party.

III. Committee Reports

On behalf of the *Bulletin Committee*, Naomi sent PDF files to Bill Schwesig, co-chair of the Internet Committee, of the Spring 2001 issue of the *Bulletin*, the “Virtual Law Library” special issue. That issue will be placed on the CALL web site, followed by more recent issues. At this time, the current issue will continue to be a hard copy newsletter only.

The *Continuing Education Committee* is still working on a spring presentation on International Law, with Lyonette Louis-Jacques as the speaker. The date has not yet been finalized.

The Board discussed the possibility of opening the presentation to attorneys. Jean will investigate ways of advertising the program to attorneys.

IV. CALL “Corporate Memory”

CALL member Susan Siebers and the Board discussed ways in which the association could improve record keeping with the aim of improving “corporate memory” so that decisions made by successive boards are consistent. Susan recommended that the Board keep a

dynamic list of CALL **policies** that affect all members of the chapter. These should be readily available, along with CALL **guidelines** and decisions made by the Board. Guidelines should be available to future boards to help them make consistent decisions, even though future boards are not bound by previous decisions recorded in guidelines. These two lists were kept in the past, but have lapsed.

Susan also suggested other ways in which the Board could become more effective in its organization.

V. Committee Reports (cont.)

The *Grants and Chapter Awards Committee* now has a new co-chair, Sandy Jacobson at Jones Day, who is in charge of the CALL Grants.

The *Meetings Committee* reported that speakers, locations, and sponsors are all set for the January, March, and May meetings.

The *Committee for Relationships with Information Vendors (CALL CRIV)* chair, Betty Roeske, reported that they are working with Leslie Bonacum for a tour of CCH’s Peterson facility for CALL members in spring.

The *Union List Committee* co-chairs, Denise Glynn and Kathy Goodridge, report that they will be mailing packages to CALL members by early February, which contain requests for updating union list holdings, and for address corrections, and a pre-order form.

The meeting adjourned at 11:03 a.m.



Date: February 21, 2002, 9:05 a.m.

Location: AALL Headquarters

Board Members Present: Pegeen Bassett, Scott Burgh, Frank Drake, Naomi Goodman, John Klaus, Christina Wagner, Jean Wenger.

I. Minutes

Minutes for the January meeting were approved with corrections.

II. Old Business

CALL Logo. CALL needs to obtain a standardized form of our logo, which can be transferred by email and used on different publications.

III. Treasurer’s Report

The treasurer reported that, as of February 20, 2002, income was \$2,881.00 and expenses were \$4,958.24, for a balance of \$9,816.52 at the Harris Bank. The balance for the C.D. at the Northern Trust as of February 1, 2002, was \$3,824.02.



IV. Old Business (cont.)

CALL Web Site. The Board looked at copies of the web site and suggested improvements, which Frank will pass on to the web master.

Joint Conference with MAALL, November 7-9, 2002. John and Christina will meet with Janis Johnston, Library Director at the Jenner Memorial Law Library at the University of Illinois, Urbana/Champaign on March 15, to discuss details of the conference. John has been working on possible speakers.

Chicago Daily Law Bulletin. Dave Glynn has Naomi's article on Zafar Hasan's speech at the January business meeting, for consideration for publication in the *Law Bulletin*. The Public Relations Committee will prepare future material for publication.

V. Committee Reports

The *Bulletin Committee* reports that the Spring issue should be mailed by the printer by March 22. The Spring 2001 (Virtual Law Library) issue has been posted on the CALL web site. Other recent issues will follow.

The *Continuing Education Committee* set the date for the program on International Law, presented by Lyonnette Louis-Jacques, for March 7. The program was filled by mid-February. The Committee hopes to repeat this program; suggested locations include at LegalTech, and/or the CALL/MAALL Conference in November, and for law firms.

A program taking the form of a visit to Loyola Law Library Technical Services is also being discussed.

The chair of the *Elections Committee* suggested that future Election Committees need only one member. That member will co-ordinate volunteers to count ballots for the CALL and AALL elections.

The *Grants and Chapter Awards Committee* is soliciting applications for grants, and nominations for chapter awards.

The *Meetings Committee* has the March 15 business meeting organized.

The chair of the *Public Affairs Committee*, Richard Matthews, has resigned from his Chicago position and left the area.

The Committee reports that the *Illinois Register* has hired a professional indexer, and has made significant progress in bringing the indexes, including the List of Sections Affected index to the *Illinois Administrative Code*, up to date. CALL had previously sent a letter to Mara Bavetta, Fiscal/Special Projects Officer, Index Department, Illinois Secretary of State, protesting lack of currency in the *Illinois Register* indexing.

The *Union List Committee* has mailed packages to libraries. They will post an order form on the CALL web site, and make an announcement on the listserv.

John will create a special committee to deal with CALL corporate memory.

The meeting adjourned at 10:30 a.m. ■

BUSINESS MEETING ROUNDUP

Naomi Goodman
Valparaiso University School of Law

CourtExpress sponsored CALL's breakfast meeting held at the Chicago Bar Association on January 18, 2002, with an attendance of 88. Professional Library Services donated two door prizes.

President John Klaus introduced the candidates for the upcoming CALL Board election.

The following committee announcements were made:

The Committee for Relations with Information Vendors is planning a site visit to CCH in spring.

The Continuing Education Committee is presenting a program, "Web Based and Print Resources for International and Foreign Law," to be held on March 7 at CLS.

The Union List Committee chair reminded members to watch for packets with union list information in late January.

Members with vacancies to fill, or members looking for a position should contact John Fox of the Placement Committee.

The Grants Committee had application forms for CALL grants available on the tables, and the chair reminded members that the deadline for grants to attend the AALL Meeting is April 1.

The Public Affairs committee announced that the State of Illinois has hired a professional indexer to index the *Illinois Register* and List of Sections Affected for the *Illinois Administrative Code*. An electronic version of the List of Sections Affected index is also planned. Copies of a detailed report from the committee were available on the tables.

New members welcomed were:

- Roberta Fox, Reference Librarian, at Lord, Bissell & Brook
- Gail Hartzell, Acquisitions Librarian, at Valparaiso University Law Library

continued on next page



- Joanne Kiley, Information Specialist, at Michael Best & Friedrich
- Oresteena ("OB") Balfour, Library Clerk, at Tressler Soderstrom Maloney & Priess

Guest Laura Gasaway, Director at the University of North Carolina at Chapel Hill Law Library, was welcomed.

Vice-President/President Elect Christina Wagner reminded members of volunteer opportunities. Volunteer forms were available on the tables.

The guest speaker was attorney Zafar A. Hasan of Foley & Lardner, who is a frequent speaker on Islam and Muslims. For details of his topic, "Islam: Its Principles, Its Glorious History and the Destruction of Modern Islamic Civilization," see next column.



West Group sponsored the CALL Business Meeting held on March 15, 2002 at the Hotel Allegro. Attendance for the lunch meeting was 80. Two door prizes, certificates for the Corner Bakery Café, were presented from CALL.

President John Klaus announced that the ballots for the CALL election would be counted on March 20, and candidates, then members would then be informed of the results. He also reminded members to vote for the AALL board members.

John also introduced CALL member Janis Johnston, a candidate for AALL President, visiting from the University of Illinois Urbana-Champaign to meet with the CALL President and Vice President/President Elect to discuss plans for the Joint Conference to be held with MAALL on November 7-9, 2002.

New members welcomed were:

- Scott Marriott, Recruitment Specialist, Heller & Associates
- Lisa Roos, West Group Deerfield Office
- Keith Ann Stiverson, Library Director, Chicago Kent College of Law Library
- Leila Voigts, Reference Assistant, Clausen Miller
- Joanne Kiley, Information Specialist, Michael Best & Friedrich
- Lynn Leinartas, Research Librarian, Jenkins & Gilchrist

Other items of business included a reminder to interested members to apply for CALL grants that help with money to attend the AALL Meeting and Institutes, by the deadline of April 1; a request for nominations for CALL Chapter Awards for outstanding achievement, service, and publications; and a reminder that CALL members are invited to the West News and Business Luncheon on March 19.

The guest speaker was Molly Lien, Special Consultant to the National University of Singapore and formerly Director of the Chicago-Kent College of Law Legal Research and Writing Program. She spoke on "Keeping Faith: Why Legal Skills Matter More Than Ever." See page 11 for details of her speech. ■

ISLAM PRESENTED TO CALL MEMBERS

Naomi Goodman

Valparaiso University School of Law

Islam was the subject of attorney Zafar A. Hasan, guest speaker at the CALL January breakfast meeting held at the Chicago Bar Association. Speaking on "Islam: Its Principles, Its Glorious History and the Destruction of Modern Islamic Civilization," he was able to provide essential and interesting information on all three parts of his topic— in twenty minutes. Hasan practices in the Business Law Department and General Corporate Commercial Practice Group at Foley & Lardner and is a founding member of the Muslim Bar Association. He is a regular speaker on topics relating to Islam and Muslims.



Zafar A. Hasan, founding member of the Muslim Bar Association, speaking at CALL's January meeting.

He began by summarizing the "Five Pillars" of Islam: Faith, Fasting, Charity, Prayer, and *Hajj* (pilgrimage). The *faith* of Islam is that there is only one God, whose name is Allah, and that Muhammad is his messenger. Jesus is recognized as an earlier messenger. Islam is an extension of Judaism and Christianity, and, while there were notable exceptions, Muslim leaders exhibited great chivalry in their dealings with Christians, Jews, and people of other faiths. *Fasting* takes place during the lunar month of Ramadan, requiring all Muslims to abstain from eating, drinking, or sexual relations from sunup to sundown, teaching self-restraint. *Charity* involves donating 2 ½ % of a person's



wealth to the poor, but also has a wider meaning. *Prayers* are central to daily life, and are required five times a day, providing a “shield from bad acts.” Because there is no hierarchical authority in Islam, the prayers are a direct link between the person and God.

The final pillar is the *Hajj*, a pilgrimage to Makkah, Saudi Arabia, required once in a lifetime of those who are physically and financially able. Makkah was the birthplace of Muhammad, and is also connected to the messenger Abraham. The *Hajj* strips away distinctions of class and race, and its influence is demonstrated by the changes in many influential personalities who were Nation of Islam members, including Malcolm X and Muhammad Ali. After each made a *Hajj* to Makkah, where he experienced mainstream Islam, he was exposed to the ideals of racial equality and moved toward the more moderate, racially blind theology of orthodox Islam.

Islam has a long and extraordinary history. Many of Muhammad’s earliest converts were slaves, whom he sent to the Negus of Abyssinia for protection. When petitioning for asylum, the slaves emphasized the many similarities between Islam and Christianity, while the persecutors emphasized the difference that Jesus is a prophet only, not the Son of God, in Islam. After weighing the arguments, the Negus offered protection, asserting that the difference was smaller than the width of a line he drew in the sand. For many centuries, Islam kept its close association with Judaism and Christianity. Christian, Jews, and even slaves often held extremely influential positions in Muslim societies, including the title of vizier.

Hasan considers that “classical” Islam civilization lasted about a thousand years. This was a society that freely borrowed ideas and inventions from other civilizations to blend with its own learning – in science, medicine, and mathematics, architecture, and philosophy. Advances in algebra and navigational instruments and maps were made in Islamic countries. Much of this learning was preserved by Islam, then exported to medieval Europe.

Looking at the destruction of modern Islamic civilization, Hasan sees as the major cause a severe inability to deal with modernity, including the inability to understand which technologic evolutions should be resisted, and which should not. Classical Islam had eagerly adopted ideas and inventions that promoted scholarship from other civilizations (including paper from China), and “Islamicized” them. By contrast, the printing press, invented in the 15th century, was rejected by Islamic countries as sinful, so that the first printing press did not arrive in the Islamic world until 1720. Islam no longer accepted the ideas from other civilizations that would have created the groundwork for modernization.

The problems associated with modernity translated directly into political problems as Muslim countries became subject to colonialism. And while the colonial powers had many racist and exploitative policies, the removal of colonialism may have been worse. For freedom from these colonial masters was followed by leaders such as Ghaddafi in Libya, the Ayatollah Khomeini in Iran, and Saddam Hussein in Iraq, leaders who abused their people to an even greater extent. Governments stole from their own countries, heads of state attacked and killed their own ethnic minorities, men abused women, and terrorism appealed to the imaginations of those in despair. This abuse flourishes easily in countries with large illiterate populations, where education is often memorization, and where ethics and philosophy are ignored.

Hasan feels that Islam’s early treatment of women and slaves is a high point in its history. Muhammad allowed a man to have four wives, and provided for property rights for women. This was a significant improvement over the situation in the sixth century in Arab countries, where a man could have hundreds of wives, beat them, and where women had no property rights. While the Quran does not specifically ban slavery (which would have led to civil war), when a slave married a free person, the children of that union were free. In both examples, the prophet sought to resolve injustices gradually and peacefully by setting forth a trajectory whose ultimate aim is to bring total equality to the disenfranchised.

Jihad means “struggle,” and Hasan emphasizes the definition of an internal struggle over such human frailties as greed and selfishness, rather than “war” or “holy war,” the meaning with which we are so familiar today. He states that Islam has considered terrorism (“*hirabah*” in Arabic) as among the most vile of sins because it can hurt any person at any time. Similarly, he disagrees with the interpretation of bin Laden and others of an often quoted Quran passage, which he paraphrased as, “Find non-believers where they are and slay them ... but if they put down their weapons against you, then put down your weapons.” (Quran 2: 191-193) Separating the first part from the latter allows a very combative interpretation, but Hasan believes the two must be taken together, and interpreted to condone self-defense, not aggression. To him, September 11th will always be a black mark on the perpetrators, and can never be justified by the teachings of the Quran.

Hasan believes the impacts of American foreign policy are probably greater than most Americans realize, but less significant than most Muslims would assert. On one hand, American foreign policy has often been confused, as when the U.S. armed Saddam Hussein in the 1980s then bombed him in the 1990s. And the



19th JUDICIAL CIRCUIT WEBSITE REDESIGNED

David E. Bender
Nineteenth Judicial Circuit

The Nineteenth Judicial Circuit has recently redesigned its website. The URL for the Court's website is <http://www.19thcircuitcourt.state.il.us>. Information available on the newly revamped website that is of interest to the legal community includes the following:

- √ 19th Judicial Circuit Court forms for both Lake and McHenry Counties
- √ Local Court Rules
- √ Court Calendars and Schedules
- √ Judicial Biographies and Assignments
- √ Current, Day-to-Day Courtroom Assignments
- √ Court Holiday Calendar
- √ Maps to the various Court Facilities

For those who reside in Lake County, there is also a wealth of information about the organization and management of your court system. The court's Annual Report gives a synopsis of the year-to-year caseload statistics for the Lake and McHenry County courts. It also highlights the achievements and award-winning performances of the court and its staff. The Strategic Plan outlines how the court continues to improve the administration of justice in the 19th Judicial Circuit. Last, but not least, the website has all of the recent press releases for the court, detailing recent projects and important news stories.

For those who have been called for jury duty in Lake County, the website has instructions for when and where jurors must report. The site also has information for employers concerning their duties and responsibilities towards employees who have been called up for jury duty.

On the lighter side, the website also has coloring books for children that can be downloaded for free. The coloring books are Learning about the Law I and II, and Learning about Judges.

First launched on July 26, 1999, the website now averages over 7,000 unique users per day. ■

CONTINUING EDUCATION UPDATE

David Rogers, Co-Chair
Sidley Austin Brown & Wood

Lyonette Louis-Jacques presented a program "International Sources on the Web" on March 7th at the Chicago Library System office.

The focus was on international sources that can be accessed online and people sources, along with a reminder of core print resources. She covered the strengths of local Chicago collections for foreign and international law, and mentioned some of the major collections outside of Chicago, as well as some of the librarians to contact for help. How to use library catalogs to answer questions related to foreign and international law was particularly helpful.

Lyo mentioned other sources for help (embassies, consular offices, government agencies, etc.) and she reviewed basic/standard international legal reference tools online, including major web pages/portals (including her own extensive list of sources!). She discussed sources of foreign law in English translation and of non-U.S. law generally; sources of European Union law; treaties; United Nations resolutions and other documents.

The program will be repeated at the CALL/MAALL conference in Urbana this November. ■

Islam continued from p. 9

current sanctions against Iraq may be encouraging socioeconomic conditions which breed terror.

On the other hand, Muslims must understand that the problems of the Islamic world relate to the destruction of its civilization, and not to American foreign policy. He points out that even the "solution" of creating a Palestinian state would not cure the ills of the Middle East, which relate to literacy, poverty, education, and modernity. A Palestinian state, while a necessary step toward establishing peace, will not remove the culture of abuse by leaders and governments, of men against women, majority against minority, and terrorist against civilian. The solutions to these problems can only come from critical analysis of the self and a long-term commitment to the restoration of civilization. ■



LEGAL SKILLS DO MATTER

**Naomi Goodman
Valparaiso University School of Law**

Molly Lien, speaking at the March CALL Business Meeting on “Keeping Faith: Why Legal Skills Matter More Than Ever,” expressed admiration for law librarians who “know stuff—because they are so good at finding out stuff!” In particular, she acknowledged CALL members Judy Wright for all that she shared with Lien and others in the Bigelow Fellows program at the University of Chicago, and Gretchen van Dam of the William J. Campbell Library of the U.S. Courts.

Lien is currently Special Consultant on legal education at the National University of Singapore, and was previously the Director of the Chicago-Kent College of Law Legal Research and Writing Program.

She believes that legal writing professors and librarians teaching legal research have many bonds. Unfortunately these include lack of status and lack of financial rewards, which are related to the ideas of both groups not being taken seriously by law schools and firms. It is the firms that suffer (and often it is the law firm librarians who suffer most) when the firms hire new attorneys who have graduated from schools where faculty regard the teaching of legal skills as “tainting” the abstract and theoretical study of law. This situation is exacerbated because many law professors today have never practiced law.

The University of Chicago, through its Bigelow Fellows program, is the acknowledged pioneer in teaching legal writing and research. The teaching done by the Bigelow Fellows, under faculty supervision, is considered critical to first year students acquiring research, writing, and analytical and critical skills.

But for most schools, the teaching of legal writing and research became important only in the 1990s, with the recruiting and tenuring of legal writing professors. The Legal Writing Institute, which was founded in 1984 and holds biennial conferences, and the Association of Legal Writing Directors (ALWD) provide support for publishing and exchange of ideas. Lien stressed that it is vitally important that librarians who teach legal research make the effort to research and publish developments in their area of expertise—no matter how difficult it is for them to find the needed time.

Lien contrasted the graduate law degree awarded in the United States with legal education overseas, particularly in Great Britain. There, the “OxBridge” model requires an undergraduate degree (LL.B) where large

lecture classes are supplemented by very small tutorial classes that involve some writing. After graduation, students spend another year in their College of Law, studying legal skills with emphasis on researching and writing. Then students are required to spend two years as lowly (and low-paid) articulated clerks or pupils, working for solicitors. It is here that they receive a very intense and comprehensive education in the practice of law.

Law schools in the United States today rate a C+, in Lien’s opinion, since they turn out reasonably competent lawyers. But students’ grades often do not reflect students’ wisdom. While their oral communication is often good, written communication varies. But legal research skills of students from many schools are often “appalling,” a not surprising result of the legal research program being a poor step-child of the not very highly regarded legal writing program.

She calls on firm librarians to talk to partners about the lack of research skills displayed by new associates, and to let them know which schools are sending out graduates with superior research ability. Let them know which associates have the ability to think and educate themselves in a new area of law, rather than perform random online searches as their introduction to a subject. Academic librarians should also communicate with faculty and deans, and should talk to and use the input of alumni who are dissatisfied with new graduates’ ability to practice law.

Lien described lawyers as “angry” at the difference between legal education, and the realities of practicing law. Law firms feel themselves cheated when they compare the high price of new associates with their ability (or lack of ability) to practice law. Partners look for competency, respect, trust, flexibility, research skills, management and leadership skills, and a strong work ethic—but don’t often find it.

On a lighter note, she commented that lawyers rank higher than the general population on skepticism and autonomy, and lower than the general population in resilience and sociability. The latter may be a surprise to some, since lawyers are generally known as being confident talkers. The catch is—when talking, they often don’t care about the other person! ■

**Looking for a job?
Looking for a librarian?
Contact the CALL Placement Committee
through John Fox, 558-6301
jfox@bellboyd.com**



COPING WITH MULTIPLE FORMATS

TALES FROM THE FRONT: MARCHING TOWARD ELECTRONIC

Mike Robins, Levenfeld Pearlstein

When I joined Levenfeld Pearlstein two years ago, the firm handed me a mandate to reduce the library's print collection to its essentials. Plans were being made to open a second office location and remote access services were already in place. Since the Firm was determined to make its attorneys effective legal researchers no matter where they worked (office, home, court), I set our sights on web-based resources as an alternative to print and CD-ROM products.

Unfortunately, when introducing attorneys to electronic resources, most web-based products present several roadblocks. First, the interface often does not even resemble the print version. When professionals have used a particular treatise for twenty years, they want the web-based version to look somewhat familiar. If it does not, patrons may hesitate to use the service or decide not to use or purchase the service at all. Second, replacing print products with web-based alternatives requires training for all users. At my firm, where technology upgrades and their associated training occur frequently, patrons display a case of "training fatigue" and remain skeptical about new services as a result. Finally, the cost of web-based resources can be prohibitive. When multiple user IDs double, triple, or further multiply the cost of an existing subscription, attorneys rightly ask, "Why should I pay more for a product I'm already happy with?"

Seriously considering the issues above, I began our library's conversion from print to electronic by investigating a viable web-based alternative to our existing tax materials. I contacted my CCH rep (in charge of the multitude of print titles we already subscribed to) and she promptly introduced me to CCH's Internet Tax Research Network. Within a single web interface that closely resembled the print versions, the Internet Tax Research Network consolidated all of our print titles. Furthermore, since the service organized materials in an intuitive fashion and provided an efficient search engine, I felt that training users would proceed smoothly. Finally, CCH offered a reasonable pricing plan, whereby we could subscribe to 2 – 3 concurrent users (for approximately the same money we were already spending), with the option of ordering an infinite number of unique user IDs.

I was sold. Now, I needed to convince the attorneys.

I called a meeting of the relevant practitioners, including those who might use the materials only once or twice per year, and invited our CCH rep to demonstrate the web-based product. I brought several of the print titles to the demo so that the attorneys could compare the look of the books to the electronic version. While attorneys were initially hesitant about the conversion, several minutes with the online version calmed their fears. In particular, they admired the product's ability to search several titles at once — something they would never be able to do with the print versions. Perhaps most importantly, I provided a cost-benefit analysis for the conversion. While the web-based product would cost slightly more at the subscription level, we would save money in a variety of other ways: less mail for our mailroom to process, no need to check-in materials or request missing updates, less need for our loose leaf filing service. Adding the fact that attorneys would now be able to access the materials anywhere they had Internet access, the web-based product became a surprisingly easy sell.

Once the decision was made, I ordered passwords and arranged for a group training session led by a CCH training specialist. The specialist also conducted one-on-one follow-up training with less experienced users. In addition, I personally followed up with each patron in the weeks after the conversion. Any questions or concerns about the product were immediately communicated to CCH with the attorney copied in on the correspondence. Fortunately, feedback on the product has remained positive since the conversion.

In my experience, successful conversions from print to electronic occur when you do the following:

1. **Foster dedicated support from firm management.** Levenfeld Pearlstein's concerted effort to create a virtual library as an alternative (not in addition) to our print library was well communicated firm-wide by the managing partner and the practice group leaders.
2. **Identify a viable web-based alternative.** Defining *viable* will vary firm to firm. For us, it meant finding a product that resembled the print version,

see *Electronic* page 17



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SO MANY CHOICES: HOW THE AVAILABILITY OF ELECTRONIC RESOURCES HAS COMPLICATED THE ACQUISITION PROCESS

Lorna Tang, The University of Chicago, D'Angelo Law Library

Not long ago multiple formats in a library meant a printed publication was also available as microfiche or microfilm or both. Today, in addition to print and microforms, a publication may appear in digitized format on CD-ROM, in a database, or on the Internet. With the exception of CD-ROM, libraries often do not own the electronic product and have purchased only the rights to access the data through a licensing agreement with the information provider. From regular renewal and payment a library can retain the continuing access rights.

The benefits of using electronic resources are substantial. With dynamic links and keyword searches, library users have quicker, easier and better access to the data, and they do not even have to be physically in the library building. Both acquiring and maintaining these online materials present new challenges for technical services librarians.

At what price? Whose budget?

Although some electronic journals are free to subscribers to the paper version, many publishers today offer discounts to subscribers of both their printed and electronic products. By subscribing to both formats, a library may receive discounts on the printed material. Many publishers also provide special discount rate for their academic and other non-profit customers. Today most libraries purchase their print materials through a vendor, but, in general, they have to buy electronic resources directly from the information provider. When purchasing electronic resources, skillful negotiation with vendors becomes important. Cooperative purchase through consortia, if possible, can help reduce the cost of acquiring electronic resources.

Libraries traditionally have one budget for monographs and another for serials. Where does the cost for electronic materials fit in? Budgeting becomes particularly troublesome if the product can also be used by members of the parent organization. Access through a single password or a range of IP addresses and the total number of simultaneous users as detailed in a license agreement may directly affect payment responsibility.

A licensing agreement?

The process of acquiring electronic resources will usually include the signing of a licensing agreement, which is a contract. It is important for librarians to learn from their parent organization who is authorized to sign a licensing agreement. In some universities and law firms, only legal counsel has that authority.

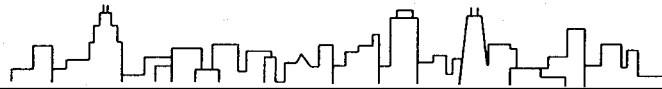
A licensing agreement presents restrictions on the use of the product. Librarians need to pay attention to these restrictions. Who can use this product? Will the library be responsible for any users' misuse of the product? What are the user support and documentation to be provided by the vendor? If the contract is terminated, will the library receive an archival CD-ROM copy of the product? If litigation becomes necessary, will it take place in the library's home state? Is the contract written in plain English?

It is important that librarians review the licensing agreement with the vendor to identify any objectionable issues. In many situations, the vendor will agree to a revised version. It is also possible to make annotations on the contract for the vendor to review. If the contract is written in such a manner as to be disadvantageous to the library, a librarian may have to walk away from a nicely priced electronic resource.

Ongoing evaluation

Libraries spend more and more of their valuable resources to obtain access to electronic resources. We need to make sure that the vendor lives up to their part of the licensing agreement. Has the vendor provided adequate user support as they have promised? Do they provide free group training or individualized training? Do they supply proper documentation? Continuous evaluation of the electronic resources is important. If vendors are unable or reluctant to provide usage statistics, library may have to collect its own. If so, a library has to decide what kind of data to collect and how to collect them.

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CATALOGING ELECTRONIC RESOURCES AT THE D'ANGELO LAW LIBRARY

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

With the arrival of electronic journals and websites in libraries, the paperless society is finally approaching. However, it is a challenge for catalogers to deal with this material. The most basic challenge is the idea of cataloging something that has no physical format. Early attempts to catalog the contents of databases such as Westlaw and Lexis always faltered when it came to describing the titles. How do you describe something that has no pages, no date of publishing and no stable form (or location) on the web? Although advances in web development have lead to more stable sites, the other challenges still remain.

Another major challenge is selecting the sites to be cataloged. There are currently several million sites online and more added each day. Nevertheless, the guidelines for collection development are still relevant. The librarians at the University of Chicago are very interested in making our electronic resources available to users. Many sites are licensed and we want to get the most out of our money. Other sites, while free, are the most up-to-date for the subject areas. Government web sites are among the most prominent of the free sites. U. of C. catalogers add these materials to our online catalog as quickly as we can. It is also very useful to our patrons to add URLs to serial titles that have ceased paper publication and are only available on the web. We want to add these links as soon as possible so the users' research isn't interrupted. An 856 field in the bibliographic record allows hot-links from the online catalog directly to the website.

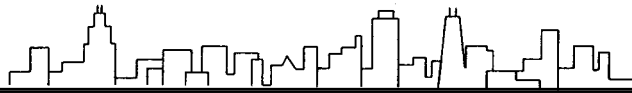
Our library policy is that we do not want to have separate records for each different format because this inconveniences our users, who often only look at the first record listed in the search results list. CONSER (Cooperative Online Serials) cataloging policy also allows us to simply add a ULR link when we have both paper and online versions of the same resource. Although CONSER does require separate records when the electronic version isn't an exact duplicate of the paper copy (which happens quite often) we have discovered that our users don't always understand the difference between the records and want them all on one record. When we have a resource in paper that is also available online, we make a note in the bibliographic record and add the URL to the online resource. Sometimes we link directly to the online resource itself, and

sometimes, in the case of aggregate databases or online "libraries," we link to the main home page. At first, this decision was made because the title URLs in the aggregate databases were not stable and changed often. Now we are more often able to accommodate public services librarians' requests to link directly to the journal itself.

Online resources not available in paper are more challenging. We try to catalog those resources which we purchase or license first so that our patrons can find them quickly. Our goal at the D'Angelo Law Library is to have online records for all the resources found on our library resources home page and URLs for all paper titles that also have online counterparts. While easily stated, this isn't always easy in practice. Some links from the DLL resources page are to aggregate databases not easily described or not appropriate for cataloging. An example of this is our link entitled: Search Supreme Court opinions from 1893 to the present. Clicking on this link takes you to a Findlaw page where there are various links to opinions by date. The Findlaw page itself is very general in nature and the link we have doesn't lead to a homepage from which to take a title. In contrast, another link entitled Constitution Finder, has an obvious home page and clear subject content. We are much more likely to catalog the latter for our online catalog. Obviously, other libraries' criteria for cataloging differ.

Linking to online sites directly from the online catalog is a valuable service to our users since they can access the catalog from any library workstation or in their homes or offices. Users appreciate this, especially when it's January, there's a blizzard going on and the paper journal is in another library across campus. Online resources also avoid the problems of lost or misshelved volumes and allow multiple people to access the same "volume."

Both professional catalogers and copy catalogers work on the cataloging records added to our online catalog. Public services librarians send us URLs to add to existing bibliographic records and also new online titles or web pages for cataloging. Cataloging staff routinely add URLs when we find them in the paper materials we are cataloging. The URLs are hot-



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BNA WEB LIBRARIES RECEIVE A FACE-LIFT

Linda DeVau, Sonnenschein Nath & Rosenthal

Background

When BNA began planning to migrate the company's loose-leaf services to the Web in the late 1990s, it chose siteDirector software. Since siteDirector uses the same Folio infobases that the company was already producing for its CD-ROM products, it allowed BNA to launch a large number of products on the Web relatively quickly. The big drawback to the software was, and remains, its lack of flexibility. It doesn't permit the customization that BNA would like to offer its customers. Over the past few years the company searched for an off-the-shelf replacement for siteDirector, attempted to assemble off-the-shelf components into a coherent substitute, and eventually decided to write new Web software in-house.

Like the majority of information technology projects, writing and implementing the new Web software, which uses XML (Extensible Markup Language) data rather than Folio infobases, turned out to be a much more difficult and time-consuming undertaking than was initially anticipated. (For a sneak preview of BNA's Web platform of the future, sign up for a 15-day free trial of the BNA Employment Guide). Knowing that the implementation of the new software throughout the legal product line was years down the road, BNA decided last year to take advantage of advances in JavaScript to enhance the Web libraries running on siteDirector. These enhancements were introduced early this year.

Usability Study

To test the various proposed enhancements to the legal Web libraries, the company recruited a group of volunteers consisting of one partner, two associates, one paralegal, and three law librarians to participate in a usability study. The test consisted of three parts:

1) perform guided tasks, 2) attempt to answer a list of questions without receiving any guidance, and 3) open-ended exploration of the Web library. Each participant took the test independently and was encouraged to provide feedback. One company representative was assigned to each participant to record feedback and observe behavior at the keyboard.

Recent Enhancements

The primary finding of the usability study was that legal professionals use BNA Web libraries to locate cases. They wanted BNA to make locating relevant cases easier and faster. With this goal in mind, BNA implemented the following product enhancements last January:

1. **Cases Quick Search** - A new case law search template was designed for all legal Web libraries. In the case of the Labor and Employment Law Library, the Cases Quick Search template is the default screen. Users of the Employee Benefits Library will find that the default screen is an expanded version of the library's contents and that the Cases Quick Search template is located under the heading for court decisions. This new template also makes Shepardizing a snap.
2. **Simultaneous searching of multiple case law infobases** - Check boxes located on the Cases Quick Search template permit users to select multiple infobases against which to run a search. Simultaneous searching of any combination of infobases (statutes, newsletters, cases, manuals, etc.) can be performed by selecting the advanced search option box in the upper right-hand corner of the screen.

Long-time users of BNA's Web libraries will recall that in the past they used a myriad of specialized search templates. Some of these templates facilitated full-text searches, while others permitted searching within document fields. Since access to these templates is now through the advanced search option box, this box has become the locus for savvy online searchers.

3. **Split screen** - Users can display a list of cases or the table of contents of a treatise in the left pane of the screen, while viewing a full-text document in the right pane.
4. **Persistent search box** - This box, which is located in the upper left-hand corner of any screen, allows the user to run a new search, and change infobases if desired, without returning to the home screen.



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SECURITIES FILINGS ON THE WEB

Robert Winger, Neal, Gerber & Eisenberg

Since the advent of electronic filing of SEC documents in 1994 via EDGAR, accessing these filings has become progressively more convenient. This article looks into some of the avenues—free and fee-based—for researchers seeking public company filings.

The “frills-free” way of retrieving SEC filings is through the SEC’s EDGAR system, at <http://www.sec.gov/edgar.shtml>. This system is free of charge, and relatively easy to search. The drawback is that these files are in html format, and often have the disconcerting tendency to cut off the right hand side of financial tables. It is a good way to find out current information about a public company, such as officers and directors (through the 10Ks and proxies), outstanding shares or address (found in the latest 10Qs). However, if the researcher is looking for a complete document for exhibit purposes, I wouldn’t recommend relying on this version.

In Edgar Online—at <http://www.edgar-online.com> (formerly FreeEdgar)—SEC filings are formatted in both html and RTF versions. The html version is fairly much the same as that found in the SEC’s website, in that the financials may be truncated. The RTF format, however, is a big improvement in that it provides full access to the document. The main text of the filing as well as the exhibits appear as one document. If the user wants only the base document (i.e., without exhibits), he or she has to print the pertinent pages from the browser. Alternatively, the document may be saved as a word processing document (in our case, MSWord), and then edited in that format. Edgar Online is no longer free, but at a cost of approximately \$100 per user per year, it is worth the investment.

LiveEdgar, or Global Securities Online (<http://www.gsonline.com>), is a fee-based service that provides some very helpful research-oriented tools. We are on a pay-as-you-go arrangement; each session is \$10.00 to sign on, and then \$1.25 for every minute spent online. FreeEdgar offers complete text of EDGAR filings, which we have also been able to save as MSWord documents. We use LiveEdgar more for its Mergers and Acquisitions database, which enables the user to search for M&A deals in EDGAR filings by a variety of criteria, including counsel and underwriters

used, and termination, or break, fees. The results of the search are displayed in a list format, with detail information available for each report.

Disclosure/Primark (<http://www.primark.com>) is the web version of Disclosure’s SEC online system, offering both EDGAR filings in a variety of formats (which may again be saved as word processing documents), as well as the opportunity to order non-EDGAR filings. We are on an annual subscription service for this access, and use it for documents not available on SEC’s EDGAR, nor Edgar Online. The service for delivered documents is as speedy as it has always been. However, if we want Disclosure to do research for us, we still rely on direct telephone contact.

These four ways to secure SEC filings are the services we rely on mostly (along with also ordering filings through SEC Infoline’s document service) to obtain those filings for our attorneys and paralegals. I’d recommend any of them, although the last three do come with a price tag. We have, however, found the results to be well worth the expenses.

[AUTHOR’S NOTE: The views presented in the article above are those of the author, and not of NG&E.] ■

Electronic continued from page 12

while also including some value-added features (i.e. the ability to search across multiple titles at once). Trying to replace an existing print title with a completely different title in an electronic format will probably be a tough sell.

3. **Provide appropriate training and continued support.** Even when patrons agree to a new product, librarians must make the transition as smooth as possible for them. Personal follow-up notes and meetings go a long way to strengthening relationships and confidence.

Since this first conversion, I have found successive conversions to progress much easier. Remember that patrons are our clients, not our adversaries. Many of their fears about electronic products are well-founded. It remains our job to demonstrate the power of these resources and implement them effectively. ■



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**DAILY TAX BASE FROM TAX ANALYSTS, INC.
Janice A. Collins, Neal Gerber & Eisenberg**

Neal, Gerber and Eisenberg became a user of the *Daily Tax Base* on the Web in 1998. Because the monthly usage contracts our firm signed with Westlaw and LexisNexis excluded Tax Analyst products, we signed up for two *Daily Tax Base* passwords. We determined that this was more cost effective than requesting a daily eclipse from LexisNexis.

We use the database in a variety of ways. Every morning, except federal government holidays, we print off the Table of Contents from the *Daily Tax Notes* (federal) and route copies to the tax and ERISA practitioners in the firm. The attorneys, in turn, contact us if they are interested in any of the articles mentioned. Either Bob Winger or I will fill the request either via email using the copy and paste method or by printing copies of the needed articles, depending on the preference of the requesting attorney.

We found that by routing the Table of Contents, the library could purchase fewer copies of the BNA *Daily Tax Report*. Secondly, we use the databases to obtain core IRS documents such as tax advice memoranda, revenue rulings or decisions in tax cases. This feature saves the user the time involved in going to the shelf, finding the correct CCH volume containing the needed information, and then making a copy. An added bonus is the cost savings of not needing to use Westlaw or Lexis to obtain a basic item. Another important use of the databases is for research. We can use it to research current tax legislation, find recent cases discussing a section of the IRS code or regulations or any other tax question not requiring legal analysis. Another use of the database is for current awareness. Tax Analyst writers abstract articles in the current tax publications, which is a great source for attorneys to use to stay abreast of what is happening in the tax field.

Several publications our library does not receive are abstracted here. For the library staff this has meant an increase in interlibrary loan and the purchase of new titles which were asked for often and could not be obtained through interlibrary loan.

Nut and bolts of the system

The *Daily TaxBase* website has documents from January 1, 1993 to the present in three areas: state, federal and international, with international having the fewest documents. The searching capability is basic. Complex searching tends to slow the response time and

drop the percentage of relevant hits. However, using the field restrictors such as document type, IRC section, author or date with a basic search string can produce a search with relevant documents coming from all areas covered including commentary, IRS documents, cases, and abstracted tax articles.

Another feature of the system is the format choice on the left side of the screen. The TA document number lists the documents, newest first with the document number and title. When in this format the searcher can do a quick search either full text or headline only and have the results come out in the view they are working in. This is a great when you have a particular piece of information, such as a document number or revenue ruling number. Searching can be done quickly and get just the piece you need. This is a handy feature for those who route the *Daily Tax Notes* and need to fill requests for documents.

The librarians at Neal Gerber find this product to be a good jumping off point for tax research and locating newer core IRS documents. It has proved to a quick tool for document retrieval and a great starting place all for the tax research questions assigned the library. The staff in customer service is wonderful. The times I have had to deal them, they have gone out of their way to be as helpful as possible. Even when the material I needed was not available on the site, I was transferred to another department who was able to help me. My only real complaint, besides the inability to do complex search, is not being able to email directly from the document. Instead, the user must do a cut and paste into an email document. ■

CALL BOARD MEETING DATES

June 13, 2002	January 9, 2003
No July meeting due to AALL	
August 8	February 13
September 12	March 13
October 10	April 10
November 14	May 8
December 12	

Please note: These dates are tentative and subject to change.



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LIBRARY CENTS V. LIBRARY SENSE

Doris Nuding, Querrey & Harrow, Ltd.

Cost-effectiveness is a never-ending issue in modern informational times. We try to determine which services are valuable and which are not valuable at all. The issue of “do we really need this” comes up constantly along with: “If we need the material, is there a better, more inexpensive way in which to access it?”

Sound familiar? If it does, you are not alone. With the internet continuing to grow and provide us many different facets of information, we often find ourselves weighing and balancing what is essential v. what is not; where to obtain resources v. what is reliable. And on the flipside, what is easy to use v. what methods we can use to train the end-user.

All of these issues are presented to us on an annual if not daily basis. How do you tell someone when to use hourly v. transactional costs and how do you change those options on the vendor’s product? The vendor representatives should be helpful with this but they are not always around. Thus, I would suggest that you, personally, sit down with your representatives to be certain that you are clear on their billing procedures so that you can disseminate that information to your users. If still unclear, have the representative draft a memorandum you can pass on to those using these services within your organization. Nothing should be so unexplainable that it costs your firm thousands of dollars a month in charges because your users are not being as efficient as possible.

Do books still get use in your firm or, better yet, do they still exist? If they do, then your personnel should be utilizing them if it keeps the costs down. If not, they should have access to interlibrary loan at various libraries that do maintain hard copy books, in the event a project comes up where it is a non-billable matter and cannot be done on online services. Do your clientele know that the online services retrieve their information from the books? Sometimes, the old way might be the better way – if costs are a factor.

Internet solutions. When and why would we possibly use internet over a product that we have to pay for???? Well, a lot of government bodies are currently on the web, putting their materials out to the public for their use and information. Those web sites can be easily accessed even if you don’t know the web page. You can use search engines such as *www.hotbot.com*; *www.dogpile.com*; *www.google.com*; *www.go.com*;

www.aj.com to search for possible web pages that might contain the information that you are looking for. What about time elements in looking this up – billable hours, etc.? Of course, until you familiarize yourself with the various sites and ways in which to access them, you might waste some time. Can this not be considered short-term “learning” time to cut costs in the long run?

Whatever type of cost-effective problem you are facing in today’s fast-paced environment, be assured that there are many, many others facing those same challenges each day with you. If you cannot find the answer, network with a few others. Find out what they are doing to solve the problems and if any of their attempts have actually worked. But, whatever you do, keep on trying to make sense out of what is out there in order to save cents, resulting in dollar savings for your organization. ■

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WORKING SMARTER

Deborah Rusin, Alzheimer & Gray

While my working day may consist of spending 85% of my time in front of a blue monitor searching electronic and online sources, communicating via e-mail and surfing the web in hopes of completing my legal research, you won't find me in front of the computer at home. For in my heart of hearts, I am a lover of the printed word and I believe that I always will be. I bought a laptop when I was in graduate school and I used it then but it has been three years since I have graduated and I must be honest in saying that I would be hard pressed to say I've used it since.

My addiction is buying and reading books. I read at home, on the train, at lunch. Basically I read whenever I can. I love to curl up with a book, be it fiction or non-fiction, mystery, thriller, epic novel, cookbook or gardening book, etc., it doesn't matter they all grab my attention. I love the feel of a book new or used. I love the suspense of turning the pages, chapter after chapter wondering what will happen next. And I find it intriguing to wonder how the author or publisher decided on the particular cover design.

I remember one day when a woman I work with commented on the fact that she thought that it was odd that I am a librarian who goes to the book store at lunch to buy a magazine called BOOK. She seemed to be concerned that I was overdosing on the book thing. Call me wacky. I don't mind, I am a lover of books.

One of my favorite things to do is to collect first editions of books. I also love to comb through newly released hardcover books looking for what I think will be the next bestseller. If I find something that I think is a great story, I will buy it. I will then try to catch up with the author in order to hear them discuss their book and hopefully sign it. I then sit back and wait to see if it indeed does become a bestseller. I guess you could say that in some ways it is a game I play with myself. The excitement for me is not so much if the book purchase will turn out to have great value but rather if I am correct in my hunch as to the next great story.

Because of this love, I always thought that it was a shame to just toss out books. Any type of books. I continually see e-mails from law firms and sometimes

law schools that are weeding their collections and asking for takers. If no one claims them, what happens to them? Statistically, from what I could gather, I would say that four out of five firms say they have a recycling plan. However, I am not real confident that all those items we toss in the recycling bin are actually recycled. Short of actually following the cleaning crew around at night and then following the garbage pick-up to either the dump or recycling center, I was not able to arrive at a definitive answer as to the fate of our "recycled" items. I further find it hard to believe that once we toss all those loose-leaf sets into the recycle bins, someone actually goes through it again to actually remove the paper from the non-recyclable three-ring binders. Or that the paper clips and staples are actually separated from the paper. Therefore, I would like to propose an alternative to simply tossing out those items of our collections we no longer wish to keep.

I would like to suggest that we make an effort to try to find a home for some of the items we discard. I cannot help but think of all the needy libraries out there who do not have the funds to maintain a collection. These libraries may include law schools, universities, public libraries, shelters and correctional facilities, to name a few. Unfortunately, not everyone has access to the listserv so they may never know that there are collections up for adoption. I think that it is a shame that there are many institutions who simply cannot afford to stock their libraries and I would like to see if we could help them out by simply giving to them that which we were merely going to throw away. Therefore, I ask that next time you are getting ready to weed your collection you take the time to think of a "needy" library before you simply toss it all away.

If you are having trouble finding a home for your discarded collection, you may wish to contact the Book Rescue Project out of Glen Ellyn. This is an organization that tries to find homes for unwanted books and place them with libraries in need.

[EDITOR'S NOTE: For more information about the Book Rescue Project, please see the accompanying article by Kelly Pucci on page 21.] ■



COPING WITH MULTIPLE FORMATS

RECYCLING ALTERNATIVE

Kelly Pucci, Marshall, Gerstein, & Borun

Thanks to Law-Lib ListServ members who responded to my request for titles and a special thanks to David Bryant who took time to answer before leaving for Cuba.

When I'm not working as a law librarian I am a volunteer for the Book Rescue Project in Glen Ellyn which "rescues" thousands and thousands of books each year that would otherwise end up as landfill and places them with needy libraries, individuals correctional facilities, and schools whether public, private, alternative or at-home.. Many of these books stay in Illinois but some have found homes in India, Mexico, Papua New Guinea, Cuba, Ghana, Sri Lanka and Moldova.

Although the Book Rescue Project is not well known in the law library community, I feel that our profession can make a difference. As you weed, think about the not so recent but still useful books (or videotapes, or audiotapes, or CD's) that might help an immigrant learning about our legal system. Or a prisoner crafting an appeal. Or a home schooled student thinking about a career in law. Or the Illinois school downstate that needs reference books for civics classes.

We all know what is junk and what isn't. Donations of obsolete books don't help anyone, especially in the area of law. Here are some suggestions of materials that may be useful:

- Almanac of the Federal Judiciary
- American Bench: Judge of the Nation
- Art of Justice, Cohen
- Basics of Legal Document Preparation, Cummins
- Black's Law Dictionary
- CFR, selective volumes of interest to the general public
- Congressional Quarterly's Desk Reference on American Courts
- Congressional Yellow Book
- Corpus Juris Humorous, McClay
- County codes
- Court House, Pare
- Decision: How the Supreme Court Decides Cases
- Elements of Legal Style, Garner
- Federal Civil Judicial Procedure and Rules, West Group
- Federal Court rules
- Federal Criminal Code and Rules, West Group
- Federal statutes
- Fifty (50) Most Influential Women in Law, Berry
- Form books, business, probate, tax, etc
- Gideon's Trumpet, Lewis
- Guide to the United States Supreme Court, Biskupic
- How to Find the Law, Berring's video from West
- Illinois Compiled Statutes
- Learned Hand: The Man and the Judge, Gunther
- Making of a Country Lawyer, Spence
- Martindale-Hubbell
- Municipal codes
- Nolo Press, anything
- Nutshells
- One L
- Oxford Book of Legal Anecdotes
- Oxford Companion to the Supreme Court of the United States
- Oxford Dictionary of American Legal Quotations
- Physician's Desk Reference
- Plain English for Lawyers, Wydick
- Portraits of American Law, Voss
- Smith-Hurd
- State Court rules
- State statutes
- Sullivan's
- Thurgood Marshall: Warrior at the Bar, Rebel on the Bench, Davis
- To Kill a Mockingbird
- United States Government Manual
- Want's Federal State Court Directory
- West's Encyclopedia of American Law, Gale Group
- Will & Trust Forms, any bank

To donate books contact: Kay McKeen, The Book Rescue Project, 799 Roosevelt Road, Building 3, Suite 5, Glen Ellyn, IL 60617, phone (630) 545-9710, fax (630) 545-9715.

Visit their website at

<http://www.bookrescue.org> ■



Cataloging continued from page 14

links in our web catalog (which is the only version of the online catalog that has hot links) and take the user directly to the resource from our online catalog. Adding URL links to existing paper records is done by our cataloging assistants, after a detailed training period. Searching OCLC (CORC records are now loaded into OCLC and WorldCat) for new titles is also done by cataloging assistants. If they find useable copy, they import it into our Horizon integrated library system and do our local editing. If the cataloging assistants can't find a record, the professional catalogers do original cataloging. Sometimes a resource is needed urgently and the library cannot take the time to do full, original cataloging (which we all are still learning) and so the catalogers add brief records to the online catalog which include the URLs and keep a file of titles to go over and catalog when there is more time. Recently the University Library System, of which D'Angelo Law Library is a part, purchased tapes of cataloging records from OCLC for all our Ebsco titles. This has saved a great deal of processing time, but has resulted in duplicate records. We have no plans to merge them or link paper and online versions at this time; we lack the staff time to do it. Also, if we no longer have access to the Ebsco titles, removing them from our online catalog will be easier if we do not do local editing.

New library technology allows catalogers to catalog these materials totally online, though it is amazing how many of us still make printouts of home pages to assist in cataloging the site. There is always an overlap when new technology is introduced, with people retaining some old practices while becoming comfortable with the new ones. For the past several year, cataloging online resources can be done through OCLC's CORC (Cooperative Online Resource Cataloging) system. With the CORC system split screen, a cataloger can call up a home page and see the CORC cataloging record in the top part of the screen and the web page in the bottom half. CORC also attempts to fill in many of the fields of the cataloging record, based on the website.

CORC offers several "views" of the online resource record—full MARC format and Dublin Core view are probably the most used views. I try to catalog in Dublin Core to begin with so that I can become familiar with it. Others may prefer to use the MARC view, especially as the CORC interface will become the OCLC interface this summer and they want to be prepared. One big advantage of using CORC is the authority linking, which allows a cataloger to search the LC authority file for name, series and subject records and link them directly to the CORC record.

In sum, cataloging online resources, from adding links to paper title records or doing original cataloging of web sites, is much like cataloging materials that have physical formats such as books, journals or microforms. It's challenging, almost scary when you first begin and

have no convenient title page, notes source or physical measurement, but the same cataloging skills of analysis and description are still needed. By policy, the University of Chicago libraries do not classify online resources, but other libraries do add classification as another access point. We are also finding that publishers are exploring online resources as a way of updating their titles, either with "standard" supplements/updates online for titles, bibliographies online that can be easily updated as new material is published, or additional resources for background materials or other related materials. All of this has to be communicated to our users so that the library materials are as useful as possible. With this goal in mind, catalogers can never be replaced by web browsers. ■

Acquisition continued from page 13

Archiving electronic resources & retaining printed format

Electronic resources are usually updated continuously. Will the information provider be able to supply the superseded data if it is needed? When a library stops subscribing to a database, will the library have access to or owns a copy of the archival information? When publications appear in electronic format, will a library discard their printed version? Answers to the above questions depend on the information provider, the licensing agreement signed by both parties, and the library's individual collection development policies.

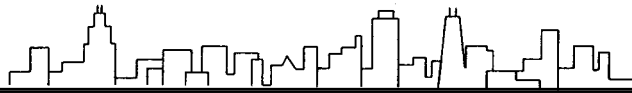
Managing electronic resources

Most librarians use commercially available office software or other locally developed programs to manage their electronic resources. Data that is useful to include in a management system are URL's, contact information, license-related issues, financial and processing status, and other related information.

Mergers of publishing companies and the related complications

In recent years, the mergers of law publishers seem to have slowed down, but continuous expansion remains a steady goal for many companies. A database owner often depends on information supplied by publishers outside their own "family" of publishers. Contracts are being negotiated for this purpose, therefore database contents change from time to time. Working with reference librarians and bibliographers, acquisitions librarians need to be aware of these shifts in contents to avoid paying for unwanted duplication of coverage for the same materials.

Acquiring electronic resources is still an evolving process. New policies are being developed in libraries and new practices are being explored by information providers. Acquisitions librarians need to keep up with the new developments and create, review and change local practices and policies accordingly. ■



Advertising



TOUR OF CCH INCORPORATED

Lorna Tang and Julie Stauffer

On Wednesday April 24, 2002, in the morning of a rare beautiful spring day in Chicago, at the invitation of CCH INCORPORATED, 36 members of the Chicago Association of Law Libraries visited the CCH Customer Service and Operations headquarters on Peterson Avenue in Chicago. The visitors represented library staff from academic, firm, and other law libraries in the greater Chicago area.

After the bus provided by CCH arrived at the Peterson facility, we were greeted by the CCH staff: Leslie Bonacum, CCH Law Librarian Liaison, and Mike Swiney, Head of Customer Services Product Support. CCH viewed the librarians' visit as an opportunity to learn more from their customers. For the librarians, it was an opportunity to learn more about CCH and to meet the people behind the services.

Customer Service Website

Sean Siczka, CCH Customer Service Team Leader, gave a brief introduction to their new customer service website, <http://support.cch.com>. In addition to obtaining replacement pages and reports, CCH customers can now get account specific information by visiting this website.

The new website contains several self-service tools. Using a CCH customer account number allows a customer to request duplicate copies of invoices and statements, check an order status, request replacement pages, obtain CD-ROM unlock codes, and check the latest mailing schedules for report updates which includes the next expected mailing date as well as a six month history. After establishing an account specific PIN number, customers can use the account inventory feature to get a list of active and inactive (for the past 18 months) subscriptions. The website contains account information up to four years old. So far, CCH has not yet purged any data, but they may do so in the future.

Standard replacement page requests are sent out within 48 hours and delivered via U.S. Postal Service in about 10 business days. Rush orders for replacement pages and reports are available through a customer service representative and are processed the same day.

Mike Swiney emphasized that the website is not meant to be a substitute for personal contact with the CCH customer services staff. Customers are encouraged to use whatever means they find most comfortable to communicate with CCH: through the automated Inter-

active Voice response system, through the website or by calling and speaking with a customer service representative.

The visitors were divided into three groups to tour the Fulfillment Center, Print-on-Demand, and Customer Service units in the facility.

Fulfillment Center

The Fulfillment Center is where the binders are assembled with their respective contents. Pages and updates are sorted and wrapped in preparation for shipping. The use of print-on-demand and generic binders with adhesive labels has reduced the warehouse space requirements for this operation.

Fulfillment work for "CCH Canada" was moved to the Peterson Avenue facility two years ago according to Claude Camporese, Assistant Manager of Print-On-Demand. Updates for the CCH Canada publications are now managed and sent from Chicago.

Print-On-Demand

The print-on-demand technology used at CCH was developed in cooperation with IBM. Printed material is fused onto very lightweight paper by utilizing special toner developed by IBM, so more pages can fit into a single binder. A roll of blank paper is fed into the machine, which prints, cuts, sorts, and hole-punches the loose-leaf pages. The operation runs 24 hours a day five days a week throughout the year extending to seven days a weeks as production demands, especially during tax season.

Joe Czernik of the Print-On-Demand unit said that claims for replacement pages and orders for new titles are processed as they are received. An entire set of the current loose-leaf contents is printed within hours of receiving a new order. Although the facility can print over one and a half million pages in 24 hours, for large subscriber runs of over 1,000 subscribers it is still more efficient to do printing in the traditional way using WEB presses at the CCH St Petersburg facility.

Customer Service

"WOW Service Excellence" is their customer service motto and they strive to build and to maintain a "World Class Customer Service". Training is obviously very important to CCH and they have a specially equipped room used only for training. In addition, 10-20% of customer service phone calls are recorded and reviewed with their customer services representatives for training purpose.

In CCH, quality assurance (QA) for all software products and applications is part of the Customer Service and Operations group. They use various automated testing tools to test software functionality

see *Tour* next page



Tour continued from page 24

against design specifications and provide automatic support. They also try to emulate various user network and PC systems. At present, the oldest system that they support is Windows 95 running on a Pentium PC.

CCH INCORPORATED has created a new product support group to support many of their "compliance tools", such as the recently released eSales state sales and use tax compliance tool. CCH is moving to extend their products and services beyond traditional research products to include workflow and compliance tools for professionals.

Questions & Answers

During the question and answer session, the librarians raised many questions and comments including the need for a list of titles in each electronic database for ease of cataloging, the need to be able to cite page numbers which are not currently available in CCH electronic resources, how CCH archives its electronic resources, and a suggestion regarding the search feature in the customer support website. For detailed information on a CCH product the librarians were told to check the CCH online bookstore.

CCH continues to look for new products and product enhancements that meet changing customer needs, with parent company Wolters Kluwer supporting new growth opportunities for CCH.

The visitors were treated to a generous and delicious lunch before returning to their respective libraries to continue the workday, which more than likely included the processing or use of a CCH product. ■

PROFESSIONAL READING

Jean M. Wenger

Cook County Law Library

American Association of Law Libraries (AALL)
Committee on Relations with Information Vendors,
CRIVPage

<http://www.aallnet.org/committee/criv/>

The Committee provides current information and resources about working with publishers in a prompt and timely manner. Includes customer service contact information, help on finding the current publisher of a title whose original publisher ceased to exist, and a sample letter for returning a publication to a publisher. There is also a link for "Checklist for the Negotiation of Internet Subscriptions". (Note: CRIV Sheets starting with Vol. 21, No. 3 are available as supplemental materials from AALL Spectrum: http://www.aallnet.org/products/pub_spectrum.asp)

American Association of Law Libraries, *et al.* "Principles For Licensing Electronic Resources" (Final Draft July 15, 1997) Vol. 2 *AALL Spectrum* (November 1997) p. 16.

<http://www.arl.org/scomm/licensing/principles.html>

A guide for libraries in negotiating licensing agreements for electronic resources. The guide presents principles for licensing and resources on licensing. A joint project of six major library associations: AALL, ALA, SLA, ARL, MLA, AAHSL.

Andeen, Sarah Reneker. "Keep up with Licensing (and Copyright) by Using the Internet"

Vol. 3 *AALL Spectrum* (April 1999) p. 18.

A compilation of web resources to assist with the murky maze of licensing.

Bailey, Charles W., Jr. "Scholarly Electronic Publishing Bibliography" (Version 42: 4/19/2002)

<http://info.lib.uh.edu/sepb/sepb.html>

An extensive bibliography that covers electronic publications, legal issues, library issues, and publisher issues.

Klinefelter, Anne. "Licensing and Librarianship" Vol. 3 *AALL Spectrum* (April 1999) p. 17.

An overview of licensing issues in libraries, including the description and legal ramifications of certain types of licenses, i.e., "shrinkwrap" licenses. Additional resources for help in negotiating licenses.

LIBLICENSE, Licensing Digital Information - A Resource for Librarians

<http://www.library.yale.edu/~llicense/index.shtml>

Hosted by Yale University, Council on Library & Information Resources, this web resource includes model licenses, a license vocabulary, a bibliography, licensing terms and descriptions, and the Liblicense-L discussion list.

Noorlander, Willem. "Rights and Obligations of Information Users" Vol. 25 *ONLINE* (November 2001)

[http://209.204.76.94/online/OL2001/](http://209.204.76.94/online/OL2001/noorlander11_01.html)

[noorlander11_01.html](http://209.204.76.94/online/OL2001/noorlander11_01.html)

The author presents his "Bill of Rights" of information users. Both the rights and obligations of the user are covered.

O'Grady, Jean. "Checklist for the Negotiation of Internet Subscriptions" Vol. 22 *The CRIV Sheet* (November 1999) p. 9. (Originally published in *PLL Perspectives* (Spring 1999:9) and published as a supplement in Vol. 4 *AALL Spectrum* (November 1999)).

http://www.aallnet.org/products/pub_sp9911_criv.pdf

No two electronic products are alike and negotiations of Internet subscriptions have their own issues and pitfalls.

see Professional page 26



BNA continued from page 16

5. **Saved searches** - Searches can be saved and recalled for later use.
6. **Expanded table of contents** - All Web libraries, even those that are considered to consist primarily of case law and that utilize the Cases Quick Search template as the default screen, now feature an expanded table of contents. The expanded table of contents lists all of a Web library's resources on one screen using a standardized format across products. For complex products, such as the Labor and Employment Law Library, resources can be viewed by subject or by type of material. By introducing this feature, BNA is acknowledging that fewer and fewer of their online users are familiar with their print products.
7. **About this collection** - Selecting this option retrieves a description of an infobase.
8. **Printing** - Documents can now be printed in RTF (rich text format), which enhances the appearance and readability of the text.
9. **Where am I?** - Selecting this option tells the user which infobase he/she is searching.

Evaluation

In my opinion, all of the enhancements introduced by BNA are worthwhile improvements. The Cases Quick Search template is a real boon for users who want to search case law. Although the expanded table of contents can result in a crowded display, increasing the visibility of a Web library's resources is more helpful than using submenus. My biggest complaint with BNA's Web libraries remains the inadequacy of the online help. This is a feature that could have benefited from, but didn't receive, any enhancements. The online help isn't context sensitive, which is not what a user would expect from a sophisticated online product. When I consulted the online help for instructions on how to retrieve a decision using a parallel citation, I discovered that the inadequacy of this feature runs deeper. It told me that all I had to do to retrieve a decision using a parallel cite was complete the parallel citations template. I was left without a clue as to where I could find that particular template!

The Bottom Line

If you haven't taken a look at BNA's Web libraries since the upgrades, I'd recommend that you do so. The recent enhancements have gone a long way towards increasing the usability of the company's online products. ■

Camille Riley continued from page 5

librarian at University of Chicago D'Angelo Law Library. There she found "a superb mentor" in Director Judith Wright, who provided her with a real education in law librarianship "by spending hours talking to me about best practices in libraries, the history of the treatment of legal materials, and how to provide first-rate reference services."

Though she lived here only a few years, Cam retains ties to friends and colleagues in Chicago. She recalls "solving the problems of the world with Nancy Tuohy while lying in lawn chairs by the pool at the hotel" at the 1989 AALL annual meeting in Reno. Longtime friendships with Mary Lu Linnane, Judy Gaskell, and Judith Wright date back to her days in Chicago and in CALL.

Reflecting on the art of making life changes, Cam advises that "once you make the decision to move, go quickly." Speaking from her own experience, she also observes that "our efforts to plan and control our lives often come to naught...plan to stay in the new location for the rest of your life...never, never assume you will stay only a short time." ■

Visit our website:

www.aallnet.org/chapter/call

Professional continued from page 24

Rogers, Carol. "Electronic Licensing Issues for the Law Firm Library" Vol. 24 *The CRIV Sheet* (November 2001) p. 8. (Published as a supplement in Vol. 4 *AALL Spectrum* (November 2001)).

http://www.aallnet.org/products/pub_sp0111_criv.pdf

Considerations for providing access to licensed electronic products in your law firm. No one type of licensing agreement works for every firm and the optimal solution may be the use of different types of licensing agreements, depending on product and usage, in the same firm.

"Taking Responsibility for Problems with Vendors".

Moderated by Chris Graesser

AALL Professional Development ListServ (January 29 - February 2, 2001)

<http://aallnet.org/pipermail/prodev/Week-of-Mon-20010129.txt>

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