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We law librarians are a busy group of people. In addition to working hard every day, we somehow find the time to take on all sorts of other projects and activities that support our profession. Just take a look at all the wonderful candidates who are running for the CALL Executive Board next year (p. 4)! Next spring you will find the complete biographies of the candidates on the CALL Website in addition to the CALL Bulletin. You don’t have to run for a board position, though, to get involved. If you haven’t already volunteered for a committee, why not do it today? It’s a great way to meet your colleagues and have some fun, too!

In this issue of the CALL Bulletin, we have decided to showcase some of the many Illinois web-based projects that have started up recently. Although these projects are not sponsored by CALL, there are many members of CALL actively participating in them. We hope the descriptions of these projects will inspire you to get more involved! Perhaps you have a project just waiting for CALL to take on! (Say, what about that standard forms database we all wish we had?)

Joan Ogden & Debbie Rusin

We hope you have a safe and happy holiday season!
PRESIDENT’S LETTER
By Betty Roeske
Katten Muchin Zavis Rosenman

I am writing my second President’s letter after we had the first Business Meeting of the year at Harry Caray’s. Our speaker was Susan Fox, Executive Director of AALL. LexisNexis was our sponsor. Gift certificates were donated by Professionals Library Service. Membership directories were distributed to CALL members that were in attendance. If you were unable to attend this meeting, your membership directory was mailed. If you have not received it, contact Gail Hartzell or Gabrielle Lewis.

During the AALL Chapter Leadership Training sessions in Seattle, there was a discussion started as to whether we would be interested in participating in another regional meeting. I would appreciate responses from CALL members who would be interested in attending a regional meeting with the chapters located in Illinois, Indiana, Kentucky, Ohio, and Wisconsin. The tentative date and location would be in the Fall 2005 in Indianapolis. It will be at least a 2 day conference. If AALL is not an option for you, would this be a possible alternative? We need to do an estimate of how many rooms CALL members would need. Indiana, Kentucky and Ohio have already responded that they are interested. After the Wisconsin response is received, I will be posting an announcement on the CALL Discussion Forum.

Besides the Meetings Committee working very hard to plan a wonderful meal at various locations around Chicago, other CALL Committees are hard at work. I would like to take this opportunity to highlight what a few of the committees are doing:

If you are reading this issue of the Bulletin, you know what the Bulletin Committee has been doing. It takes hours of work for each issue to be produced. Please congratulate the committee members when you see them at CALL functions for their continuous hard work. Remember if you have anything to contribute to the Bulletin, the Committee would be interested in hearing from you.

The Bylaws Committee is reviewing our bylaws to verify that they are in compliance with AALL and the other chapters. They will be submitting their report shortly.

Continuing Education had a joint session with SLA on Oct. 30 at CMLS. Its title was Tech Storm: Technology Brainstorm and Environmental Scan. The speaker was Stephen Abram, Vice President of Corporate Development for Micromedia ProQues, based in Toronto, Canada. If you are able to attend the session, please be sure to get your evaluation to the Committee members. If you have any suggestions for future programs, they would be happy to hear from you.

The Internet Committee has created the Members only section. Since I have become President, the CALL website has had weekly improvements. The CALL Discussion Forum is continuing to be a source of information on upcoming events. This is certainly a committee that deserves to know how much they are appreciated.

The Nominations Committee has submitted another excellent ballot of hard to choose candidates for the next CALL Board. By the time this is published, the slate will have been announced.

The Union List Committee will be producing a new list in Spring 2004. Please make sure to reserve your copy when the notice is posted. The 2002 procedure of printing only the number of preorders will be followed.

UPCOMING CALENDAR:
The next CALL Business Meeting will be Nov. 18. It will be a breakfast meeting at the Chicago Bar Association. Our speaker will be Judy Krug, Director of the American Library Association Office for Intellectual Freedom. At press time, her topic was to be “The Interesting Times of Intellectual Freedom.” I hope to see everyone there.

The joint business meeting with SLA will be on January 20, 2004. Alice Calabrese, Director of the Chicago Multitype Library System, will be the speaker. Since Chicago Public Library is no longer part of the Chicago Library System, its reorganization has resulted in more than just a name change. This will be your opportunity to find out about its new Mission Statement.

I hope you have a safe holiday season.
BUSINESS MEETING ROUNDUP
By Denise Glynn
DePaul University College of Law

CALL Business Meeting
Thursday, September 18, 2003
The first CALL business meeting for the year was held September 18, 2003, at Harry Caray’s Restaurant. Eighty-three members and guests attended. The meeting was sponsored by Lexis-Nexis. Professional Library Services donated the door prizes. Susan Fox, Executive Director of AALL was the guest speaker.

During the business portion of the meeting, President Betty Roeske introduced the new CALL members. They are:

   Susan Browning of Baker & McKenzie
   Marilyn Heraty of Baker & McKenzie
   Carrie May of D’Ancona & Pflaum
   Joanne Kagler
   Judith Kolata

Betty also reminded people to pick up their copies of the 2003-2004 CALL Membership Directories. The following committees made announcements:

Continuing Education: There will be a joint SLA/CALL Professional Development Workshop, October 30 entitled “Tech Storm: Technology Brainstorm and Environmental Scan.” Stephen Abram is the speaker.

Bulletin: The CALL Bulletin will be available on the internet soon.

Meetings: Mary Ann Lenzen asked members to fill out a questionnaire which will be posted to the CALL website next week. Her committee is looking for new ideas for upcoming meetings.

Nominations: John Klaus is looking for volunteers to run for the CALL Board.

Internet: Annette Cade said the CALL Bulletin can be accessed through the members only side of the website and is password protected. She will be sending out the necessary information in the next week. Please let her know if there are any problems.

Susan Fox, Executive Director of AALL began her talk by asking the question “What is your passion? That is the right question to ask, because law librarians care passionately about access to information and providing service to others. Fox offered advice about issues an executive director should pay attention to. She, along with the AALL Board, targeted these five areas: changing technology, diminished resources, globalization, community, and advocacy. Fox went on from there to stress the need for organizations to be nimble and by identifying what those components are: vision, governance, knowledge and community. Community is her passion. It is through community that we define ourselves and we define our role in relationship to others. Fox urged people to join AALL if they were not already members.

The meeting adjourned at 1:15 p.m. ■

The CALL Nominations Committee is pleased to announce the slate for the 2004-2005 year.

For Vice-President /President Elect:
• Charles J. Condon (Northern Illinois University College of Law Library)
• Naomi J. Goodman (Valparaiso University School of Law Library)

For Treasurer:
• Todd Brittain (McGuireWoods LLP)
• JoAnn Hounshell (Chicago-Kent College of Law Library)

For Director:
• Kathleen Bruner (Barack Ferrazzano Kirschbaum Perlman & Nagelberg)
• Jamie K. Stewart (Chapman and Cutler LLP)

This year the biographies of the candidates will be posted on the CALL Website, in the members-only section, in addition to being published in the next issue of the CALL Bulletin.

Additional nominations must be received by the CALL Secretary not later than January 1st, 2004, in accordance with Art. IX, Sec. 3 of the CALL Bylaws.

Ballots will be mailed in February.
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CALL Executive Board
Summaries of Minutes
By Denise Glynn
DePaul University College of Law

Date: June 11, 2003, 9:00 a.m.
Place: Rinn Law Library, DePaul University
Board Members Present: Denise Glynn, Betty Roeske, David Rogers, Christina Wagner, Jean Wenger, Julia Wentz (Absent: Nancy Faust)
Also attending: Susan Siebers, Corporate Memory Chair; Lynn Leinartas, Public Relations Chair; Debbie Rusin, Bulletin Co-Chair; Annette Cade, Judy Gaskell, Internet Co-Chairs

I. Minutes
Minutes for the May meeting were approved with amendments.

II. Treasurer’s Report
The Treasurer was ill so no report was given. (It was later emailed and is added at the end of the minutes).
Status with IRS/Taxes (2001-2002): Betty mailed a formal letter of appeal that was received by the IRS on May 13, 2003. We are awaiting an answer from the IRS.
Nancy has been asked to gather all costs of CALL Committee budgets/items to see if a dues increase is going to be necessary at a future time.

III. Old Business
CALL Archives at Loyola: Loyola is doing some remodeling and the CALL Archives are going to be kept in a locked room. Please make arrangements ahead of time if you need to use the CALL Archives.
Carole Avery Nicholson visit: Carole enjoyed her dinner at La Rosetta, the visits to the area libraries and meeting everyone at the CALL Business Meeting.
Leadership Training Session May 19: This session was very well attended with at least one person from each committee represented. Betty has received only positive feedback from the attendees.
Fiscal Year Wording: Julia Jackson, Archives Chair, has been asked to search the Archives to determine the exact fiscal year for CALL, and why it has been set up as it is.

IV. New Business
Seattle Dinner: The No-Host Dinner will be held at the Palomino Restaurant in Seattle. The price will be 41.00 per person that includes salad, a choice of 1 of 3 entrees, and a choice of 1 of 3 deserts, beverage, taxes and gratuity. Alcoholic beverages will be at the members’ own expense.

Long Range Planning: Betty passed along several handouts that are to be read for the August Meeting. Discussion will begin in August.

Committee Representatives Attending for their charge
Corporate Memory/Susan Siebers: Susan passed along 4 handouts, the 2002-2003 CMC Annual Report, a report to the Board outlining what the CMC had done and what still needs to be done, the CALL Policy Log, and a list of suggestions. The Committee began by looking at the last 3 years of CALL Board Meeting Minutes and dividing information into 3 logs:
1) Policies by Subject/ Board/Committee/Date,
2) Suggestions and 3) Suggestions for CALL Handbook. Some items in the suggestion log may already have been resolved. The Committee documented only topics where a decision was reached or left hanging. Decisions will need to be made on how and where the log is to be maintained. Will it eventually be housed in the Members Only section on the Website? This Committee has been delegated a “Special Committee”. Is it going to stay that way for another year or become a standing committee or a permanent committee?
Minutes from Board Meetings from 1997-1999 have been found, so there is enough material for the CMC to continue meeting for this next year. The CMC needs a budget of $100.00 to cover mailing costs.

Public Relations/Lynn Leinartas: Lynn talked about manning the CALL table at AALL. Rather than CALL Board members only manning the table, a call for volunteers will be asked of the entire membership that will be attending the Seattle meeting. CALL’s table at AALL will include the photo album, issues of the CALL Bulletin, display board (borrowed from CLS), the 50th anniversary banner, candy, bookmarks with the CALL logo, and a raffle prize (a $25.00 gift basket of Chicago area goodies and candy). In the past the committee has sent Naomi Goodman pictures, etc. to be forwarded on to the Spectrum. The committee has emailed pictures to the CALL Bulletin. Lynn labels the pictures as they are taken and informs subjects that their pictures might appear in a publication and if they do not want their picture to appear, please don’t get in the picture. This year a release form was sent out with the membership applications and Betty will get a spreadsheet on who signed photo releases which she will pass on to the PR Committee. It costs approximately $25.00/month for 2 copies of print photos and 1 CD-Rom. The Committee would like to cover events
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other than the annual meetings, i.e. educational programs and volunteer projects. They would like to announce our meetings in the Chicago Daily Law Bulletin. Lynn asked if it should be added to the PR Committee charge to keep abreast of CALL members who are writing articles for outside publications. Should they shop out articles which have been written or find out what types of articles are needed and who could write an article on that topic?

**Bulletin/Debbie Rusin:** The CALL Bulletin is going to be produced electronically beginning with the Fall 2003 issue. Advertising will be allowed in the online versions of the Bulletin. The deadline for inclusion in the Fall issue is July 15. Perhaps with an electronic version, the deadline dates can be tweaked because printing and proofing (print version) will be eliminated. All deadlines need to be posted on the listserv so everyone is kept informed. The current issue of the Bulletin will be posted to a Members Only section of the CALL Website. At some point the Bulletin will be moved to the public side with personal information removed (candidate biographies, etc.) An addendum to the Bulletin will stay on the Members Only side. With the Bulletin going electronic, the Bulletin Committee will print a hard copy and send it to the Archives Committee. Also the Bulletin Committee wants to try new formatting for the electronic version. They are also interested in sending a “splash page” via the listserv with headlines and page numbers. Annette will have to test this because of password protection.

**Internet/Annette Cade, Judy Gaskell:** The Committee is happy to post items to the website, however, please give the announcements, forms in final form. They are not responsible for re-writing the information for the website. The Committee hopes to have a Members Only side of the website which will house the Bulletin, the Directory, and the Policy List. Password testing needs to be done. Please get the speaker information for the business meetings to the Committee so they can post it ahead of time. Currently we are part of the AALL server. A question was raised if we had to be attached to that server or if we could have our own. One year’s worth of meeting announcements will be kept on the website. The question was raised how we were going to keep a record of items posted to the website. The Board decided it was to be made a responsibility of the Committee Chairs and will be added to the Handbook under Committee Chairperson. A discussion was raised concerning policing the CALL Discussion Forum. This is still up for discussion.

**Election/Membership/Meetings:** Betty and Jean met earlier with these committees. Dates of the business meetings for 2003-2004 are:

- September 18, 2003
- November 19, 2003 (Breakfast)
- January 13, 2004 (Joint Meeting w/SLA)
- March 18, 2004
- May 21, 2004

**Secretary of State:** Tabled until the next meeting.

**V. Committee Reports**

**Continuing Education:** They have submitted their annual report. They will be meeting at AALL in the future.

**Public Affairs:** Spencer Simons posted the effects of CALL and other organizations that submitted comments on the proposed FAR regulations last fall. A number of CALL members submitted their own personal comments. These helped OMB Director Mitch Daniels understand the concerns of the proposed changes to the FAR.

**VII. Treasurers Report (via email)**

Our income was $2,658.16; our expenses $4,073.41, which included $11.28 in bank fees. Harris balance as of May 31, 2003, $10,398.45; uncleared checks total $9,393.45. Northern Trust balance as of June 3, 2003, was $3,942.61. The Northern Trust CD rolled over at an interest rate of 0.950%, about half of what it was.

The meeting adjourned at noon.

Submitted by: Denise Glynn, June 12, 2003  
Amended: Aug. 6, 2003

**Date:** August 6, 2003, 9:00 a.m.  
**Place:** AALL Headquarters

**Board Members Present:** Nancy Faust, Denise Glynn, Betty Roeske, Christina Wagner, Jean Wenger  
(Absent: David Rogers, Julia Wentz)

**Also attending:** Charlie Condon, Sheri Lewis, Continuing Education Co-Chairs; Lorna Tang, Relations with Information Vendors Chair; John C. Fox, Placement/Recruitment Chair.

I. Minutes

Minutes for the June meeting were approved with amendments.

II. Treasurer’s Report

The Treasurer reported both June and July balances. Income and deposits ending June 30, 2003 totaled $5,538.00, and checks written totaled $4,806.41. Actual balance at the Harris Bank to reflect deposits and outstanding checks is $10,606.49. The Northern Trust balance on June 30, 2003 was $3,942.61.  

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Income and deposits ending July 31, 2003 totaled $5,925.15, and checks written totaled $883.04. Actual balance at the Harris Bank to reflect deposits and outstanding checks is $15,620.72. The Northern Trust balance on July 31, 2003 was $3,945.69.

Status with the IRS/Taxes: CALL had to pay a late payment penalty for the taxes to the IRS.

Membership Renewals to date: As of August 6, 2003 CALL has 208 members (14 of the 208 are new members)

III. Old Business

Problems with vendors on registration form: Betty showed a copy of the new member form used by LLAGNY. Their form has examples under the membership categories so people know what category they fall into. Betty asked the Bylaws Committee to determine whether there could just be general categories in the By-laws so in the future, changes could be made to the membership form without having to do a by-laws change. One possible example would be adding a category where unemployed would be one of the examples. Betty forwarded the link for the form to the Bylaws Committee. Once we get their report, the form will be sent to the Membership Committee.

Fiscal year wording: Archives could not locate a copy of the 1992 minutes which was thought to outline the reasoning behind the exact fiscal year for CALL. The CALL Handbook states the fiscal year is Sept.-Aug. Dave Rogers is investigating the issue.

AALL in Seattle: AALL is looking at the possibility of having 5 designated cities and a wildcard as sites for the annual meetings. Various chapters would be assigned to assist with registration and local arrangements.

Long Range Planning: Dave Rogers is going to be the liaison. Dave is going to meet with the Public Relations Committee to see if they can come up with a better name for ‘long range planning’ as some thought the name was off putting. Once the committee is appointed, membership will be asked through the listserv for their thoughts and ideas concerning the future of CALL.

Secretary of State information from Naomi Goodman: The annual report is due to the Secretary of State Sept. 1, 2003. Christina Wagner will continue to be the registered agent, because Betty Roeske is a resident of Indiana. (The registered agent needs to reside in Illinois)

Corporate Memory Recommendations: Liaisons, please remind your committee chairs to report any policy changes they are making to the Board so the changes can be kept track of through the Minutes. Use an electronic format to pass the information (cookbooks, etc.) from one chair to the next with a back-up copy in paper.

Linkage to unknown organizations: An unknown organization approached the Internet Committee asking if they could add a link from the CALL website to their website. The Board decided that all links need the Board’s approval. The CALL website will not link to pages of organizations we know nothing about.

Usage of 9/11 tape: Tabled until the next meeting.


IV. New Business

Review Articles of Incorporation to determine status: The Secretary passed out copies of the certificate of incorporation dated 1994. CALL was incorporated in 1991 as a 501 (c)(3) organization. Further discussion will take place at the next meeting.

Joint Meetings: CALL will have a joint meeting with SLA in January 2004. BNA will be our vendor sponsor for that meeting.

LLAW and/or ORALL would like to do a business meeting together. The earliest date feasible is 2005. The meeting would be similar to the CALL/MAALL meeting held in 2002 and would be a mini version of the AALL annual meeting. Julia Wentz will be the coordinator.

Committee Representatives Attending for their charge

Continuing Education/Charles Condon, Sheri Lewis: The Committee has ideas for several programs, which include disaster planning, the Administrative Code, and a series of library tours. They may talk to SLA about the possibility of doing a larger continuing education program and may also seek joint sponsorship with other CALL committees for programs or workshops.

Information with Vendors/Lorna Tang: The Committee will continue to keep members informed on publisher’s problems. CCH might seek CALL members to participate in focus groups and West may also form focus groups. There might also be a visit to the CCH Riverwoods facility scheduled.

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Placement & Recruitment/John Fox: The Board asked the Committee to clean up the Policies & Guidelines in the CALL Handbook to better reflect realistic time frames for job postings and add closing dates if necessary. The Committee has developed a placement registration form and would like to go further and prepare a CALL packet that could be distributed at events such as Career Days at Dominican University. The Committee would also like to have a brochure that could be sent out to firms and companies for recruitment. Betty will ask the Public Relations Committee to review the CALL brochure, and perhaps with the help of the Placement & Recruitment Committee, create a version that would suit placement and recruitment needs.

Membership Categories, i.e. unemployed: The President will get back to individuals after November 2003.

Annual Report/Registered Agent: Discussed above under Secretary of State information.

Salary Survey with other organizations: The President forwarded information concerning various surveys being done to Terry Ross-Embry, Chair of the Salary Survey Committee to see if CALL would be interested in participating.

V. Committee Reports


Internet: Annette has the member’s only section up and is in the process of testing it. The Board will do the next level of testing.

Meetings: The first business meeting of the year will be Sept. 18, 2003 at Harry Caray’s Restaurant.

Membership: 164 of the 208 CALL members filled out the photo release form. So far there are 18 members who do not want their photo published.

Corporate Memory: Naomi Goodman is getting together a searchable document for the Committee.

EPIC: The Committee has put together a goals statement for review.

The meeting adjourned at 12:07 p.m.

Submitted by: Denise Glynn


Date: September 10, 2003, 9:00 a.m.

Board Members Present: Nancy Faust, Denise Glynn, Betty Roeske, David Rogers, Christina Wagner, Jean Wenger (Absent: Julia Wentz)

Also Attending: Spencer Simon, Public Affairs Chair; Doris Nuding, EPIC Chair; Kelly Pucci, Community Services Chair

I. Minutes

Minutes for the August meeting were approved with amendments.

II. Treasurer’s Report

The Treasurer reported both August and year-end balances. Income and deposits ending August 31, 2003 totaled $1,345.00 and checks written $875.00. Actual balance at the Harris Bank to reflect deposits and outstanding checks is $16,065.25. The Northern Trust balance as of August 3, 2003 is $3,948.87. In the fiscal year 2002-2003, income and deposits totaled $36,863.03 with expenses totaling $34,407.05.

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III. Old Business

Adoption of Discussion Forum Guidelines: The Board voted to approve the Guidelines with the additional provision of a statement encouraging people to respond privately to requests.

Articles of Incorporation: Betty has passed this to the Corporate Memory Committee to find out the details. Nancy did receive a letter from the IRS dated August 7, 2003, regarding our tax-exempt status. It stated: “This is in response to your request of July 17, 2002, regarding your organization’s tax-exempt status. In March 1993 we issued a determination letter that recognized your organization as exempt from federal income tax. Our records indicate that your organization is currently exempt under section 501(c)(6) of the Internal Revenue Code.”

IV. New Business

Adopt policy for voting electronically between Board Meeting for time sensitive matters: The Board approved a policy to vote electronically between meetings for time-sensitive matters.

Additional award: Discussion was made on future involvement in symposiums and additional awards, possibly involving the new Dean at the University of Illinois, Urbana. In addition, combining with SLA for joint programs and possibly trying to get the Deans of local library schools involved with CALL.

AALL Executive Board agenda item: No items to bring up for discussion.

Chapter visit by AALL Board Member: Betty submitted an application for the May meeting. It will not be the President, since we had Carol Avery Nicholson last year.

Participation in the Homeland Security Information: CALL is on record stating we are for freedom of information per a letter sent to the Honorable Tom Ridge, dated August 27, 2003 through the OMB Watch group.

Change of date for Joint Meeting: January 20, 2004 is the date of the joint meeting with SLA. The date was changed to accommodate the guest speaker, Alice Calabrese.

John Marshall/CBA: The Board decided through electronic vote to wait and see what will be sent to the entire library community before making any decisions.

SLA Flyers: SLA is now posting its flyers on the Internet copying what CALL has done.

Outreach to library school students: SLA has started a student chapter at Dominican University.

John Fox may want to start a similar program for CALL at Dominican and possibly at the University of Illinois, Urbana.

Committee Representatives Attending for their charge

Public Affairs/Spencer Simons: The Committee has targeted several areas they will explore and continue to investigate. They include reviewing the Illinois Administrative Code, working with Mary Alice Baish, AALL’s DC lobbyist, in getting in contact with Dennis Hastert’s office to let him know what CALL is involved with, coordinating permanent public access procedures and policies, looking at the Illinois Register index, and keeping up to date with copyright issues.

EPIC/Doris Nuding: The Committee was asked to review its charges in the Handbook and asked to post flyers on the Listserv with a link to the CALL website to save on postage. EPIC will be working in conjunction with the Education Committee. It is working on putting together programs in basic legal research, Internet research, technology basics, maintaining current awareness and “I’ve never worked in a firm, what is this?”

Community Services/Kelly Pucci: The Committee was asked to post flyers on the Listserv with a link to the CALL website. The Committee is going to look at what other chapters are doing for community service and try to come up with one sustainable project for CALL to participate in.

V. Committee Reports

Internet: Annette is testing the members only side and the Bulletin.

Membership: CALL has 281 members as of Sept. 4, 2003. This is an increase of 4 over last year.

The meeting adjourned at 11:45 a.m.

Submitted by: Denise Glynn, September 15, 2003
Amended: Oct. 9, 2003
PEOPLE & PLACES
By Gail Hartzell, Valparaiso University Law Library
Gabrielle Lewis, Seyfarth Shaw LLP

WELCOME NEW MEMBERS!

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“BNA is so hands-on, and they really know their customers. They are really aware of our firm’s specific needs and will work with us to find the products best suited to meet those needs.

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People & Places
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Lord, Bissell & Brook would now like to be called Lord, Bissell & Brook LLP.

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Julia Wentz is the new Director of the Law Library and Professor of Law at Loyola University of Chicago School of Law Library. Congratulations!

Steven Probst and his wife Andi are the proud new parents of a son, Wyatt Robert Probst, born on Nov. 6, 2003. He weighed in at 8 pounds 6 ounces and is 21 inches long. Baby and parents are doing well. Congratulations!

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People & Places continued from p.12

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Jonathan Epstein
Remembered

It is with great sadness that I convey the news that Jon Epstein, Reference Librarian at the Cook County Law Library passed away on October 13. Jon joined the Cook County Law Library staff in 2001 after a multifaceted legal career. He practiced law in Washington, DC and authored several American Law Reports (ALR) Annotations. Having joined CALL in 2002, Jon was looking forward to becoming active in the Association.

Jon’s keen intelligence, wit, and dry humor will be greatly missed. A fellow tea aficionado, it was great fun to share discoveries of exotic tea flavors and blends. Jon’s thoughts on living “a balanced life” will be with his colleagues for years to come. Requiescat in pace.

Jean Wenger
The Advanced Cataloging for Law Librarians Workshop provided an excellent overview in the issues facing catalogers today. Held in conjunction with the AALL Annual Meeting in Seattle, Washington, in July, the workshop was organized by Marie Whited (Yale Law School) and Regina Wallen (Stanford University). With the support of a generous CALL grant, I was one of ninety-four people who participated in the program.

This was the third in a series of cataloging workshops AALL has offered over the past several years. The workshop was divided into three areas: continuing resources, integrating resources, and the informed application of LC Law Classification Schedules.

The first part of the workshop was on continuing resources. The speaker, Kate Padgen, is the Senior Law Serials Cataloger in the Collective Services Office of the Law Library of Congress. She began by giving an overview of the former and new bibliographic landscapes. With emphasis on the new bibliographic landscape, Padgen went on to describe in detail all the definitions and variations between the terms monographs, serials, multipart, integrating resources and continuing resources. She continued, describing in great detail descriptive changes for serials which includes the new concept of major/minor changes and when to create a new record. Throughout the morning session we participated in group exercises to help us get a grasp of the new concepts and changes.

The second part of the workshop was on integrating resources. The speaker for this segment of the program was Ann Sitkin, the Manager of Cataloging Services at Havard Law School Library. Her presentation centered on definitions, rules (AACR2 and LCRIs), and MARC coding of integrating resources. Sitkin gave thorough definitions of her key concepts: a bibliographic resource, a continuing resource, an integrating resource, an iteration and an updating loose-leaf. She reminded everyone of the Glossary in AACR2 as a valuable tool in helping to understand the new terminology. Using those definitions, Sitkin then began going through the rules in AACR2 along with the corresponding LCRIs (Library of Congress Rule Interpretations) for integrating resources. There are many changes to Chapter 12 in AACR2, with which all catalogers are going to have to familiarize themselves. She pointed out that with descriptive changes, come changes in the MARC coding. Not all MARC changes have taken effect yet, but you will begin to start seeing some new coding and fields. As in the first part of the workshop, the class participated in group exercises to get a feel for the changes which are going to be implemented.

The final part of the workshop was on the informed application of LC Law Classification Schedules. The speaker was Jolande E. Goldberg of the Cataloging Policy and Support Office at the Library of Congress and the topics she covered were suggested by catalogers from throughout the country. In the late spring/early summer, Marie Whited sent a message asking for classification questions and/or problems catalogers were encountering. Goldberg’s program responded to those questions and concerns. Eleven major question groups were posed with some groups having many sub-questions. The questions were all across the board. In the handouts, each question was answered through copies of various records, title pages, and helpful supporting information as to how the final classification was derived. I personally find Goldberg’s handouts to be invaluable. In addition to answering questions, Goldberg also talked about KB-KBZ, Religious Legal Systems and took an in-depth look at the entire matrix of Class K. With her unique style, Goldberg managed to keep everyone on their toes.

The workshop was an excellent overview of today’s cataloging issues. For the past couple of years, catalogers have been hearing about continuing resources and integrating resources as well as having to incorporate new International and Religious Law Schedules into their collections. This workshop provided a strong starting point in dealing with these complex issues. I thank CALL for providing me a grant to attend this fine program.
**WANTED**

Article submissions from CALL members. Have you written or read an article by one of your fellow members? Help the PR committee get the word out!

We are looking for articles on any law related topic (including past articles published in the CALL bulletin).

<table>
<thead>
<tr>
<th>Legislative History</th>
<th>Subject analysis</th>
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<td>Product reviews</td>
<td>Web site reviews</td>
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<td>Case studies</td>
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Publications include:

- Chicago Daily Law Bulletin
- AALL publications
- Law Reviews
- Illinois Bar Journal
- Chicago Lawyer
- Local media

**REWARD**: Increased public awareness of CALL, its members, and the profession.

Contact:
- Lynn Leinartas  LLEINARTAS@JENKENS.COM (312) 425-3945 or
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On a bright and sunny March day (okay, I don’t re-
member what the weather was like, but doesn’t this
sound better than a cold and cloudy day?), a call went
out to CALL members seeking participation in the
Illinois CLICKS! project. The name and description of
the project sounded intriguing so I decided to volun-
teer. What followed was the enjoyable and educational
experience of working on a project, the purpose of
which was to provide easy access to information on the
web to Illinois (and other states’) residents. As stated
on the Illinois CLICKS! website, it is the “anywhere,
anytime information website created and maintained by
Illinois librarians.”1 The acronym CLICKS stands for
Citizens’ Library of Illinois - Comprehensive Knowl-
edge Service. The purpose of the project was to
create a cohesive website one can go to for information
on various topics, rather than having numerous dupli-
cative websites throughout the state. 2

The Illinois CLICKS! program is sponsored by the
Illinois State Library and was funded through the
federal Library Services and Technology Act.3 The
Suburban Library System in Burr Ridge, Illinois
spearheaded the project. Through the SLS, librarians
from all different fields were coordinated and trained
on how to submit material for inclusion in the Illinois
CLICKS! database. The general categories for which
volunteers were sought were: Consumer & Business,
Health, Homework Help, Immigration, Jobs & Careers,
Law & Government and Travel & Tourism. As you can
probably guess, the call to CALL members went out to
participate in the Law & Government part of the
website.

CALL members from various types of libraries volun-
teeered for the task. Academic, firm and governmental
librarians were represented on the team. Brenda
Larison at the Illinois Supreme Court Library and Joan
Ogden from McGuireWoods coordinated the Law &
Government team members. The team members
included: Aleksandra Chernin, Therese Clarke, Kay
Collins, Carol Hosticka, Joanne Kiley and Debbie
Rusin. The team was divided into six subcategories:
Elections and Elected Officials, Employment Issues,
Family Issues, How Our Legal System Works, How to
Find a Lawyer and Motor Vehicle Issues. Two librar-
ians were assigned to each subtopic and given the task
of searching for useful websites related to these
subtopics. Upon locating an appropriate site, the
librarian submitted the website along with a searchable
keyword description, title, author and other pertinent
information to the Illinois CLICKS! database. The
page was then added to the database and made avail-
able to searchers through the Illinois CLICKS! site.

Many months of behind the scenes work was done on
the site by the participating librarians, but more so by
the coordinators of the project and the team leaders.
As I indicated earlier, the call for volunteers went out
in early March and much of the website collection
work was performed throughout the spring and summer
months. The information collected by librarians was
constantly being added to the database and the search
mechanisms were developed and continuously being
tweaked. The website went live in late summer and is
available at http://www.illinoisclicks.org . I know that I
found the experience of participating (past and present)
in the project very beneficial. Oftentimes in the law
library world, we are shielded from much of the rest of
the research world. It was nice to contribute from the
law library world to the greater library profession.
Users of the website will hopefully find useful refer-
ences to valuable information. The fact that the
keyword descriptions provided were created by librar-
ians ideally will make searching easier. I am grateful
for the opportunity to participate in this project. I
hope you all will take a moment to visit the Illinois
CLICKS! website and see the contributions of your
colleagues in the law library field as well as your
librarian colleagues from many other disciplines.

1 See, http://www.illinoisclicks.org/browse.php
3 Illinois CLICKS! Training Manual v1.0 (June 18,
2003). A copy of which can be found with the author
of this article. ■
This summer, the Chicago Area Solo Librarians (CASL) launched the Librarian’s Expert Assistance Database (LEAD). This grant-funded project provides a knowledge base of solo librarian expertise in the Chicago area by showcasing CASL members’ professional experience, talents, and skills. The purpose of the resource is to encourage professional interaction, consultation and support with other local solos. The “expertise database” is an innovative example of solos seeking new and tangible ways to network among colleagues.

The idea for the database arose out of dialogue on CASL’s email discussion list as members considered how to follow up on the successes of two 2001 grant-funded workshops, on time management and on networking and collaboration, which officially launched our professional group for solos around Chicago. Members of the group expressed an interest in continuing to find opportunities for meaningful contact and collaboration, but many felt stretched for time and unable to commit to attending meetings or events. But it is precisely because solos often find they are unable to attend professional development events that it is especially important for them to find ways to interact with colleagues. The virtual environment can provide a useful venue for this.

The database idea was suggested by CASL (and CALL) member, Joan Ogden. Apart from the more informal structure of email discussion lists, a database would be useful as a more structured format for information sharing among CASL colleagues. Creating a searchable database makes it possible for a solo, from his or her desktop, to locate colleagues that can offer insight for a given project and then be able to initiate informal contact with these knowledgeable colleagues.

Solo librarians often work in isolated locations, away from meaningful professional contact with other librarians. They find themselves single-handedly managing demanding projects for their organizations, for example the installation of a new automation system or embarking on a major digital archiving project; each solo librarian must often start “from scratch,” and maybe without any prior experience with the requirements for the given project. While solos often become accustomed to self-reliantly developing services, the database offers a way to connect with others who have the knowledge about project planning and implementation which can significantly ease the way for a solo setting out on a similar, yet “new-to-them” project.

Sharing the valuable learning experience that solo librarians develop in carrying out projects is important. It is this tacit expertise and empirical knowledge — beyond the subject specialties and collection strengths that a given solo may have, for example in music, law, or medical librarianship — that librarians cultivate that the LEAD resource captures. This assistance can be valuable to other solos engaged in similar projects, especially new solo librarians who may find themselves surprisingly isolated from contact and consultation with colleagues.

The customized database model was designed by CASL members, in collaboration with the development team which included database consultant, Dawne Tortorella of BellCow, Inc., along with Illinois Institute of Technology (IIT) graduate student assistant, Nagarajan Balasubramanian, and Elizabeth Quinlan, Librarian at the Center for the Study of Ethics in the Professions (CSEP) at IIT, as LEAD project director. At a database design workshop with Tortorella, CASL members determined the types of information to collect and the desired search and browse functions.

Given the amount of data, an advanced browse function currently provides sufficient access to the information of our experts. LEAD content can be browsed by expert name, subject skill area, library system affiliation, industry type, professional memberships and language skills of CASL members, and by project and grant program titles. LEAD is an exemplary model of functionality and usability based on scale, with flexibility built into the application which, as desired in the future, can provide for additional tables of information and search functions to be integrated into the database.

To provide a web platform for the database, Tortorella helped design a website that is dynamic, useful, and

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visually pleasing, and the site and the database now both reside permanently on Chicago Multitype Library System (CMLS) servers. In addition to serving as a home for the interactivity of our database, the new CASL website has other features useful for solos, including a Resources page that includes useful links to professional, reference and vendor resources for Chicago-area solos.

The development team devised both the user interface, for visitors to the site who browse the content, and also an administrative back-end to the site, where solos can enter and update their data directly into the database through web forms. There are web forms for both data input by solos and a web form, entitled the “Idea Warehouse,” for users to offer feedback and suggestions as well. The ability for CASL to both input data and to search for talented colleagues through the web makes LEAD a particularly useful tool, and overall the site provides a distinctive web presence for CASL. Since our launch on August 21, visits to the site have multiplied, with our hit counter registered close to 500 visits in its first five days of public use.

From idea to design to implementation, this project was a real grass-roots effort carried out by the Chicago Area Solo Librarians group with the development team.

The Librarian’s Expert Assistance Database has helped CASL make strides in achieving its primary goals: to continue to develop opportunities for networking, to promote collaboration among solo librarians, and to provide access to a local, vibrant, relevant professional network. CASL hopes that LEAD will thrive as an asset, not only for solos in the Chicago area, but also for our whole community of librarians.

Solo librarians in or near Chicago are welcome to create a profile. Email CASL at caslexperts@chilibsys.org to request a login and password. All visitors are encouraged to browse our database of solo librarians’ talents at http://casl.chilibsys.org/experts/browse.asp.

1 Funding for this grant was awarded by the Illinois State Library (ISL), a division of the Office of Secretary of State, using funds provided by the Institute of Museum and Library Services (IMLS), under the federal Library Services and Technology Act (LSTA).

2 http://www.bellcow.com/Default.htm
3 http://casl.chilibsys.org/experts/browse.asp
4 http://casl.chilibsys.org/
5 http://casl.chilibsys.org/ideas.html
“…any other name…”

The genesis of this article was the question “what interesting projects have I been involved in lately.” Well I have been very involved with the Special Libraries Association, Illinois Chapter. I have been working with a group of librarians who had a vision, many years ago, of using Knowledge Management to bring SLA members together.

The best reasons to belong to CALL, SLA and every other organization to which I belong is that I can learn so much from other members, teach other members things that they may not know, and bring people together. Okay I know I sound very Pollyannaish but I do like to talk to people, have been a teacher of library school topics and have answered many questions.

Librarians have been talking of KM for years in their places of business; why not in their organizations?

It took many years to bring together the dream of sharing knowledge, the realization that we could not do everything, the setting up of parameters and obtaining access to software and Web materials we could use. Membrain was born.

Membrain is a virtual, dynamic knowledge management resource available on a website. The resource will be a “learning laboratory” for gathering, sharing and publishing a collection of knowledge and experiences. The developers hope that it will be a dynamic, centralized source of wisdom to enhance professional growth and extend librarians influence throughout the workplace. We hope to tap into the wisdom and experience of information professionals throughout the world.

A committee that was put together by SLA Illinois, Carla Owens, Bonnie Sebby, Noreen Kelly and myself, with much support and help from the Board, got the dream off the ground. The SLA National office was very generous to the Illinois Chapter, bestowing a grant on us to get Membrain up and running. The initial grant money went to a web designer to develop the Membrain site, to prize money for the initial content providers, and to incidental expenses to maintain the site.

Once the grant was in place the Membrain committee had to determine what we could deliver and how to deliver it. We had many discussions: how to group the information we had, how to get more information to the site, how to “police” the information and how to keep the site in front of the SLA members. E-mail is a wonderful thing. We decided to group materials into five buckets, professional growth, info management, manager’s forum, partnering and subject savvy.

As content is king for Membrain, last Spring, the committee staged a contest for the “first content providers”. Some other steps the co-content manager, Noreen Kelly, and I have taken are calling people we know and respect to beg for content and approaching many of the Library schools in the country, including Dominican and the University of Illinois, to recruit the students.

The plans that the committee has for the coming year are to deploy a search engine, develop a more “invigorating” page template and to continue to solicit content.

I hope that CALL members will check out the Membrain site at www.slaillinois.org, and give the Membrain committee your ideas, suggestions and content. A librarian is a librarian and the information is there for you. We need you to contribute, collaborate and consult.
WANTED: Volunteer Reference Librarians
If you are like me, you probably love to help people and volunteer your time, but you are a bit optimistic as to how much volunteering can be done in the scope of your week, month or year. This is why I volunteer some of my time to the Internet Public Library. I do not have to be somewhere for a designated amount of time every week. I can volunteer any of the 24 hours in a day. I can volunteer from home, an Internet café or at work over lunch. I can be gone (or too busy) for a few weeks and return to volunteering at the Internet Public Library without having disappointed anyone.

What is the Internet Public Library?
The Internet Public Library (IPL), founded by the University of Michigan’s School of Information in 1995, serves as a collection of pathfinders, FAQs, web searching advice, and a reference desk for the Internet community. A staff of five and volunteer graduate students from the School of Information maintain the online collection and manage the volunteer reference work. For information on all but the Reference desk, visit www.ipl.org.

What is IPL Reference or Ask A Question?
From the perspective of the visitor to the Internet Public Library the “Ask a Question” service allows a user to ask for reference assistance in finding the answer to a factual question or sources to provide more information on a particular topic. This is used when one cannot find the information needed through any of the available resources at IPL (or elsewhere). Once an IPL user submits his/her question on the “Ask a Question” form (http://www.ipl.org/div/askus/), the question is placed on a password secured server for IPL Staff and IPL Reference Librarians. From here an IPL Reference Librarian can “claim” a question and respond with the appropriate information directly to the requestor. There are guidelines to follow when responding. Some of these include opening with a greeting, closing with a salutation, and citing your sources. I often include a description of the path to follow or search terms to use.

This explanation oversimplifies the whole process needed to make this service work. However, from the volunteer’s perspective it is this easy. Behind the scenes, the IPL Staff sorts the questions into factual or source questions, verifies that the questions have not been answered many times in the past, codes the questions according to subject and answers those questions which have not been claimed and answered within one week by the volunteers. These questions are affectionately referred to as “Sludge”.

Who are the IPL Reference Librarians?
The IPL Reference Librarians include professional librarians from around the world and graduate students from the University of Michigan School of Information. There are academic, public, school, and special librarians involved in IPL Reference. On occasion graduate students from other LIS programs will volunteer for a semester.

Why volunteer?
I first learned about volunteering for the IPL Reference Desk during a General Reference course in my LIS program at the University of Illinois Urbana-Champaign. One of our assignments required signing up as a volunteer, attending an introduction to IPL Reference, dedicating 30 hours to researching and answering IPL Reference questions (my first taste of something similar to the billable hour), and writing a paper analyzing the service and the volunteer experience. I loved it.

I was able to choose which questions I wanted to answer and I was able to help many people from around the world. I learned so much that I never would have learned otherwise. I have even stumbled upon web resources that have proven valuable for work-related research. There are many topics in the areas of technology, business, the arts, literature, science, sociology, and more. I tend to stay away from business and technology questions because these resemble work a bit too much for me. I prefer to answer the unusual questions and the science fair questions. As a former teacher, I enjoy getting the chance to help children once again. To get a sense of the type of questions you could be asked, here is a sampling of some of the questions I have answered over the years.

- The history of the watermelon
- The climate and soil requirements for farming saffron
- The birth date of Nikolaos Platon
- Lots of school science fair projects
- Source information on tapestries
- Museums with web-based galleries
- Are tea workers exploited and if so which companies have fair labor standards? (This is the question I “claimed” today and now need to answer.)

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24/7 reference. Can such a thing be possible in the law library world? Is it something that firm, public, and academic law libraries can all embrace? Well, it is being done. As we speak, law libraries across the country are experimenting with 24/7 real-time reference service made possible through the wonders of technology. The same technology that keeps college students chatting online with each other into the wee hours of the morning is being used to help remote patrons find answers to their questions.

AALL, ALA, and SLA have all sponsored educational programs on the subject of virtual reference. This is not exactly a new topic, but it is still an experimental one in the law library world. Now, however, we are beginning to get reports from the pioneers on how these projects are actually working out.1

Illinois libraries are not being left behind. Currently thirty-six libraries are participating in the MyWebLibrarian project. The MyWebLibrarian project is the result of collaboration between the Alliance Library System and the North Suburban Library System, both of whom had developed separate virtual reference services that were merged through this project. The project is being funded by LSTA grant money. One of the goals of the project is state-wide participation. The MyWebLibrarian project is currently being coordinated by Skip Burhans. The Project Directors are Anna Yackle, from the North Suburban Library System and Mary-Carol Lindbloom, from Alliance Library System. You can find more information about MyWeb Librarian at: http://www.myweblibrarian.com/.

If you're intrigued and want to research virtual reference and what sort of technology is needed, the following sites will help:

General Information Sources:
◆ Bernie Sloan, Collaborative Live Reference Services
   http://alexia.lis.uiuc.edu/~b-sloan/collab.htm
◆ Bernie Sloan, Digital Reference Services: A Bibliography
   http://www.lis.uiuc.edu/~b-sloan/digiref.html
◆ The Virtual Reference Desk
   http://www.vrd.org/
◆ Virtual Reference Desk Conference 2002 Electronic Proceedings
◆ LiveRef: A Registry of Real Time Digital Reference Services
   http://www.public.iastate.edu/~CYBERSTACKS/LiveRef.htm
◆ Shall We Chat? Extending Traditional Reference Service with Internet Technology. A Survey of Online Interactive Reference Services (as of July 2000)
   http://web.uflib.ufl.edu/hss/ref/chat/cc3.html
◆ Some of the More Popular Vendors (this is not an exhaustive list)
  ◆ 24/7 Reference
     http://www.247ref.org/index.cfm
  ◆ Convey Systems Inc. – On Demand
     http://www.conveysystems.com
  ◆ Docutek Information Systems, Inc. – VRLplus
     http://www.docutek.com
  ◆ Library Systems and Services, LLC – Virtual Reference Toolkit
     http://www.vrtoolkit.net/
  ◆ Live Assistance
     http://www.liveassistance.com/
  ◆ LivePerson
     http://www.liveperson.com/
  ◆ QuestionPoint Collaborative Reference Service
     http://www.questionpoint.org/

The Illinois State Library has developed an annual statewide database trial called, Try-It! Illinois, which offers the staffs and library users of the more than 4,000 ILLINET member libraries the opportunity to survey and evaluate a wide variety of electronic resources.

This year, Illinois librarians and library users were invited to participate in Try-It! Illinois for free from October 1, 2003, through November 30, 2003. Thanks to the partnerships between the Illinois State Library and the participating electronic resource vendors, users could access, AT NO CHARGE, any of the more than 300 products in the Try-It! Illinois database during the trial period. A login and password were required to access the Try-It! Illinois database, and individual products may have required additional logins and/or passwords that were listed under the product URL on each product page.

Here is the complete list of Try-It! Vendors:

- ABC-CLIO
- AccuNet/AP Multimedia Archives
- Books24X7
- Bowker
- Career Guidance Foundation
- Columbia University Press
- CQ Press
- EBSCO
- EBSCO/NoveList
- Encyclopaedia Britannica, Inc.
- Facts on File Online
- FACTS.com
- The Gale Group
- Greenwood Electronic Media
- Grolier Online from Scholastic Library Publishing
- H.W. Wilson
- Learning Express
- McGraw-Hill
- Micromedex/PDR
- MyE-Search.biz
- netlibrary
- NewsBank
- OCLC/FirstSearch
- ORS Publishing
- Ovid Technologies
- Oxford University Press
- Palgrave Macmillan Publishing
- ProQuest
- ProQuest/bigchalk
- Roth Publishing (LitFinder)
- SIRS
- World Book, Inc.
- The World and I

This was the fourth year for Try-It! Illinois. Since the trial is offered at the same time each year, you might want to, well, “try it” next year! The website is located at http://eli.sls.lib.il.us/tryit/. Please direct any questions about Try-It! Illinois to the wonderfully helpful Barbara Alexander of the Illinois State Library, balexander@ilsos.net or 217-785-7334.

INTERNET PUBLIC LIBRARY
continued from p.22

My level of volunteering for IPL has risen and fallen since my first foray into IPL Reference librarianship due to work, life, and sundry distractions but I still thoroughly enjoy finding the answer. Every once in a while I’m lucky enough to get a thank you from an IPL user. It’s a great feeling.

In order to investigate volunteering for IPL Reference visit: http://www.ipl.org/div/askus/recruit.html.
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"DEGREE INTELLIGENCE" IS NOT ENOUGH!

Well, the dust has pretty much settled at this point. As I write this article, I realize that I have now been at Skadden, Arps for a little over three months. The wake of the turmoil I experienced over the dissolution of Altheimer & Gray and then the uneasiness and apprehension of being the new librarian on the block at Skadden, Arps is subsiding.

The days are much calmer now and my attention has again shifted back to simply trying to do the best job that I can.

When I originally sat down to write this article, I didn’t think that it would prove to be too difficult. The title of this issue is, “KM: Grassroots Projects,” and the issue itself focuses on the Internet-based, library-related projects that CALL members have been working on lately. So when I finally dug out my pad of paper and pen to begin writing, I thought that since I am a degreed and intelligent person, I too would simply write about a “special project.” At the onset I didn’t realize that this would require more than mere intelligence and a degree. That was then.

In the beginning, my thinking went a little along these lines: Let’s see, what “special project,” can I write about. Hmmm . . . I know, I will write about . . . blogs! That’s it – blogs! What a great idea, but what the heck is a blog? I know that it is a weblog, but I am not sure that I understand exactly what a weblog is. According to the definition I found on the Internet, it stated that, “[a] blog is basically a journal that is available on the web. The activity of updating a blog is ‘blogging’ and someone who keeps a blog is a ‘blogger.’ . . .”

Well, that certainly is interesting but I really don’t have much knowledge about blogs, so maybe I should write about something else.

Hmmm. I could write about MemBrain. Now that sounds interesting! Let me see. According to the website, “MemBrain is your virtual, dynamic, knowledge management resource. [It] is a ‘learning laboratory,’ for gathering, sharing, and publishing collective knowledge and experience . . . discover new ideas or sage advice from your colleagues.”

Wow! MemBrain sounds like it can be a very useful source for me but I really don’t know much about it either. It looks like it is a forum for information professionals to share ideas and knowledge. I think that I better take some time to see what it is all about before I write at any length about it. MemBrain could even help me out with how I do my job. On second thought, I have my degree and my intelligence to help me with that, don’t I? Okay, maybe writing about MemBrain isn’t such a good idea. However, I have to write about something, but what?

LEAD (Librarian’s Expert Assistance Database) of the Chicago Area Solo Librarians (CASL) came to mind. Their website states, “[o]ur ‘expertise database’ captures and details the professional librarian skills, talents and experience of those solos in the Chicago area who have contributed their expertise (‘data’). The purpose of the project is to provide a knowledge base of solo librarian talent in the area to encourage professional interaction, consultation and support with other local solos.”

But this isn’t going to work for my topic either. Neither am I a solo librarian nor do I really know anything about their website despite the fact that it sounds like a fantastic source to supplement my “degreed intelligence.”

Okay, Okay, I admit it! I guess that my reliance on my “degreed intelligence” is depriving me of some very valuable information out there. I am beginning to think that having my masters’ degree, while, necessary, may not be all that is needed to be an informed and knowledgeable librarian. It sounds like there is a lot of information gathering and sharing taking place out there and that a lot of it can probably assist me in my current position.

I admit, resources change, vendors merge and so to their product lines. Print sources become electronic and what was there yesterday is gone today. What was once too old to quickly obtain is now easily accessible. Best practices even change. For all of the reasons listed above along with numerous others, it is easy to see why having a library degree is simply not enough. Nor is mere intelligence. If we simply hold on to the knowledge that we have without sharing it with others and if we refuse to participate and/or become informed of all of the knowledge out there, we as librarians are simply setting ourselves up to become quickly antiquated.

continued on p.28
PROFESSIONAL READING
by Mike Robins, Levenfeld Pearlstein

In conjunction with the theme of this issue, the following articles feature details on a variety of knowledge management, portal and online reference projects.

Available at: http://www.infotoday.com/searcher/oct03/block.shtml

Block outlines the numerous, widespread changes that the Internet has brought to library services. Suggesting practical coping techniques, she discusses the importance of evolving patron expectations, training and retraining user opportunities and the “perceived” threat to books and reading.

At the Science and Technology Library at the University of Akron, reference librarians provide services from home via virtual reference software. This article discusses the benefits of such a program, including increased hours of reference services for patrons and a “more productive, higher-value multitasking environment” for librarians.

The authors describe Monash University Library’s trial experience with Fretwell-Downing’s ZPortal software. Designed to provide comprehensive access to the library’s online resources, the ZPortal project raised many interesting issues about the future of library services, discussed here in great depth.

Recognizing that digital libraries often require different skills than those taught in many MLIS programs, this article proposes a new “constructivist” approach to library education. Joint suggests that digital environments call for a fast-changing approach with less of an emphasis on traditional skills such as cataloging.


The author feels that knowledge management is as central to a legal practice as word processing or e-mail. To convince attorneys and directors of its import, Kay proposes ways for accurately estimating KM projects and how to “value bill” clients for the results.


With the development of user-friendly, online docket services such as PACER and CourtExpress, the author suggests that librarians would be wise to teach attorneys how to gather such research on their own. Since most professionals already use Westlaw and Lexis comfortably, training on docket resources will provide greater efficiency for attorneys working when librarians are off duty.

Available at: http://libraryjournal.reviewssnews.com/index.asp?layout=articlePrint&articleID=CA322627

Luther discusses the many benefits of metasearch portal technology, in which users are able to enter keywords in a simple interface and retrieve results from various full-text and bibliographic databases at once. Rather than lamenting the popularity of Google, the article suggests leveraging the users’ preference for search engines by supplanting their catalogs with a similar interface.

Using Appleby Spurling & Kempe’s enterprise portal, Pathfinder, as an exemplary case, the author details the tremendous benefits of portal technology. In addition to customary features such as integrated applications and sophisticated search capabilities, the author recognizes the importance of a “usable interface” and strategies for future developments.

Written following the Philadelphia Chapter SLA Roundtable Breakfast in 2002, this article surveys virtual reference services currently available with prospects for the future. The discussion includes continued on p.28
**Professional Reading continued from p.27**

special libraries large and small, thereby making its observations of interest to anyone considering implementing such a program.


The author attempts to define what is and what is not a portal amidst the numerous definitions and available products. Recognizing that enterprise portal technology is here to stay, he proposes that true portals provide customization, personalization and integration of content.


Monte’s article makes a nice companion to the Miller discussion above. Here, the author also describes typical features of enterprise portals, but then she nicely relates them to Intranet and knowledge management initiatives within the legal community. As an added bonus, the article concludes with an extended list of suggested further readings.


This article summarizes the results of a survey of people responsible for special digital library collections. It focuses on issues related to material description and access. In addition, it includes data regarding online finding aids and implications for the future.


Recognizing how the Internet has impacted the responsibilities of systems librarians, this article highlights XML and its ability to tie together disparate applications. In turn, the author suggests that librarians should develop “mainstream IT Web-based skills” in order to strategize for the future.


As an attorney, Rusanow explains the need for knowledge management initiatives in all legal businesses, whether they be large firms or solo practitioners. She highlights the many reasons why KM is critical to a law practice’s success, but does so from a practical, results-based perspective in an effort to convince other attorneys.


The author cleverly and humorously describes the differences between reference work and online question-answering services such as Google Answers. While some new users prefer the convenience of online researchers, West explains that they are no substitute for reference librarians and that they rarely claim to be.

**Working Smarter continued from p.26**

If we are to stay current, sharp and resourceful in our jobs, we need to share and stay current in our knowledge. No one person, degreed or otherwise, can possibly know everything there is to know. But by sharing our knowledge and partaking in some of these special projects either as a participant or as a member of the viewing audience, we can remain on top of our game.

I suggest that next time a “special project” comes our way, we give it more than a parting glance.

1 http://www.matisee.net/files/glossary.html
2 http://www.slaillinois.org/membrain
3 http://casl.chilibsys.org/default.htm
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