

# **CALL Bulletin**

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## FROM THE EDITORS

Greetings, from the trenches, and do we mean trenches this time! This is certainly not something new, but as Fall rolls in this year we can't deny something else is afoot as well. Change is in the air, not only the weather kind, but in our profession. We all are coping almost daily with the inevitable transition from print to electronic resources. Our shelf space is shrinking while our virtual libraries are expanding and we are constantly faced with the question, "Do you know where your resources currently reside?" And if that isn't enough to worry about, it seems the talented group of individuals known as research librarians is quickly being quickly being considered for the endangered species list as more and more librarians retire and fewer members of the younger generation consider librarianship as a career path.

In response to these changes, challenges and concerns, we would like to chronicle some of your resistances, remedies and remarks. So send them our way, please, via email or snail mail, or just call us up if you'd like. Because we'd like to hear from you.

There have been changes here in the *CALL Bulletin* as well, and we editors hope you'll like them. Maria Willmer is taking over the Working Smarter column. Sheri Lewis has willingly agreed (willingly being the important word here). Roberta Fox is co-editing with Deborah Rusin.

We hope you enjoy this issue and look forward to hearing your resistances, remedies and remarks.

Debbie Rusin

Roberta Fox



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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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Deadlines for submitting articles and advertising:

Issue	Deadline
Fall	August 1
Winter	November 1
Spring	February 1
Summer	May 1

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## PRESIDENT'S LETTER

By Jean Wenger, Cook County Law Library

Dear Members,

Thank you to the many members who volunteered for a formal committee for 2004-2005. Seeing all the volunteer forms roll in is, quite frankly, a humbling experience. With multitasking as our way of life, your enthusiasm to contribute to the activities of CALL is all the more valuable. If you were undecided about a committee or, presently do not have the ability to make a commitment, opportunities will abound throughout the year for you to participate in the projects of CALL. Attending continuing education programs and business meetings and sharing your ideas for the Association with colleagues are all ways of making a contribution. CALL needs the talents, skills and creativity of new and veteran members. Throughout the year you will hear more about the committees and their activities via the CALL discussion list, in the *Bulletin*, on the CALL website, and at business meetings.

I envision 2004-2005 as the year for expanded educational opportunities, increased professional visibility, and recruitment. Continuing education suggestions to date include lunch-time brown bags, half day and full day programs. If you have ideas for program topics, please contact Continuing Education Committee Chairs, Charles Condon (815) 753-9496, [ccondon@niu.edu](mailto:ccondon@niu.edu) or Sheri Lewis (773) 702-9614, [shl@midway.uchicago.edu](mailto:shl@midway.uchicago.edu).

Within the Chicago professional community, CALL members have the expertise and skills to participate as presenters in CLE programs and to submit articles to newsletters and journals. I envision positioning CALL as the go-to organization of

local bar associations and other professional associations for the trends, challenges and practices affecting the access and retrieval of legal information.

CALL members came to their current positions and situations through varied and unique paths. To recruit the next generation of law librarians, we must develop outreach projects to attract library students, law students and other interested professionals to law librarianship. As an Association, we need to work to promote the efficiencies and efficacies of having an on-site law librarian in firms, corporations and courthouses.

On August 5, CALL Committee Chairs and Board Members met at the Metropolitan Library System (MLS) (formerly the Chicago Library System) for a Leadership Session facilitated by Kathryn Deiss of MLS. This half-day meeting enabled committee chairs to discuss better means of coordination and collaboration to expand services and projects within CALL. The discussion centered on the ideas of education, visibility and recruitment.

To kick off our new year, please join your colleagues at the Allegro Hotel on Friday, September 24 for the first CALL Business Meeting. Our featured speaker will be Professor Neil Williams of Loyola University of Chicago discussing the legacy of *Brown v. Board of Education*.

Your participation, enthusiasm and creativity are the driving forces in CALL. If you have ideas, suggestions or questions, please contact me at 312-603-5131 or [jwenger@cookcountygov.com](mailto:jwenger@cookcountygov.com).

Jean

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## CALL thanks

CCH

for sponsoring the May  
Business Meeting

and

Professional Library  
Services, Inc.

for donating the  
door prizes.

**CALL Executive Board  
Summaries of Minutes  
By Denise Glynn  
DePaul University College of Law**

**Date:** April 7, 2004, 9:00 a.m.

**Place:** AALL Headquarters

**Board Members Present:** Nancy Faust, Denise Glynn, Betty Roeske, Dave Rogers, Jean Wenger, Julia Wentz

**Absent:** Christina Wagner

**Newly Elected Board Members Present:** JoAnn Hounshell  
**Absent:** Naomi Goodman, Jamie Stewart

### I. Minutes

Minutes for the March 2004 meeting were approved. There was no February meeting due to lack of a quorum.

### II. Treasurer's Report

Income and deposits for March totaled \$3,220.00 and checks written totaled \$2,584.23. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$18,620.20. The Northern Trust balance as of March 3 is \$3,970.81. (The Northern Trust balance was supplied later via email)

Nancy Faust noted a small surplus in the treasury, but the funds will even out after the May meeting.

Members to date: Membership totals 306.

### III. Old Business

**Exhibit Hall setup:** Jean Wenger will talk to the Public Relations Committee to get a volunteer for the set up of the CALL table at AALL. The Committee meets Apr. 20.

**Free registration for AALL:** The selection of potential candidates for the free AALL registration has been turned over to the Grants & Awards Committee.

**Elections & Bylaws:** Brian Myers and the Elections Committee did an excellent job getting out the ballots for both the Board election and the Bylaws election. The CALL Board chose to have a link to the website outlining the proposed Bylaws changes on the ballot rather than printing out the proposed Bylaws changes and enclosing them with the ballot. This saved on mailing costs.

**Handbook revision date:** Handbook revisions have to be completed by August 1, 2004. Jean Wenger is tentatively thinking of August for the CALL leadership meeting.

### IV. New Business

**Representative for CONELL Marketplace:** Last year the Public Relations Committee had a volunteer who represented CALL at CONELL. Jean Wenger will see if they have a volunteer for this year.

**Representatives for Chapter Leadership sessions in Boston:** Betty Roeske has asked for Committee Chairs or Board members to cover all of the leadership sessions. Currently there are 3 programs for which volunteers are needed.

**Archiving the *Bulletin*:** At the January 2004 CALL Board meeting, the Board decided to have 5 professional copies of the *Bulletin* printed with 2 copies going to the Archives and 3 copies going to the President's box. The suggestion was made to look at the charges for the Printing Committee and see if it will be feasible to shift the printing charge to the Printing Committee.

**Committee Annual Reports:** Betty Roeske will post a message to the Discussion Forum for all committee chairs to prepare their committee annual reports.

### V. Committee Reports

**Meetings Committee:** There was a complaint to the Meetings Committee that the service at Wildfire was slow. A suggestion will be made to the Meetings Committee cookbook to give the restaurant a timetable as to when we want the food served. Mary Ann Lenzen will talk with Lettuce Entertain You to see if a discount is available if we were to book 3 meetings in their restaurants. The May business meeting will be held at Maggianos. Merle Slyhoff of the AALL Board will be the guest speaker. At the May meeting the new board members will be announced and have their pictures taken for the *Bulletin*.

**EPIC:** The Committee feels it should continue but as a subcommittee of the Education Committee and not as a special committee. No one has yet volunteered to be the chair for next year.

**Union List Committee:** The Committee has received 53 preorders for the 13<sup>th</sup> edition of the *CALL Union List of Serials*, 43 from participants and 10 from non-participants. On March 12 the Committee posted a reminder to preorder your copies by the April 1 deadline.

The meeting adjourned at 10:40 a.m.

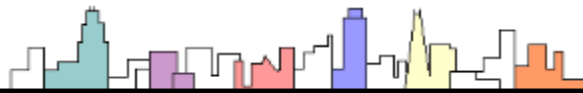
Submitted by:

Denise Glynn  
April 16, 2004

Approved: May 12, 2004



*continued on p.5*



## ***Executive Board Minutes cont. from p.4***

**Date:** May 12, 2004, 9:00 a.m.

**Place:** AALL Headquarters

**Board Members Present:** Nancy Faust, Denise Glynn, Betty Roeske, Dave Rogers, Christina Wagner, Jean Wenger, Julia Wentz

**New Board Members Present:** Naomi Goodman, JoAnn Hounshell, Jamie Stewart

### **I. Minutes**

Minutes for the April 2004 meeting were approved.

### **II. Treasurer's Report**

Income and deposits for April totaled \$520.00 and checks written totaled \$1,614.59. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$17,494.83. The Northern Trust balance as of April 3, 2004 is \$3,974.02.

Nancy Faust announced Harris Bank is increasing their bank charges by \$20.00 per month beginning in June. She is suggesting to JoAnn Hounshell, the incoming treasurer, the possibility of switching banks. The Certificate of Deposit at the Northern Trust rolled over at an interest rate of 1.350%. Nancy Faust said CALL will be just about breaking even this year.

Members to date: Membership totals 307.

### **III. Old Business**

Exhibit Hall setup: The Public Relations Committee will be responsible for setting up CALL's table at the annual meeting in Boston.

Representative for CONELL Marketplace: The Public Relations Committee has a representative for CONELL.

Representatives for Chapter Leadership sessions in Boston: Jean Wenger announced all sessions are covered.

### **IV. New Business**

Law Bulletin Publishing Company 2004 Signature Listing Opportunities: Every year the *Chicago Daily Law Bulletin* and the *Chicago Lawyer* offer a way to get association's names published in their signature listing opportunities. This year they are offering 5 different issues with signature listings. The listings include the name of the association, a 2-3 sentence description of the association and contact information. The rate is \$85.00 per issue or all 5 issues for \$350.00. The Board will consider listing CALL in a single issue as a way to get our name known in the legal community.

Reimbursement for speakers: Naomi Goodman, Vice President Elect, is working on securing speakers for

the CALL business meetings for the upcoming year. Naomi wanted to know what the procedure was for travel reimbursement for the speakers. Mary Alice Baish has agreed to be the speaker for the November business meeting. In addition to speaking at the breakfast meeting, Baish is willing to do a workshop on public affairs. CALL will pay for her to stay one night at the Union League Club. Naomi will need to tell the Meetings Committee of the speaker selection. For the September business meeting, Naomi wants the topic to be Brown vs. the Board of Education. Her first thought for a speaker was Peggy Smith from Iowa who would need to be reimbursed for her car fare. Julia Wentz suggested Neil Williams from Loyola. Since Mr. Williams is local, Naomi will contact him and see if he is available to speak.

Complete set of corporation papers: The Corporate Memory Committee has suggested CALL get a new full set of corporation papers. Denise Glynn went to the Illinois Secretary of State, Business Services Office and obtained a form. The cost is \$35.00. Dave Rogers motioned to spend the \$35.00 and get a full set of corporation papers. Jean Wenger seconded. The Board voted in favor of getting the full set of corporation papers. Denise Glynn will fill out the form and get the set of corporation papers.

CALL No Host Dinner in Boston: Jean Wenger wants to have a dinner in Boston. She will appoint someone to coordinate the dinner.

Increase Grants money: Betty Roeske made the suggestion to the new board of possibly increasing the amount of money budgeted to the Grants Committee for the next year.

CALL Award winners: Judy Gaskell will receive the Agnes and Harvey Reid Award and Loyola will receive the award for best in-house publication.

Past Presidents remarks: Christina Wagner did not want to make any comments. Betty Roeske thanked everyone for doing an outstanding job during the past year.

### **V. Committee Reports**

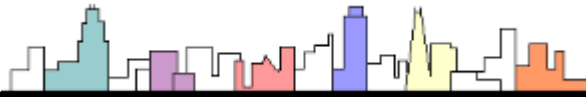
Union List Committee: The Committee has completed updating the preface and addendum pages for the thirteenth edition and is waiting for the print out of LDR's from OCLC. The Committee received 49 preorders from participants and 11 preorders from non-participants. The Committee work continues through the summer with printing and distribution.

The meeting adjourned at 10:40 a.m.

Submitted by:

Denise Glynn

May 17, 2004 ■

**BUSINESS MEETING ROUNDUP****By Denise Glynn****DePaul University College of Law**

May 21, 2004

CCH sponsored the final CALL Business Meeting of the year held May 21, 2004 at Maggiano's Little Italy. Ninety nine members and guests attended. Professional Library Services, Inc. donated the door prizes. Merle Slyhoff, a Member of the AALL Executive Board was the guest speaker. Her presentation, "AALL: The Present, the Future and You" examined the recent accomplishments of AALL and outlined ongoing work by committees.

CALL President Betty Roeske presided over the business portion of the meeting. Announcements were first on the agenda. Rebecca Corliss, Public Relations Chair, needs volunteers to periodically check the CALL table at the AALL annual meeting in Boston. President Roeske asked members for a motion to destroy the ballots. Frank Drake motioned, which was seconded and members voted the ballots to be destroyed. Jean Wenger then introduced the speaker, Merle Slyhoff. Merle is the Document Delivery and Auxiliary Services Librarian at the University of Pennsylvania Law School, Biddle Law Library and a Member of the AALL Executive Board. This is her first ever chapter visit as a Member of the AALL Board. Merle discussed the AALL Strategic Plan and what the plan has accomplished for the membership. "Beyond the Boundaries" written by the Special Committee on the Future of Law Libraries in a Digital Age and the "AALL Competencies of Law Librarianship" both came from initiatives in the strategic plan. Since AALL is in the last year of its current strategic plan, preliminary work has begun on the next strategic plan. Slyhoff says it will involve the entire AALL Board, AALL staff, and membership in a higher level of strategic thinking. AALL will do an environmental scan which will result in a nimble plan that will enable the AALL Board to respond more quickly to the changing environment.

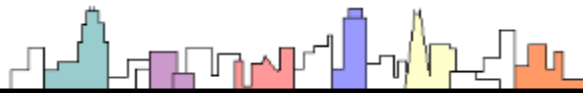
Slyhoff outlined special committees that are investigating specific issues. They include the Special Committee on Publications which is looking at the relationship of Law Library Journal, Spectrum, and AALLNET to determine the best resource for different types of

information. The Preservation Initiative is exploring issues concerning legal information in paper and digital formats and Planned Giving is developing a plan to encourage members to include AALL in their estate planning. Slyhoff pointed out Anne Matthewman's budget report in the May 2004 issue of Spectrum. AALL had an overall net surplus in 2003 compared to a deficit in 2002. Merle also announced the AALL Board is re-examining its site selection policies for the Annual Meetings. It is felt that returning to a city on a schedule gives the best rates. She also stated this year's AALL election will be electronic for the first time. The ballot will go out electronically November 15 with voting through December 15. Those without email or those wishing to opt out of electronic voting, will be mailed ballots. After the bugs are worked out, electronic voting will be offered to the SIS's and chapters. In closing, Slyhoff encouraged everyone to volunteer at the chapter, SIS, or national level and to attend the Annual Meeting in Boston.

President Roeske then continued with the meeting by introducing two new members, Linda Lockwood (Bank One) and Raizel Liebler (UIUC student) and then introduced Christina Wagner and Theresa Clarke to announce the awards and grants. Two awards were presented. The first award for Outstanding In-House Publication went to Loyola University Chicago, School of Law Library for its "Mouse Pad 'Quick Guide' Inserts." Judith A. Gaskell, Supreme Court of the U.S. Library, was the recipient of the 2003-2004 Agnes and Harvey T. Reid Award for Outstanding Contribution to Law Librarianship. CALL Grants went to Kira Zaporski (Loyola), Brian Myers (ABA), Susan Boland (NIU) and Jim Wilson (Schiff Hardin).

President Roeske thanked outgoing CALL Board members Nancy Faust (Treasurer), David Rogers (Director) and Christina Wagner (Past President) for all their hard work and dedication and welcomed new board members Naomi Goodman (Vice President/President Elect), JoAnn Hounshell (Treasurer) and Jamie Stewart (Director). President Roeske then presented the gavel to the new CALL President Jean Wenger who reminded everyone to volunteer for CALL committees before adjourning the meeting.

Submitted by:  
Denise Glynn  
July 26, 2004 ■



## WHAT EVER HAPPENED TO...

by Sally Holterhoff

Valparaiso University School of Law

*In an organization as large as CALL, members come and go. Those of us who stay put sometimes wonder how post-Chicago life is turning out for our former colleagues. This article is the latest in a series featuring individuals who were Chicago law librarians at one time and who have moved on—to other locations, other jobs, even to careers in other fields. Suggestions for future profiles are welcome.*

As writer Mignon McLaughlin once pointed out, “Few of us write great novels; all of us live them.” For **Ann Puckett**, the action in her life’s novel has taken place in a variety of settings. After growing up in a tiny farm town, she spent some years as a city-dweller before ending up in the medium-sized university town where she lives today. From her early career as an English teacher to her discovery and pursuit of law librarianship as her ultimate profession, Ann has developed her life’s plot with foresight and determination. The years she spent in Chicago during the 1980’s made up a chapter in her life that prepared her well for later ones.

Ann is a Midwest native who grew up in the very small town of Mill Shoals, Illinois, in the southern part of the state known as Little Egypt because of periodic flooding that makes for fertile farmland. Despite an early leaning toward the law, she was steered into the education field and after earning a bachelor’s degree at Eastern Illinois University, she taught secondary English in Illinois and Colorado for eight years. Then she made a big decision to return to school at University of Illinois in Urbana-Champaign and pursue her earlier ambition of a legal career. Finding she didn’t want to practice law, she also completed a master’s degree in library science.

With her J.D. and M.L.S. in hand, Ann’s first job was at University of Kansas Law Library, where she was Acquisitions/Reader Services Librarian. But she already had her sights set on a job as a law library director. She moved on to Southern Illinois University, where two significant characters entered her life. One was SIU Law Library Director Elizabeth Slusser Kelly, who was her boss but also became a mentor and close friend to Ann. The other was her future husband, Tom Wilson, a doctoral student in Philosophy, introduced to Ann by Elizabeth and her husband Matt.

Ann’s next job change brought her to Northwestern University Law Library, where she served as Associate Director with Director George Grossman from 1983-87. She found the position to be “excellent preparation for advancement to my desired goal.” While in Chicago, she was a CALL member and chaired the Salary Survey Committee in 1985-86. But by 1987 she felt it was time to make her move into a directorship. That job search was “an eye-opening experience,” as she realized that the appealing locale of some positions wouldn’t make up for lack of appeal in the jobs themselves.

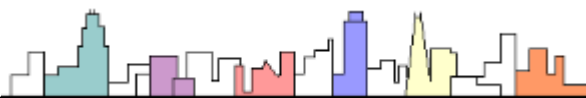
The job opening she found most interesting was the directorship at South Texas College of Law. This stand-alone private law school is located in Houston, Texas, which was not high on her list of ideal places to live. Nonetheless, she accepted the position and quickly found South Texas to be a “one of a kind” institution—innovative, financially solid, and well-managed, offering satisfying work with wonderful people. The lack of university bureaucracy made it possible “to accomplish big things in short spans of time.” For example, during her tenure there, a major library renovation—including the connection of two buildings by breaking through solid masonry exterior walls—was completed in two and a half weeks over the Christmas holiday.

After seven years in Texas, Ann made a move from her “first directorship” to another position as an academic law library director, one she considers to be her “last,” at University of Georgia. Attractions of the UGA job include its location in the mid-sized university town of Athens, the mild climate, and the proximity to her aging parents in Albany, GA. Ten years later, Ann still feels “incredibly fortunate” to be in both the right job and the right location for her. She loves “walking across our gorgeous campus every morning” as she comes to work and she values the friendliness and convenience that Athens provides.

During her tenure at UGA, Ann has faced two “towering concerns” that are familiar to many law librarians: budget and space. Like many other states, Georgia has been experiencing declining levels of state funding for higher education. Despite the help of supportive deans, Ann and her UGA Law Library staff have found it necessary to cancel “tens of thousands of dollars worth of materials in the past three years.” They have also learned to be “much more discriminating in our purchase decisions, particularly in the decision whether to buy the same information in multiple formats.”

The lack of space has also been a challenge, since expanding the buildings of the law school isn’t an option for various reasons. But Ann reports that a

*continued on p.8*



*Ann Pucket cont. from p.7*

probable solution is in the works. The UGA main university library will be constructing a special collections building with high density storage space for several million volumes. The law library will help raise the cost of the building and in return will be able to move their "large, valuable rare book collection into much more appropriate quarters, and to store up to 100,000 volumes" of their total bound collection of approximately 350,000 bound volumes. After that, every effort will be made to keep the size of the Law Library's paper collection stable, with the help of new information storage techniques to save space. Ann is hopeful that these measures will prove to be a permanent solution to the space problem.

During her 27-year career as a law librarian, Ann says the biggest change that she has witnessed in the profession is the advent of computers and online legal research. She points out that today's law students "would be completely paralyzed if asked to do legal research using only books." Having said that, she does acknowledge that academic law libraries are not yet at the point of "paperlessness" and doubts that that will become a reality during her lifetime, though she sees law firm libraries as "well advanced along that path." As for what has remained constant in the profession during her career, Ann has no doubt that it's "the people who practice law librarianship! The single greatest reward of this job is knowing the smartest, warmest, most creative, most cooperative, most generous people in any profession, anytime, anywhere."

Besides administering the UGA Law Library, Ann is also responsible for computing and audiovisual services for the law school. That has led her to create and maintain a national survey, *Staffing for Law School Computing Services*, in which 159 law schools participate. The results, updated monthly, are available at: [www.law.uga.edu/cgi-bin/library/staffcomp.pl](http://www.law.uga.edu/cgi-bin/library/staffcomp.pl). Ann just finished another survey document on the teaching responsibilities of academic law library directors. It reveals that law librarians have taught courses on 48 of the 88 subjects listed in the directory of the Association of American Law Schools (AALS), plus another six subjects not listed.

Another of Ann's professional interests is disability law, a topic on which she has taught a seminar course for the past six years. She maintains a bibliography of law review articles on disability law on the UGA Law School website. She also helped research the party and amicus briefs in *L.C. v. Olmstead*, 527 U.S. 581 (1999). This case established the right of a disabled

person to receive services in the most integrated setting and is one of only a few cases concerning the Americans with Disabilities Act (ADA) which have been won in the U.S. Supreme Court.

In her leisure time, Ann has enjoyed collecting various items through the years, such as cut glass, stone eggs, wooden bowls, quilts, and miniature furniture (which she collected and made while in Chicago). But as each collection grows, she admits that her enthusiasm for adding to it tends to wane. A relatively new interest, traveling abroad, has now captured her enthusiasm. After previously traveling extensively around the U.S., she has in recent years enjoyed trips to England and France with her husband and is already planning to head for Italy in 2005.

Looking back on her time in Chicago, Ann says that both it and Houston are "wonderful cities, filled with great architecture, marvelous attractions, and stupendous restaurants." She loves to visit both of the big city locations she once called home, but finds that her small town roots make the medium-sized city of Athens a much better place for her to live. But one thing she does miss is having professional colleagues in other law schools close at hand. She enjoyed the regular interaction of being part of an "active and supportive" chapter such as CALL, something not available to her now, with Atlanta being a drive of 1½ to 2 hours from Athens.

In her post-Chicago years, Ann has continued to be active at the chapter level and also in the American Association of Law Libraries. She chaired the Academic Law Libraries SIS in 1990-91. She was elected to the AALL Executive Board and served from 1993-96. Ann is a strong advocate of AALL chapters, which she describes as "no doubt about it, the very best way to get started in professional activities." SEAALL is Ann's current chapter. But she has also been a member of the Southwest (SWALL), the Mid-America chapter (MAALL), and the Houston chapter (HALL), in addition, of course, to her time as an active CALL member. Her advice for chapter members who might want to become involved at the national level is simple: "Start with high profile activities at the chapter level to gain experience. There's plenty of work to go around, and anyone who is willing to do it well will be valued."

Reflecting on the choices and changes that have influenced the course of her career and her life, Ann's advice for others is "Don't be too quick to reject an opportunity." She recalls that friends advised her against leaving Chicago for Houston, suggesting that

*continued on p.23*



**PEOPLE & PLACES**

By Gail Hartzell, Valparaiso University Law Library

**WELCOME NEW MEMBERS****Ivonne Alicea**

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**CHANGES****Scott Burgh**

[sgburgh@ameritech.net](mailto:sgburgh@ameritech.net)

**Chicago Multitype Library System** is now called **Metropolitan Library System**.

**Joanne Kagler**

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**Katten Muchin Zavis Rosenman**

New FAX (312) 612-4013

**Kelli Pucci** left the law library field on July 30, 2004. **Todd Hillmer** replaced her as librarian at **Marshall, Gerstein & Borun LLP**. Best wishes to both.

**Kathleen Ransdell**

[kransdell@earthlink.net](mailto:kransdell@earthlink.net)

**Jean Wenger**

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**McGuireWoods LLP** has consolidated into one office:

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312-750-3529

Anne Fitzpatrick, Technical Services Librarian - 312-750-5764

Interlibrary Loans - 312-750-3500 ■

## COMMITTEE ANNUAL REPORTS 2003 - 2004

### ARCHIVES ANNUAL REPORT

**Submitted by Julia Jackson**

The committee focused on organization again this year. The Archives collection is kept in two file cabinets at Loyola University School of Law Library. The materials are arranged in broad subject groups. The committee was a little more active this year. We took the Archives and divided the folders up between the committee members. Each member was charged with organizing the materials within each folder and making a list of what they organized. Approximately 80% of the collection has been completed. Our focus for the coming year will be to put the lists in an organized format, continue to encourage contributions to the Archives, and look into electronic storage options for the Archives. The committee spent no money this year.

### BULLETIN ANNUAL REPORT

**Submitted by Joan Ogden and Deborah Rusin**

This is the first year that the *CALL Bulletin* has been published electronically. Seven CALL members who did not have Internet or e-mail access received photocopied versions of each issue. By the end of the 2003-2004 CALL fiscal year, the *Bulletin* Committee will have published four issues (No. 189, Fall 2003 - No. 192, Summer 2004). The Fall 2003 issue was 32 pages long, the Winter issue was 29 pages long, and the Spring issue was 33 pages long. Since the *Bulletin* is no longer printed commercially, the total number of pages for an issue no longer has to be divisible by four. In other words, issues can be of any length, which has made the layout of each issue a bit easier.

We continued with the same format this year and continued with our regular columns: "Working Smarter," "Internet Moment," "Professional Reading," "Whatever Happened to ...," "People and Places," and "E.P.I.C. Dimensions." Again this year, two of the four issues have been specials: "KM: Grassroots Projects" (Winter 2004) and "Secret Lives of Librarians" (Summer 2004). Although the full issue is now posted in PDF format directly in a Members Only password-protected section of the website, the plan to have a splash sheet for each issue, that would be delivered electronically to the membership, has yet to be realized. In addition to implementing a splash page, the co-editors may want to consider changing the format next year.

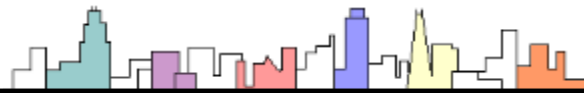
Coordination with the Internet Committee and the Membership Committee has been essential for the success of launching the electronic version of the *CALL Bulletin*. The co-editors would like to thank Marie Greenhagen for doing another superb job with layout this year. She has worked closely with Annette Cade, Web Master and co-chair of the Internet Committee, and our advertising manager, Naomi Goodman, to handle some of the challenging issues surrounding some of the large advertisements we received. The *Bulletin* Committee also would like to thank the Public Relations Committee for the many wonderful photos they supplied throughout the year.

Each issue came out roughly on schedule, proving that the publishing schedule that the committee used last year was successful. So far, we have not needed to use any of our \$10,000.00 budget. For three of the four issues published so far, the Committee has taken in \$2,950 in advertising revenues and had \$2,657.67 in expenses. In other words, revenues are about \$300 ahead of expenses. The cost of each issue is running slightly less than \$1,000. Advertising revenues have been running about \$1100 - \$1350 billed per issue. These costs and revenues are in line with what our estimates were from last year.

The Nominations Committee was in charge of collecting the biographies and photographs from the candidates this year. This has worked very well for the Bulletin Committee co-editors, who had taken on that responsibility for the previous two years. Last year, the co-editors recommended to the Board that the Elections Committee consider sending out candidate biographies with the ballots, rather than publishing the full biographies in the Spring issue of the *Bulletin*. The Board rejected that suggestion and decided to continue publishing the candidate biographies in the *Bulletin* as well as posting the biographies on the website in the Members Only section.

The Bulletin Committee consisted of: Susan Boland, Therese Clark, Sally Holterhoff, Lyonette Louis-Jacques, Joanne Kagler, Scott Marriott, Doris Nuding, Michael Robins, Virginia Thomas, Naomi Goodman (advertising manager), Joan Ogden (co-editor), Deborah Rusin (co-editor). Layout by Marie Greenhagen.

*continued on p.11*



## *Committee Annual Reports cont. from p.10*

### **BYLAWS ANNUAL REPORT**

#### **Submitted by Frank Drake**

In 2003, the CALL Board charged the Bylaws Committee to review the current bylaws and make recommendations for changes. In making changes, there were specific goals stated:

- 1) Make allowance in the bylaws for the conducting of as much CALL business as possible by electronic means instead of using costly mailings. Also, to the extent allowable by Illinois law (current and future), make provisions for the eventual possibility of electronic balloting.
- 2) Review and compare AALL bylaws for language which may be included in CALL bylaws, including bringing our membership categories in closer conformity with AALL.
- 3) Clarify as much as possible references to CALL's operating year (between our annual meetings) as opposed to our fiscal year (from September 1, to August 31), and to clarify operational procedures.

The Bylaws Committee made an extensive study of our bylaws and compared them with bylaws of AALL and of other chapters. The committee has made a number of recommendations and reviewed them with the CALL Board. The AALL Bylaws Committee reviewed a preliminary draft of the proposed changes and found them to be in compliance with AALL.

The proposed changes were presented to the members at the March business meeting. The members voted to submit the changes to the entire voting membership by mail ballot. The ballots were sent out, returned, and counted, with the result that the changes were approved.

I wish to thank the members of the Bylaws Committee: Carolyn Hayes, John Klaus, Jamie Stewart, and Virginia Thomas. A lot of work was accomplished in a comparatively short period of time.

### **CONTINUING EDUCATION ANNUAL REPORT**

#### **Submitted by Charlie Condon and Sheri Lewis**

The committee consisted of Charlie Condon & Sheri Lewis, co-chairs, and members John Austin, Sandra Flannigan and Virginia Thomas. The CALL Board Liaison to the Committee was David Rogers.

#### **Programs and Events**

Your Continuing Education Committee presented two programs last year. First, there was a program sponsored jointly with the Chicago Chapter of the Special

Libraries Association held at the Chicago Library Systems training facility on Thursday, October 30, 2003. The speaker was Stephen Abram who spoke on trends in technology and strategic thinking. His presentation was entitled, "Tech Storm: Technology Brainstorm and Environmental Scan." There were 30 people in attendance, at least four of which were CALL members. This program resulted in no financial impact to the CALL treasury.

The second program, jointly sponsored with the CALL EPIC Committee, was delivered on Thursday, March 4, 2004, at the Chicago Library Systems training facility. The speakers were Julia Wentz and Mark Giangrande, who presented the program entitled, "Basic Legal Research."

There were approximately 30 attendees at this half day session and the program was well received. This program yielded positive financial benefits to the CALL treasury.

#### **Summary**

These two programs were well attended and received high ratings which underscores the importance of the committee's efforts in program development and presentation. Next year, more programs should be created and offered as there appears to be enough interest in our presentations and the high quality of the speakers willing to participate in these programs. We expect to offer a program related to on line searching skills next year, as well as a narrowly focused program on a subject such as tax research or labor law research. In addition, we are planning to arrange for law library tours of local facilities to allow our members to meet and greet their colleagues and establish informal networks for resource location and sharing. As always, we are seeking ideas from our members for program topics and ideas to develop presentations in the upcoming year.

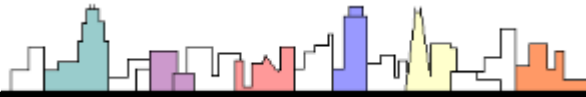
### **CORPORATE MEMORY ANNUAL REPORT**

#### **Submitted by Susan Siebers**

Committee Members: Frank Drake, Naomi Goodman, Mary Lu Linnane  
Board Liaison: Denise Glynn

This was the committee's second year. The major focus of its charge was to "ensure that policies set by the Board of Directors are recorded in a permanent and accessible fashion, so that future boards can be guided by past actions." The committee in its first year reviewed the Board minutes from June 1999 through May 2003 in order to begin to compile and document policies. A log of policies from those years was submitted to the CALL Board along with a separate list of recom-

*continued on p.13*



Q.

**QUESTION:**  
Why does West support  
Law Librarians?



Anne Ellis,  
Senior Director,  
Librarian Relations

**ANSWER:**  
Because we understand the value  
they bring to the legal profession.

Law librarians have always been integral to the practice of law – and West has been their partner all along.

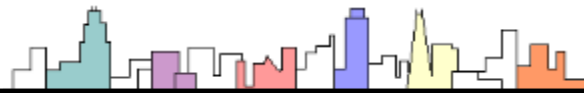
That's why we support events like the AALL annual meeting, the AALL/West George A. Strait Minority Scholarships, local librarian association chapters, and our Librarian Relations program.

From a company that's been supporting the law for over 130 years, you shouldn't expect anything less.

**Visit Booth 216 at the meeting, or go online to [west.thomson.com/librarians](http://west.thomson.com/librarians).**

**Real People. Real Partners.**





## ***Committee Annual Reports cont. from p.11*** **CORPORATE MEMORY**

mentations for the Board and other CALL committees, in keeping with the part of the Committee's charge to help build and maintain a corporate memory for the association.

In this second year, the committee reviewed minutes going further back as well as reviewing the current year's minutes as they became available. The Policy Log now contains CALL policies from June 1997 through April 2004. This, a list of suggestions for the Board and committees to consider as well as suggestions for additions or changes to the next update to the CALL Handbook for Officers and Committee Chairs will be submitted to the CALL Board before its June 2004 meeting.

The Handbook recommendations include a somewhat revised charge for this committee, which we recommended be continued for another two years as a Special Committee. In addition to adding new policies to the Policy Log, there are other parts of its charge that need to be completed. The Committee met with the chair of the Archives Committee this year, and will work closely with that committee in the coming year.

The committee recommends that the Secretary continue to be the liaison to the Committee.

## **ELECTIONS ANNUAL REPORT**

### **Submitted by Brian Myers**

Total Budget: \$300

Expenditures:

26-Feb 2004	\$25.00	(Labels - AALL)
15-Mar 2004	\$112.14	(Postage & envelopes for ballots)
16-Apr 2004	\$100.19	(Postage & envelopes for bylaws ballot)

TOTAL for Year: \$237.33

Budget remaining: \$62.67

There should also be a charge of \$25 from AALL for the labels for the bylaws mailing, but we have not yet received the invoice. We have contacted Stephen Ligda at AALL to request a copy of the invoice as soon as possible.

The 2003/04 Elections Committee charge included the provision of a report on the status of electronic balloting at AALL as well as within the association community as a whole. That report, together with supporting documents, will be provided separately.

Election Committee handled three ballot countings this year:

1. CALL General Election
2. CALL Bylaws Election
3. AALL Election

## **EMPOWERING PARAPROFESSIONAL IN CALL ANNUAL REPORT**

### **Submitted by Doris Nuding**

We are pleased to report that during the year 2003-2004, the EPIC Committee was able to recommend seminar ideas to the Education Committee. The first seminar we recommended was a basic legal research seminar, which had a good turnout and a good response as to feedback to the Education Committee from the participants. The second seminar we have recommended, which has not yet been organized, is another legal research seminar, but on the next level. We have all agreed that the Union List/OCLC seminar that Dave Rogers presents be done annually. Another idea that we presented was a seminar on how to best use the Internet – training on search engines v. websites, reliability, etc.

We were recently asked whether the EPIC Committee should remain as a special committee or become a sub-committee to the Education Committee. I feel that the committee should be a sub-committee to the Education Committee because the Board wants the EPIC committee to work conjointly with the Education Committee anyway. This way, the Education Committee and the EPIC Committee should have a better way of communicating ideas between the two committees.

The EPIC Committee did not meet as much this year as it did last because we did not, as a committee, organize any seminars ourselves. Rather, the chair person, Doris Nuding, met with and e-mailed Chuck Condon as to ideas that the committee had regarding seminars that could be useful. E-mail was also used to advise the committee members as to what was happening and to get input.

The problem the Committee faces currently is who might chair it next year. Under the current by-laws, a chair can only hold the position for two years. Doris Nuding has held the position for two years. Teri Ross no longer wants the position as she is trying to venture into a new job setting. Mike Wilson has been asked to serve on several committees and thus, has not committed to again chair the EPIC Committee. Thus, we look to the Board as to a suggestion on that issue.

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**Committee Annual Reports cont. from p.13****GRANTS AND AWARDS ANNUAL REPORT****Grants Submitted by Therese A. Clarke Arado****Awards Submitted by Christina Wagner****Members:**

Therese A. Clarke Arado (Co-Chair); Christina J. Wagner (Co-Chair); Kathryn Hensiak; Sally Holterhoff; JoAnn Hounshell; Julie Pabarja

**Grants Awarded**

The CALL Grants Committee has awarded three grants and the AALL free registration this year.

The AALL Free Registration was awarded to Jim Wilson of Schiff Hardin.

Two grants were awarded for attendance at the 2004 AALL Conference in Boston. The two recipients are Brian Myers of the American Bar Association and Susan Boland of the Northern Illinois University College of Law Library. Each grant was in the amount of \$550.

One grant was awarded for attendance at TRIALL prior to AALL in Boston. The recipient of this grant is Kira Zaporski of the Loyola University College of Law Library. The amount of this grant is \$300.

**Looking Ahead**

In the coming year we hope to advertise the availability of grants more frequently and better inform CALL members of their existence for continuing education besides the AALL Annual meeting. Additionally, I look forward to again serving as Chair of the Grants Committee for the upcoming year.

CALL made two chapter awards in 2004.

The Agnes and Harvey Reid Award for Outstanding Contribution to Law Librarianship was given to Judith Gaskell.

The Award for In-House Publication was given to Loyola University Chicago, School of Law Library for its "Mouse Pad 'Quick Guide' Inserts.

**INTERNET ANNUAL REPORT****Submitted by Annette Cade****CALL Website**

The CALL website had a successful year in 2003-2004. Additional content was added to the site, and the technical difficulties encountered last year have been greatly reduced. A password protected, members only section was added which contains the current *Bulletin*

issue as well as other confidential member information. Beginning with the Fall 2003 issue, the *Bulletin* began to be distributed solely via electronic format on the website. Other CALL documents, such as business meeting and education seminar reservations, are also only available electronically. There have been a few complaints by members about not receiving print copies of reservations and the *Bulletin*, but overall the transition has been smooth.

Other enhancements to the website were made to improve navigation of the site and to make it more visually appealing. Also, the website guidelines approved by the Board were added.

There are no usage or "hit" statistics available for the website at this time. The AALL web administrator anticipates offering a software program which provides this information within the next year.

The committee will continue to work on adding content in the upcoming year. It is hoped that the Membership Directory will be added.

**Discussion Forum**

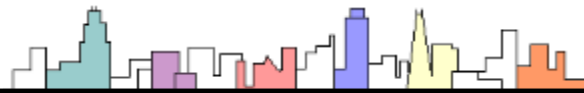
Last year, CALL began using the Lyris software hosted on the AALL server to manage our discussion forum. We have had few problems since the change. Deborah Ginsberg and Judith Gaskell have managed the listserv membership list — adding new members, deleting expired email addresses, and working with members who are having trouble receiving messages.

**MEETINGS ANNUAL REPORT****Submitted by Jacqueline Miller**

This year the Meetings Committee decided not to schedule meetings on Friday, all except one, in hopes that more CALL members would attend. The committee planned four of the five meetings. SLA coordinated the joint meeting held at the Gleacher Center. All meetings were held in places CALL have used before except for the March 18 meeting held at Wildfire. The committee received positive feedback for its choice. Listserv was the source to inform members of the upcoming meetings, RSVP and deadlines. The Meetings Committee would like to thank all sponsors and Professional Library Services for their contributions for door prizes.

**September 18, 2003** – Due to the popular turn out last year, Harry Caray's was the choice for our first meeting this year. Lexis/Nexis was our sponsor. Susan E. Fox, Executive director, AALL was the speaker. The cost of this meeting was \$22.00.

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## **Committee Annual Reports cont. from p.14 MEETINGS**

**November 19, 2003** – CBA was selected for the CALL breakfast meeting. C. Berger Group, Inc. and Global Securities Information, Inc. sponsored this meeting. The topic and speaker was “Interesting Times of Intellectual Freedom” - Judith Krug, Director, Office of Intellectual Freedom, American Library Association. The cost of this meeting was \$11.00.

**March 18, 2004** – This meeting we tried something new, Wildfire Restaurant. Our sponsor was Thomson West. The speaker was John Unsworth, Dean of the Graduate School of Library and Information Science, University of Illinois Urbana-Champaign. The cost of this meeting was \$20.00.

**May 21, 2004** – For the final CALL meeting of the year, we are keeping the tradition going at Maggiano’s Little Italy. Commerce Clearing House is the sponsor for this meeting. The speaker is Merle Slyhoff, U. of Pennsylvania Law School, Biddle Law Library. The cost of this meeting was \$15.00.

Meetings Committee members: Mary Ann Lenzen, Co-Chair; Jacqueline Miller, Co-Chair; Jean Wenger, Liaison; Michael Wilson, Brian Myers, Nancy Henry, and Joanne Kagler,

## **MEMBERSHIP ANNUAL REPORT**

**Submitted by Gail Hartzell and Gabrielle Lewis**

As of April 26, 2004, CALL had 306 members. This is an increase of 12 over the number of members in 2002-2003. These members fall into the following categories:

Regular members	275
Associate members	16
Student members	10
Retired members	5

The Committee and volunteers contacted new members by telephone, voicemail and in person at the business meetings to personally welcome them to the Association. The response was positive.

The Committee handed out renewal packets to members at the May 2003 business meeting to save on postage and will do so again this year.

This year the committee started sending out Photo Permission Forms and will keep them on file.

## **NOMINATIONS ANNUAL REPORT**

**Submitted by John Klaus**

The members of the 2003/2004 CALL Nominations Committee were John Klaus (U.S. Courts Library), Pegeen Bassett (Northwestern University), Lenore Glanz (retired), Joan Ogden (McGuire Woods) and Priscilla Stultz (LexisNexis). The committee had one conference call and communicated via e-mail after that call.

The slate of candidates for the 2004 election was:

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 (Bryan Cave 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)

The committee did have some difficulty in coming up with a slate of candidates. For one of the slots we asked thirteen different members before we could find someone to accept the nomination. So that other Nominations Committees do not have a similar problem, we recommend that the CALL Board examine ways to get members more excited about participating in their organization and encourage managers to support professional activities for their staff members.

## **PLACEMENT ANNUAL REPORT**

**Submitted by John Fox**

For the 2003-2004 year, the Call Placement Committee was gearing up for a busy year. The Committee had gained a new member to bring its total membership to 4. The members of the Committee were Patricia Scott, Joe Mitzenmacher, new member Sarah Ziah, and John Fox, chairperson. Annette Cade also worked with the Committee since she handled the posting of the job openings on the CALL Web site.

During the Fall of 2003, the Placement Committee met and planned to work on the following projects during the year:

- √ Re-write the Placement Committee description in the CALL Handbook,

*continued on p.16*

## *Committee Annual Reports cont. from p.15* **PLACEMENT**

- √ Update the Placement Registration form that was developed for recruiting new members,
- √ Develop along with the Membership Committee, a packet of information for new members,
- √ Develop a new CALL brochure for the H.R. departments of legal organizations that would explain about law librarians,
- √ Continue to post new job announcements, but limit the length the announcement would remain posted,
- √ Draw up a qualifications list for the various types of law libraries in our Association. John Fox even met with the PR Committee in the Fall to discuss re-writing the CALL Brochure for use in recruiting and placement.

The Placement Committee started to work on some of the proposed projects. It drafted proposed changes to the CALL brochure in regards to placement and recruiting. Unfortunately, after the holidays in December, the Call Placement Committee fell apart. One member became ill and was out for an extended period, another member resigned from his work and left the committee. The Committee still continued to receive job announcements and posted at least 15 new announcements to the Web site, but the reduction in membership made it difficult to work on the planned projects.

The Committee also did not participate in its usual Career outreach event at Dominican University Graduate School of Library Science, because Dominican never held the event this year. However, John Fox has made contact with the person who will organize it next year, so the Placement Committee should get notified when the event does occur.

Despite the lack of success in completing the projects planned for the year 2003-2004, next year's Committee's Chairperson thinks these projects are still good ideas and he will attempt to complete some of them once the Placement Committee is reorganized with new members.

## **PUBLIC AFFAIRS COMMITTEE ANNUAL REPORT / UPDATE**

**Submitted by Keith Ann Stiverson**, who is responsible for all errors and/or omissions.

Committee members: Walter Baumann, Joanne Kiley, Margaret Schilt, Christopher Simoni, Keith Ann Stiverson, and Julia Wentz – Liaison.

Please consider chairing the Public Affairs Committee for 2004-05!

Spencer Simons, Chair of the Public Affairs Committee, left Chicago in December 2003 to take the position of Director of the Library at the University of Houston Law Center. The Board is presently looking for a new Chair and hopes that an interested CALL member will take the job. The CALL Public Affairs Committee has made a number of contributions to AALL's government affairs work during the past several years. Please volunteer!

The Committee met several times during the year, and each member had a variety of issues to track. Earlier developments regarding the issues are covered in reports you will find on the CALL Web site. The latest developments on issues the Committee tracked this year are given below:

### **The Database and Collections of Information**

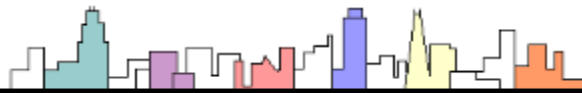
**Misappropriation Act**, H.R. 3261, was approved by the House Judiciary Committee in January 2004. Due to overlapping jurisdiction, the bill also was considered by the House Energy and Commerce Committee, which unfavorably reported out H.R. 3261 in March 2004. The latter committee then favorably reported out H.R. 3872, which is a more narrowly focused bill that has the support of AALL and other national library associations as a reasonable alternative.

**Digital Media Consumers' Rights Act of 2003**, H.R. 107 (the "Boucher Bill") proposes changes to the Digital Millennium Copyright Act (DMCA) and reaffirms fair use in the digital environment. A May 12 hearing on the bill was described as "one of the most significant and balanced copyright hearings in memory" by one who attended. Speakers at the hearing included Larry Lessig, a Stanford professor, Jack Valenti, president and CEO of the Motion Picture Ass'n of America, and Miriam Nisbet of ALA's Washington Office. Unfortunately, the bill is not expected to pass during this Congress. Federal appropriations bills and the coming election are expected to monopolize lawmakers' attention during the last months of the session.

**GPO Oversight; Future of the FDLP:** AALL President Janis Johnston testified on behalf of five national library associations at the Government Printing Office Oversight Hearing on April 28. In her remarks, Janis asked the Congress to reaffirm basic principles of permanent public access to government information and asked GPO to develop incentives to help the Federal Depository Library Program (FDLP) remain robust in the 21<sup>st</sup> Century. Janis reminded the audience

*continued on p.17*





## ***Committee Annual Reports cont. from p.16*** ***PUBLIC AFFAIRS, GPO Oversight***

of the importance of the government's commitment to authenticity, permanent public access, and preservation of electronic government information. She also noted the importance of the partnership between GPO and depository libraries: libraries go to great expense to make government information available to the public and to assist GPO's mission. The full text of the statement is available on the Washington Affairs Office home page, which is accessible from the AALL Web site.

Public Printer Bruce James has mentioned the possibility of entering into partnerships with commercial publishers, creating concern among librarians that GPO will stop distributing important government publications at no or low cost to consumers.

Elimination of the 5-year retention period for Government documents in selective depository libraries is being considered. The requirement would be replaced by regulations issued by the Superintendent of Documents in consultation with the library community.

The draft plan for GPO's "collection of last resort" is available at [http://www.access.gpo.gov/su\\_docs/fdlp/pubs/clr.pdf](http://www.access.gpo.gov/su_docs/fdlp/pubs/clr.pdf) This initiative would provide GPO with acceptable archival digital masters for permanent preservation as well as providing the basis for the development of a wide variety of derivative access products. The possibility exists that libraries who are collecting materials in the "last resort" list could discontinue those titles, while being assured that permanent masters will be available.

The Superintendent of Documents, Judith C. Russell, convened a meeting on March 16, 2004, to discuss the future of the GPO Sales Program. The objective of the meeting was to get advice and feedback on how to build a sustainable economic model for the program that will generate \$30-\$50 million in additional revenue for GPO annually. A summary of the meeting is available at <http://www.gpoaccess.gov/about/reports/econmodel.pdf> Steve Hinckley, Law Librarian at the University of South Carolina Law School, was on the panel.

### **Illinois County Law Library Fee Increase**

HB 4370, which would increase the County Law Library fee to \$13 (from \$10) passed both chambers on May 5, 2004.

### **UCITA**

The Uniform Computer Information Transactions Act, a proposed uniform law that validates the enforceability

of shrink-wrap and click-wrap licenses, was recently introduced in the Virgin Islands. The library associations have been in touch with the Attorney General there, who signed on to an anti-UCITA letter with state attorneys general more than a year ago. Anti-UCITA 'bomb shelter' legislation passed in both Massachusetts and Louisiana. An ALA report noted that "troublesome UCITA-friendly amendments" to Articles 1 and 2 of the Uniform Commercial Code are expected this year.

### **USA Patriot Act**

The concern and opposition to the USA PATRIOT Act and any extension of it expressed by many voices has been helpful in slowing the legislative initiative of those favoring the expansion of law enforcement powers for domestic surveillance and searches and seizures. In addition, the political pressure of foreign affairs and domestic issues has turned public focus away from the issues raised by the PATRIOT Act, resulting in a period of relative quiet for the past seven months. The AALL Executive Board adopted the following resolution concerning the Patriot Act on April 3, 2004:

Resolution adopted by American Association of Law Libraries on the USA PATRIOT Act and Related Measures That Infringe on the Rights of Library Users

WHEREAS,

the American Association of Law Libraries holds that serving the legal information needs of law firms, corporations, academic and governmental institutions, and the general public is a noble calling and that only when individuals have ready access to legal information can they participate fully in the affairs of their government; and

WHEREAS,

protecting the privacy of library users and confidentiality of library use promotes the free and open exchange of knowledge and ideas necessary for making the ideal of democracy a reality; and

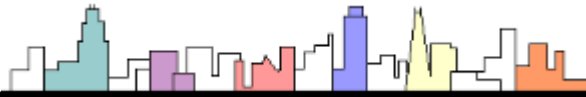
WHEREAS,

the American Association of Law Libraries upholds a duty to its clientele to develop service policies that respect confidentiality and privacy; and

WHEREAS,

certain provisions of the USA PATRIOT Act, the revised Attorney General Guidelines to the Federal Bureau of Investigation, and other measures increase the likelihood that the activities of library users,

*continued on p.28*



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**LEADING THE WAY IN SECURITIES RESEARCH**

**Internet Moment:  
Spyware – One Woman’s Journey  
to the Brink of Insanity  
By Susan M. Boland, Northern Illinois  
University College of Law**

6 / 14 / 04

Noticed a new icon this morning when I opened Internet Explorer. Something called Lycos SideSearch. I know I didn’t install anything new on my computer. Where did it come from? Lycos has suddenly become my default homepage. That won’t do. Reset the default homepage through IE. Uninstalled SideSearch.

6 / 15 / 04

Really annoying. While Lycos is no longer my default homepage, it has become a default search engine. Whenever I type in an invalid URL, Lycos pops up and runs an automatic search for me. It’s attempting to be helpful, but I don’t want its help! Uninstalled Lycos.

6/ 16/ 04

Okay, it’s baaaack. Started up the computer this morning, mistyped a URL and there it was. Lycos. Ran Ad-aware. Lots of sneaky advertising stuff came up. Hopefully took care of the problem.

Later that day...

Didn’t take care of the problem. This is not good. While I could live with Lycos, what if there’s something else on my machine? Something not so benign? Key Loggers? Trojan viruses? Installed and ran Spybot. Eliminated some more stuff. Seemed to be fine. Surely this time it’s gone ...

6 / 17 / 04

ARRRRGGGGH!! It’s back. I checked the programs area of my hard drive. Nothing. I followed the directions on the Lycos site about getting rid of it. Nothing. I ran Ad-aware. Nothing. I ran Spybot. That CleverIEHooker.Jeired, “Search Hook,” is back. That’s got to be it. Now how do I get rid of it? Every time I reboot it reappears! Okay, I disabled System Restore, ran Spybot again. Got rid of it.

6 / 18 / 04

This time it’s war. No, I really mean it. Nothing so far has worked. I googled CleverIEHooker.Jeired. Ah ha! It’s infamous! I am not alone. The sneaky thing reinstalls itself when the computer reboots. Now how to find those hidden files ...

6 / 21 / 04

Victory is mine!! Thanks to help found on TomCoyote Forums. Whew.

Spyware. It can drive a person crazy. The scary thing is that it can be installed without your knowledge, most anti-virus software will not check for it, and unless you plan on going only to static HTML sites, it is almost impossible to avoid. What can you do? I am not security expert but here are some basic resources:

Ad-Aware:

<http://www.lavasoftUSA.com>

Scans your computer for known advertising and tracking spyware.

Hijackthis:

<http://tomcoyote.org/hjt/#introduction>

Searches and lists the contents of the registry and hard drive in order to help you determine where spyware is residing.

Microsoft, *What You Should Know About Spyware:*

<http://www.microsoft.com/security/articles/spyware.asp>

This online article gives a nice overview of spyware and basic steps you can take to avoid it.

McAfee Security, *Disabling System Restore:*

<http://vil.nai.com/vil/SystemHelpDocs/DisableSysRestore.htm>

System restore is a utility that backs up files automatically. It is possible that spyware could be automatically backed up by this utility and thus your attempts to delete it would fail. You may need to disable this utility in order to permanently remove the files.

SpyBot Search and Destroy

<http://www.safer-networking.org/en/download/index.html>

Searches for spyware and removes it.

SpywareInfo.com

<http://www.spywareinfo.com>

A site devoted to eradicating spyware. This site features useful forums.

Symantec, *Starting Your Computer in Safe Mode:*

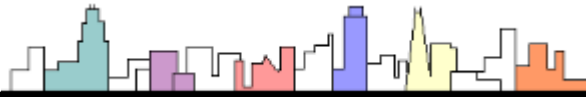
<http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/pfdocs/2001052409420406?Open>

In order to get rid of CleverIEHooker.Jeired, I needed to be in Safe mode. Safe mode is a Windows diagnostic mode that limits functionality.

TomCoyote

<http://tomcoyote.org/>

A site devoted to helping solve various computer problems. The forums are especially helpful. ■



**E.P.I.C. DIMENSIONS —  
Paraprofessionals in the Library  
by Doris L. Nuding  
Querrey & Harrow, Ltd.**

In the past, we have experienced difficulty defining paraprofessionals in a library setting. The EPIC Committee did a survey a couple of years ago on the definition of “paraprofessional” in an attempt to determine the educational needs of the personnel staffing libraries. We have not addressed the subject since the survey. However, it is interesting to see how some libraries across the Country define a paraprofessional now and in the past. It is also interesting to research the roles that the “paraprofessionals” play in library settings and how their roles are recognized and compensated.

The Montana library, for instance, has an actual mission statement at <http://www.mtlib.org/paras/paras.html#mission> They also define a paraprofessional at <http://www.mtlib.org/paras/paras.html#who>

The Department for Professional Employees, AFL-CIO, also has recognized the changing atmosphere in the library profession for some years now. In the article I found at <http://www.dpeaflcio.org/pros/workplace/library.htm>, it is stated that:

The MLS degree, and the “professional” status it bestows, may partially account for the income of librarians, which compares very favorably with other educational service workers. Indeed, in 1999, the median weekly wage of librarians (more than \$700 per week) was higher than the average for many other education services workers, including teachers (other than college and university teachers), which was \$688 per week. The pay difference between professional librarians and library support staff is quite substantial.

Interestingly, the *Library Journal*, which debuted in 1989, gives awards to library paraprofessionals. According to the *Journal*:

The award recognizes the essential role of paraprofessionals, now the largest constituency of library workers, in providing excellent library service and places emphasis on the efforts of the winner to further the role of paraprofessionals in the library profession.

The awards for 2003 can be found at <http://www.librarysupportstaff.com/2001awards.html>.

The North Carolina Library has now developed a Library Paraprofessional Association. On its website

<http://nclaonline.org/nclpa/>, this definition is given:

The North Carolina Library Paraprofessional Association is a round table of the North Carolina Library Association. Membership consists of paraprofessionals (*anyone not holding an MLS degree*) and professionals concerned with paraprofessionals in the library workplace.

Indeed, there have been many publications addressing the paraprofessional’s role. AALL, amongst others, has hosted articles in its publications addressing the health of the library, library staffing and the issues of current times. There is actually a bibliography of these publications at <http://colt.ucr.edu/bibliography.html> for your review.

The San Diego Library Association has drafted a Constitution for its library, which can be reviewed at <http://www.palomar.edu/guests/pla/organiz/placonstit.htm>. In the Fountain Hills Times, found at [http://www.fhtimes.com/cominfo/fhlibrary\\_info.htm](http://www.fhtimes.com/cominfo/fhlibrary_info.htm), the Maricopa County Library is discussed. In reading the article, I found that paraprofessionals are also a part of the staff for this particular library:

**Library Staff - . . .** The library has eight full-time staff members and seven part-time employees. Four of those staff members are librarians; two are library paraprofessionals; three are library assistants; four are library pages and there are two on-call staff members.

A myriad of information can be found regarding library staffing and paraprofessionals at: <http://www.msl.state.mt.us/lisd/librariansresults.asp?category=17&category2=Paraprofessional>.

There are also many articles and publications related to the trends of libraries, how they are being staffed, what backgrounds are required and also how libraries are being downsized. Some sites, amongst many, to visit are:

<http://www.mjfreedman.org/orenstein.pdf>  
<http://dlist.sir.arizona.edu/archive/00000241/>  
<http://www.ala.org/ala/lita/litaresources/toptehtrends/toptechnology.htm>  
<http://alexia.lis.uiuc.edu/puboff/biblio/trends.html>

In reviewing some of the material listed above, it appears that the professional librarians and various organizations across the nation provide training sessions for the paraprofessionals they staff. It is important to provide this training in order to enhance the value of the library and to provide a healthy work environment for all involved. In the past, through CALL, seminars have been provided for this purpose with the aid of the committees and CLS (Chicago Library System). Hopefully, with a combined effort remaining intact, these training sessions will continue. ■

## WORKING SMARTER — “Work Hard, Play Hard.”

By Maria Willmer  
DePaul University College of Law

Ever wonder why we are completely gyped out of one month of Summer? Is it me or does it seem that Summer gets short shrift (school starts during the hottest time of the year, pools close when 3 weeks of Summer remain...)? In Chicago, we wait far too long for Summer to give it up until it really is over on September 21<sup>st</sup>. You may be thinking, what does this have to do with “Working Smarter”? In Debbie Rusin’s last column (which I have so enjoyed and been asked to take over this Fall) she discussed balance in our lives. I would like to continue this theme by addressing one of my favorite quotes, “Work Hard, Play Hard.” Let’s take back Summer and not only Work Hard but Play Hard as well!

Law Librarians work hard: dealing with challenging clientele; working with space and budget constraints; feeling there are not enough hours in the day to get the physical work done or to serve our clientele as we would wish. Librarians’ work may also not always be appreciated in the way we would like and the work often seems like it never really comes to an end. Attorneys win, lose or settle cases and so there is a definite beginning and end to their assignments and accomplishments. Law students have definite school goals such as completing a paper or an exam. Judges preside over cases with (usually) definite completion dates. Librarians, on the other hand, often never see the actual beginning or end of a project and we often don’t get a real sense of how much we really contribute to the case or the project or to our organizations. Consequently, we often never get an actual sense of accomplishing a task or receiving the recognition we

earn and deserve. Librarians work hard and I believe librarians deserve to play hard as well.

I’m not necessarily suggesting you need to go out and buy a snowboard or surfboard or go rock climbing in the Himalayas although that would be my pick. Whatever is fun to you is all that is important. I know, what you are thinking. Where does one find the time for fun? I don’t have enough time to sleep let alone have fun. Yet fun is so important. In my 20’s I remember working so hard I couldn’t even see straight. By the end of that decade I was burned out. Working as a big firm librarian in Detroit at what seemed like a 24/7 reference desk, I’d come home with just enough energy to throw some soup on the stove and fall into bed. Building fun into my schedule and actually letting myself enjoy that fun was and sometimes is still a real challenge. For me right now sometimes just hopping on my mountain bike, watching “Point Break” (a surfer movie), or stopping by the gym’s rock wall is enough to remind me of my dreams, goals and of fun.

What is fun for you? This year I am hoping to make “Working Smarter” a bit of an interactive column with ideas on the person behind the librarian. What motivates you to do your best work (hey, if it’s the paycheck then say it’s the paycheck – I won’t disclose your name)? What excites you about your job? How do you stave off burnout? The internal qualities, practices and tips are what I’m looking for because I think that is what makes the person a happier person and a happier worker. What do you do for fun? If it’s eating string licorice, chewing on some bazooka bubble gum or playing with a yo-yo than so be it. Please let me know so I can let others know. Law librarians work hard so I believe one reward we can give ourselves is to also play hard because playing hard makes us better able to serve our constituencies. Let’s not only take back Summer but build fun into our daily lives! What is fun for you? Please let me know.

[mwillmer@depaul.edu](mailto:mwillmer@depaul.edu). ■

The CALL Nominations Committee  
is seeking input from members regarding potential candidates  
to serve on the 2005-2006 CALL Board of Directors.

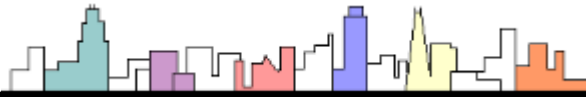
We are seeking to fill the positions of:

**Vice-President/President-Elect**

**Secretary**

**Director**

If you would like to nominate yourself or a fellow CALL member, please contact Christina Wagner at 312-832-4317 or [cwagner@foley.com](mailto:cwagner@foley.com). If you would like additional information about the positions, please contact Christina or visit the CALL website. You will find position descriptions in the CALL Handbook. <http://www.aallnet.org/chapter/call/publications/callhandbook.pdf>.



## **The Road to Mumbai: A Report on the 2004 AALL Annual Meeting** **By Brian Myers, American Bar Association**

It is hard not to like Boston. Even in addition to the many monuments and structures associated with the city's colonial history, there is so much more in Boston to discover and absorb: Fenway Park, the swan boats in the Public Park, Shakespeare on the Commons, anti-quarian bookstores, Commonwealth Avenue, the Esplanade, Beacon Hill, and — oh yes — the seafood!

The 2004 AALL Annual Meeting, like the city that played its host, offered a rich and multifaceted menu of opportunities to explore, learn and share. This year's theme, "From Boston to Mumbai: The World of Legal Information," encompassed a great variety of substantive educational programs on the global legal environment. In addition to the many foreign law workshops, however, there was a sufficiently large number of programs addressing traditional research and technical competencies to satisfy even the most curmudgeonly isolationists among us.

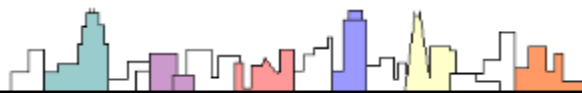
For CALL members who were lucky enough to attend, the meeting began with a no-host dinner at Vinny T's, an Italian restaurant directly opposite the Hynes Convention Center on Boylston Avenue. While enjoying a cozy and flavorful family-style dinner (anyone who has attended a CALL business luncheon in the downstairs area of Maggiano's will get the picture) about two dozen chapter members touched base with one another and shared plans for the days ahead. Buon appetito!

Of the many programs this year that addressed foreign law and global legal research themes, two of the most interesting and valuable were presented by CALL members. On Monday, July 12, Jean Wenger co-presented a dynamic and engaging practical demonstration on sources and strategies for locating foreign law ("Globalization Moved My Cheese: Or, How Do I Find Foreign Law?"). On Wednesday July 14, Lyonette Louis-Jacques co-presented a valuable program on foreign law collection development ("Parlez-vous le droit? Collecting Legal Materials in Foreign Languages"). In addition to these programs, the meeting agenda included several other presentations on KM and library marketing strategies in a global context, as well as a number of programs narrowly tailored to explore particular foreign legal systems (Islamic Law, Chinese, Japanese and Korean law) as well as a comprehensive and highly information presentation on the current state of the European Union ("The European Union At The Cross Roads: Freedoms In A Federated Europe," Tuesday, July 13).

As anyone fortunate enough to have attended this year's meeting can attest, the inability to be in more than one place at the same time seriously restricts one's ability to attend each and every workshop of potential interest. With most tracks consisting of 5 or more programs, it is inevitable that an attendee will feel frustrated by his or her inability to attend conflicting workshops, and I am no exception. Although I was particularly interested in programs that addressed digitization and online information delivery strategies, I was frequently tempted to mix it up a little bit, and I'm glad I did. I found the panel of AALL/LexisNexis Call For Papers Award recipients ("Writing For Fame And Fortune," Monday, July 12) to be highly motivating, which is very surprising given the fact that I am known to be unyieldingly recalcitrant when it comes to setting pen to paper. Of equal interest was "The Centennial Bar is Now Open: Pour Another Round of AALL History (Tuesday, July 13) an informal beer and bull session (minus the beer, unfortunately) on AALL's past leadership and organizational history.

For those who, like myself, were seeking out material or resources relating to digitization strategies and Web accessibility issues, the meeting offered some highly informative programs. Foremost among these was "Exploring The New World Of Digital Preservation Initiatives" (Wednesday, July 14), a panel presentation that included discussion about successful digitization projects implemented across the river at Harvard and MIT. "Creative Commons.org: Publishing In The Digital Age" (Sunday, July 11) and "DOJ Legislative History Digitization Project" (Wednesday, July 14) yielded information and practical observations directly relevant to projects soon to be undertaken on behalf of my own user community.

All in all, I found this year's annual meeting to be richly informative and highly motivating. As you might expect, my week-long exposure to a diverse community of highly competent and unceasingly creative information professionals helped to broaden my perspective and to suggest novel approaches to persistent strategic and operational roadblocks. I would sincerely like to thank the CALL Grant and Awards Committee for their grant award, and I would encourage others who might not otherwise be able to attend the 2005 meeting in San Antonio to submit an Annual Meeting grant application; the Annual Meeting travel grant is one of the most valuable member services our local chapter provides. Bon chance! ■



## AALL 2004 Annual Meeting: Inspiration, Education, and Opportunity

By Susan M. Boland, Northern Illinois University College of Law

Thanks to CALL's generous grant, I was able to attend the American Association of Law Libraries' 2004 Annual Meeting. The great thing about the AALL Annual Meeting is that it fills so many needs. I left this year's meeting feeling inspired by the educational programs offered, grateful for the opportunity to network and connect with my colleagues, and exhausted by the non-stop whirl of meetings and programs.

Since our new high-tech courtroom will be used this fall for classes, our students will be exposed to litigation support software. This, along with student wishful comments regarding law office technology, created a strong interest for me in the AALL program, Beyond the Traditional Curriculum: How to Create and Teach a Law Practice Technology Course. I was not disappointed.

The two presenters, Sally Irvin from Wake Forest University School of Law and Maryanne Gerber, Golden Gate University School of Law, take different approaches to the way they teach law practice technology. Maryanne Gerber taught a course for credit on law practice technology. Sally Irvin taught brown bag programs. In their classes, both taught not just advanced word processing, PowerPoint, Excel, Access, case management software, and litigation support software, but they also discussed the ethical problems that come up with the use of technology. Not only were the electronic handouts and PowerPoints helpful for anyone interested in developing this type of course or short program, but the two have created a TWEN course with resources such as syllabi, tests, and discussion forums. The title of the TWEN course is How to Create and Teach a Law Practice Technology Course. Once you enter TWEN, click on Drop/Add a Course. The course is under National TWEN Courses. You can contact Maryanne Gerber, [mgerber@ggu.edu](mailto:mgerber@ggu.edu), for the password.

This subject area strikes me as an excellent opportunity for academic and firm law librarians to collaborate on the creation of such a course.

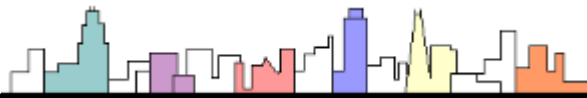
Another particularly timely program was The (Under)World of Legal Information: Protecting Networks from Hackers, Worms, and Malicious Exploits. Since I had earlier been a victim of browser hijacking, and have gotten a rash of phishing emails (phishing is a spoofed email that's purpose is to trick the recipient into revealing personal financial information) lately, I

definitely wanted to check this one out. It was full of great information for the average PC user and the speakers stressed that every user has a basic responsibility to help protect the 'Net. Among our responsibilities: (1) keeping up-to-date with security patches; (2) using and updating regularly our anti-virus programs; (3) not clicking on strange attachments; (4) installing personal firewalls; (5) installing and running anti-spyware software on a regular basis; (6) installing and running pop-up blockers; and (7) being very careful with emails that ask you to go to a website and reveal sensitive financial information. During a question and answer session, the speakers did state that users should probably consider using a browser other than Internet Explorer, such as Firefox. They cautioned, however, not to rely too much on Firefox. No browser is completely secure. Some are just more secure than others and the more popular a browser becomes; the more likely those seeking to exploit vulnerabilities will target it.

While there were many more excellent programs, time and space do not permit me to go on. In addition to the educational programs, I had the wonderful opportunity to meet with colleagues from all parts of the country and get involved with other AALL related groups such as the Computing Services Special Interest Section. One thing I have learned is that the annual meeting is a great time to get involved. While participation in organizations such as CALL, MAALL, CS-SIS, RIPS, etc. does not begin and end at the annual meeting, it is the chance to see the faces of all those people you've been corresponding with through email. Personal contact with colleagues is a prime motivator for many people, including myself and I was happy to take advantage of it. ■

### *Ann Pucket cont. from p.8*

the South Texas College of Law Library position was "out of the mainstream." And she admits to having had reservations herself, about moving to another big city and to what she considered a less-than-desirable climate. But she now views her time at South Texas as "in many ways the most rewarding of my many jobs" because it allowed her to make the biggest impact. Looking back on her experiences in variety of academic law library settings, she recognizes that "each has taught me something additional about my profession. I wouldn't change a thing." ■



**Elizabeth Chiapperi**  
Director of Information Services  
Nixon Peabody LLP

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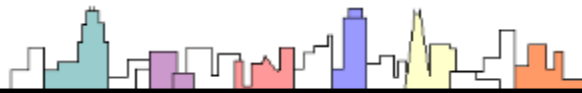
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**YBP Tour**  
**By Lorna Tang**  
**University of Chicago**

Before the AALL Conference, YBP Library Services invited their law library customers for a tour of their headquarters in Contoocook, New Hampshire, a village 70 miles north of Boston. A few of us accepted the invitation. On Thursday, July 15, Mark Kendall, National Sales Director for YBP, picked up three law librarians at the conference headquarters hotel and drove us north to New Hampshire.

YBP Library Services was founded in 1971 as a bookseller to libraries. They provide books and technical services to academic and special libraries. They have grown from a two-person operation to a company of over 300 employees. In 1999, they were acquired by Baker & Taylor and became the academic division of Baker & Taylor. Their U.K. office, Lindsay & Howes, became part of YBP Library Services in 1998 and the two companies have since integrated operations, staff, systems and services.

It took a little more than an hour for us to arrive at YBP Headquarters located in a lot surrounded by tall trees. We met company executives and supervisors of various departments. I was very impressed with the Rush Drop Ship Ordering service that YBP was testing. With this service, a book can be shipped overnight to a library if it is in stock in the warehouses owned by YBP or Baker & Taylor. Billing and invoice can be processed in the usual way but no discount will be applied. As of August 3<sup>rd</sup>, this rush service is out of beta test and is now available to all YBP customers.

YBP has professional staff to do profiling and “provisional” records for materials with no LC copy. They also offer book in hand upgrades for CIP records and pass through support for OCLC’s PromptCat service. Physical processing can be done for libraries. Books from selected publishers are carefully reviewed to match against approval plan subscribers’ profiles. So, YBP can send the right books or slips on approval to the right libraries. Libraries may choose one or more of these services.

All books are tracked carefully as soon as they arrive in the building. At any time, YBP can identify the location of a book. (I wish that libraries could do the same.) The book pick and packaging area has an assembly line operation. YBP staff pick the requested books from assigned bookshelves according to the “pick list” printed for each library. Before a box is sealed, it is

reviewed again for error. YBP is very proud of their low error rate in shipping the right books to the right libraries.

All three visiting law librarians are GOBI users. GOBI (Global Online Bibliographic Information) is an online database supporting YBP’s acquisitions and collection management services. After lunch, we reviewed the new features and discussed our difficulties with the system. YBP staff offered advice and pointed out shortcuts to work more efficiently.

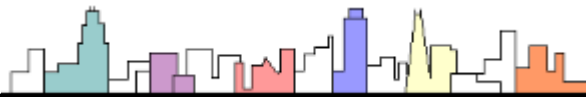
Visiting vendors is always a learning experience for both the vendor and the librarians. We can see how the vendor processes our orders and we can share with them our wishes and difficulties. Shortly after three o’clock, Mark Kendall drove us back to Boston and dropped us off at the hotel before five o’clock, so we could catch our separate flights back home. ■

**TRIAL**  
**By Kira Zaporski**  
**Loyola University Law School Library**

Every librarian that interacts with the public engages in some form of instruction, whether formal or informal. How we approach these instructional opportunities affects our relationship with our patrons and, ultimately the success of our library. Quality instruction is characterized not just by the content of your message, but how you deliver that message. How well do you understand the information needs of your learner/patron? Are you conveying your content in a way that aids the patron’s understanding, or just in a way that is easiest for you to deliver? These were some of the questions addressed in the 2004 TRIALL (Teaching Research in Academic Law Libraries) program.

Co-sponsored by LexisNexis Librarian Relations Group and AALL, the TRIALL program was first established in 1998, and takes place every other year, on the Thursday and Friday immediately preceding the AALL Annual Meeting. TRIALL includes presentations, structured breakout sessions, demonstrations, and opportunities for networking with the instructors and other attendees. TRIALL is open to all law librarians in academic settings who have, or who aspire to have, formal or informal instructional responsibilities. Class size is limited to 30 participants to maximize learning and information sharing among colleagues. I was fortunate to have the opportunity to participate in the 2004 TRIALL program, and to receive a generous CALL grant to cover my travel expenses.

*continued on page 26*

*TRIALL continued from p.25*

The goal of TRIALL is to prepare academic law librarians to be successful teachers by improving curriculum development and presentation skills. However, the skills emphasized at TRIALL in the context of legal research, could be applied to any instructional situation. Development of a successful training experience is a cyclical reiterative process. Through a combination of lecture and small group work, participants practiced the different components of designing a successful training experience:

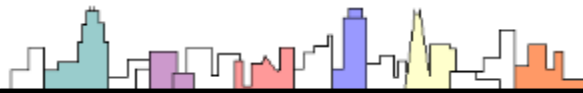
- (1) Conduct a needs analysis - TRIALL faculty emphasized the importance of assessing the needs of your learners. Needs assessment can come from a variety of sources. Poll your audience, past written evaluations, or ask colleagues about their experiences;
- (2) Identify measurable objectives - A learning-centered syllabus is based upon clear instructional objectives. The objectives should be observable and measurable, and reflect the needs assessment;
- (3) Course design - Develop a syllabus that meets the identified needs. Ask yourself whether your curriculum is designed primarily to meet the needs of your learners, or primarily to make it easier for you as the instructor;
- (4) Presentation skills - Practice your presentation, and incorporate different presentation styles;
- (5) Marketing - Make sure your audience is aware of your training program and why they will benefit from attending;
- (6) Have evaluation tools in place - You should decide on the evaluation methods at the time you are designing the course, not after the lesson has been delivered;
- (7) Celebrate your results - Make sure that others (supervisors, employers, target audience) are also aware of your successes;
- (8) Developing a successful training program is a continuous cycle - Incorporate what you've learned when you return to the needs analysis stage.

Guest speaker Steve Friedland, an author and law school professor, talked about "superstar teacher presentations" and provided advice on raising the level of your teaching. He emphasized the importance of having a protocol, such as a lesson plan or blue print for your lesson. You should have incorporated your learning objectives and assessment methods into your lesson plan. He also warned against confusing teaching

with learning. When we teach, it doesn't necessarily mean the students learn. Consider the lesson from the student's perspective, and regularly solicit feedback to assess whether your message is getting through.

Mr. Friedland also shared ways in which you can use teaching to promote learning. This tip refers to ways that the instructor can deliver content so that students learn better. Be conscious of different learning styles, use humor, use memory anchors and repetition. We also need to challenge our students. Extend the learning experience with an out-of-class assignment that requires a different set of skills. Make the content relevant to their real life, not just to their legal life. Superstar teachers learn to use time judiciously. There are many ways to do this. Perhaps offer an extra optional session just for questions, so class time can be devoted to instruction. Have students complete an exercise or reading assignment prior to coming to class, so they are in a position to more actively participate. Use e-mail to build relationships with students outside of class by sending follow-up comments on their participation, and answering questions that came up during class. The way in which you deliver your message is equally as important as the content. Watch the focus of your attention. Make sure to engage the entire class by varying the format of the lessons, and using tools such as quizzes, small group discussion, and role-plays to reach students who would otherwise not participate. When you deliver your lesson, don't just stand there. Your voice and body language should not be static, use props and visual aids, or use competition to physically engage learners. Other tips included creating a "signature line" that will come to be associated with you, a phrase that you use frequently in class. It makes you memorable and acts as a mental trigger for your students. Finally, be open to trying new things. You are expecting your students to grow and change, and you should expect the same of yourself.

TRIALL was an extremely valuable experience, both for the content of the sessions and for the opportunity to share ideas with colleagues at other institutions. If the TRIALL program appeals to you, but you're not an academic law librarian, LexisNexis also co-sponsors similar programs tailored to other areas of law librarianship: Teaching Research in Private Law Libraries (TRIPLL); Teaching Research in Court and Agency Libraries (TRICALL); and Advanced Management in Private Law Libraries (AMPLL). More information about these programs can be found on the LexisNexis InfoPro web site. ■



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***Committee Annual Reports cont. from p.17  
PUBLIC AFFAIRS, USA Patriot Act***

including their use of computers to browse the Web or access email, may be under government surveillance without their knowledge or consent; and

WHEREAS,

increased surveillance of these activities threatens civil rights and liberties guaranteed under the Constitution; now, therefore, be it

RESOLVED,

that the American Association of Law Libraries strongly opposes those provisions of the USA PATRIOT Act and of any other current or future legislation, regulations, or guidelines that erode the privacy and confidentiality of library users; and, be it further

RESOLVED,

that the American Association of Law Libraries opposes any legislation, regulations or guidelines that have the effect of suppressing the free and open exchange of ideas and information; and, be it further

RESOLVED,

that the American Association of Law Libraries urges Congress to provide effective oversight of expanding surveillance on library users and urges Congress and the President to amend provisions of the USA Patriot Act and other legislation, regulations, and guidelines that threaten the rights of inquiry and free expression; and, be it further

RESOLVED,

that the American Association of Law Libraries joins other library organizations in resolving to educate library users about threats to privacy and confidentiality and collaborates with others, as appropriate, to oppose these threats to civil liberties; and, be it further

RESOLVED,

that the American Association of Law Libraries transmit a copy of this resolution to the President of the United States, to the Attorney General of the United States, to the Secretary of the Department of Homeland Security, to the Leadership of both Houses of Congress, to the library community, and to others as appropriate.

Muslim Community Association of Ann Arbor et al v John Ashcroft et al, U.S. District Court for the E. D. Mich. S.D. Case No. 03-72913.

- This is the first suit directly challenging the constitutionality of the USA PATRIOT Act. A Motion to Dismiss was heard in December, 2003 and taken under advisement.

New developments

— The Security and Freedom Ensured Act of 2003 (SAFE Act.), S. 1709, was introduced in the Senate on October 10, 2003 and referred to the Committee on the Judiciary. The Act would amend the USA PATRIOT Act to place limitations on the use of surveillance and the issuance of search warrants. The portions of the bill of most interest to the library community are described in the Congressional Research Service Bill Digest as follows:

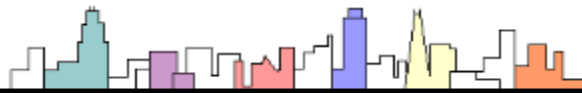
- Amends FISA to require, with respect to access by the Federal Bureau of Investigation to business records for foreign intelligence and international terrorism investigations, that there be specific and articulable facts giving reason to believe that the person to whom the records pertain is a foreign power or an agent thereof.
- Provides that libraries shall not be treated as wire or electronic communication service providers under provisions granting counterintelligence access to provider subscriber information, toll billing records information, or electronic communication transactional records.

The only activity this session is a recent statement of support and a request to schedule a hearing by the Senate Committee on the Judiciary made by Senator Durbin of Illinois on April 7, 2004, which may be found at 150 Cong Rec S 3898.

— The proposed Domestic Security Enhancement Act of 2003 (so-called PATRIOT II): This draft legislation has not been introduced as such, although pieces of it have been included in other legislation that is currently pending.

— The Anti-Terrorism Intelligence Tools Improvement Act of 2004: H.R. 3179 was introduced September 25, 2003 by Rep. Sensenbrenner of Wisconsin. This bill contains several of the provisions of the Justice Department's draft of PATRIOT II; none of the provisions relate directly to libraries. However, the bill does provide criminal sanctions for violation of the nondisclosure provisions applicable to certain financial institutions that may receive a request for business records under a "national security letter." A good statement of the issues presented by the bill can be found in the testimony presented at a hearing before the House Committee of the Judiciary, Subcommittee for Crime, Terrorism and Homeland Security, held May 18, 2004. Statements by Daniel J. Bryant, Assistant Attorney

*continued on p.29*



**Committee Annual Reports cont. from p.28**  
**PUBLIC AFFAIRS, ANTI-TERRORISM**  
**INTELLIGENCE**

General, Office of Legal Policy, U.S. Department of Justice, in favor of the bill, and by former Member of Congress Bob Barr, opposed to it, can be found on LexisNexis and LexisNexis Congressional databases.

**PUBLIC RELATIONS ANNUAL REPORT**

**Submitted by Rebecca Corliss and Lynn Leinartas**

The CALL PR Committee grew this year to include six active members: Rebecca Corliss, Sandy Flannigan, Sally Holterhoff, Lynn Leinartas, Bridget MacMillan, & Jim Wilson. During this year the committee has accomplished the following:

- Took pictures at each 2003-2004 CALL meetings.
- Developed the pictures from the meetings and sent the pictures, photo capture sheets, and press releases to the *CALL Bulletin*, *AALL Spectrum*, and the Internet committee. Several pictures were published in each publication throughout the year and on the CALL web site.
- Maintained the CALL photo album with labeled pictures taken by the committee at CALL events. The album also includes the press releases and photo capture sheets that were sent to each media outlet throughout the year.
- Developed and produced CALL bookmarks to be used at CALL exhibit tables.
- Planned, set up, and maintained the CALL exhibit table at the 2003 AALL Conference in Seattle. This included a display of CALL photos & awards, CALL bookmarks, candy from Chicago companies, CALL brochures, the CALL photo album of events, and a raffle for Chicago memorabilia.
- Represented CALL at the 2003 CONELL Marketplace in Seattle.
- Developed an advertisement for the CALL Web site and *CALL Bulletin* soliciting authors for articles.
- Explored opportunities for articles by or about CALL members with the following publications: *Chicago Tribune*, *Illinois State Bar Journal*, *Chicago Daily Law Bulletin*, *Dominican GLIS* magazine, *American Libraries*, *American Lawyer*, *Crain's Chicago Business*, *Today's Chicago Woman*, *Chicago Sun-Times*, *National Law Journal*, I, I, and *Chicago Lawyer*.
- Developed a list of proposed topics for articles by CALL members.

- Explored opportunities to work with the CALL Placement/Recruitment Committee in recruiting librarian students to law librarianship.

Next year the committee plans to continue the work above. We also plan to build on the work we have done, particularly in the area of article placement and marketing to students about the opportunities in law librarianship.

**RELATIONS WITH INFORMATION VENDORS**

**Submitted by Lorna Tang**

Members of the Relations With Information Vendors Committee 2003/2004 are: Thomas Gaylord, Mark Giangrande, Gail Hartzell, Mary Hollerich, Joanne Hounshell, Thomas Keefe, David Rogers, Liaison, and Lorna Tang, Chair.

To keep CALL members up to date on the activities and other related issues with legal information vendors, Gail Hartzell has diligently brought about 60 messages from the "law-acq" listserv to CALL members attention during 2003/2004.

Because of the leadership change at CCH Inc., we did not visit their Editorial Offices as planned. Instead, working with this committee, CCH conducted two focus groups with Chicago law firm librarians in early December. These meetings helped CCH better understand their customers' research needs. CCH has found these focus groups incredibly valuable and has since held other focus groups and customer interviews in New York and other cities.

We also communicated with the Librarians Relations staff of Thomson West. They have held two training sessions for law librarians in the Chicago area.

In March 2004, the AALL Committee on Relations with Information Vendors sponsored a Career Development Forum on Legal Publishing Issues. Lorna Tang forwarded the discussion to the CALL listserv in a summary format. These discussions gave insights to various problems and possibilities when working with legal information vendors.

**UNION LIST ANNUAL REPORT**

**Submitted by Kathleen Powers Goodridge**

The Union List Committee was short staffed this year in part because of co-chair Linda Chia's resignation in October. Kathleen Powers Goodridge is the chair, and Therese Berkhout is the only member.

In October the CALL Board set the price of the thirteenth edition: \$90 for participants (first copy), \$65 for participants (additional copies), \$135 for nonparticipants.

*continued on p.30*

## Public Relations in Boston

By Rebecca Corliss  
Schiff Hardin & Waite

Boston, July 2004. CALL once again had a presence at the annual AALL conference. Ours was one of the best looking regional chapter displays. As you can see from the picture you couldn't miss us! With the large display unit (lent by Metropolitan Library System one again), our intriguing photo albums, the awards from AALL for Excellence in Marketing, 1999 and from Westlaw for placing third in the 1996 Decathlon, the colorful bookmarks and the Ferrara Pan candy (Lemon Heads and Jaw Busters) we weren't to be missed. What I think really attracts visitors to our display is the raffle that we have every year. This year our theme was "Souvenirs of Chicago" and 27 librarians dropped in their cards. The winner was Carol Bredemeyer of Salmon P. Chase College of Law, Northern Kentucky University. She will be receiving her prize any day now. I am sorry that all of you weren't able to participate in the drawing but to make up for it I will have bookmarks at the September meeting. See you there. ■



## Committee Annual Reports cont. from p.29 UNION LIST

The work on the thirteenth edition began in January with a three part mailing to all fifty-six libraries who participated in the twelfth edition of the union list. With closings and mergers of law firm libraries there are fifty-four libraries participating in the thirteenth edition. The rest of the membership was informed of the upcoming new edition on January 23 by way of the Discussion Forum and a posting of the preorder form on the web site. Needless to say, this method allowed tremendous savings of time and postage. A copy of the preorder form was also made available in the Spring issue of the *CALL Bulletin*. A final reminder of the April 1st deadline for preorders was sent via the listserv in mid March, and, finally, John Klaus made an announcement about the preorder deadline at the March business meeting.

The Committee has received sixty preorders for the thirteenth edition. Currently, the Committee is waiting for the Union List Offline Product Order (print-out of LDRs) from OCLC due in May. The updating of the preface and addendum is nearing completion. The Committee will contact Mid-American Printing Systems, Inc. to copy and shrink wrap the union lists. Details of the distribution in June/July are still to be finalized with Denise Glynn at DePaul Law Library which is, once again, serving as the pick-up point for libraries located in the Loop.

Plans for 2004-2005

One participant raised questions about the effectiveness of the hard copy of the union list with the availability of the holdings on FirstSearch. The Committee plans to research this availability and possibly survey the membership after distribution is completed this Fall. ■

The *CALL Bulletin* is currently seeking ideas for its two yearly "special issues". Is there a special topic or theme that you have been eagerly waiting to see discussed in an issue of the *Bulletin*? Do you have a topic weighing heavily on your mind and relief will only come through discussion in the *Bulletin*? Are you just waiting for the right forum to tell your fellow CALL members what you really think?

If your answer to any of these questions is yes, we suggest you submit your ideas to either Debbie Rusin at [rusin3165@aol.com](mailto:rusin3165@aol.com) or Roberta Fox at [rfox@lordbissell.com](mailto:rfox@lordbissell.com).

## PROFESSIONAL READING

By Sheri Lewis

The University of Chicago

Baig, Edward C. "Life Has Gotten Even Shorter in Digital Age."

*USA Today*. 26 July 2004. Available at: [http://www.usatoday.com/tech/news/2004-07-26-longevity\\_x.htm](http://www.usatoday.com/tech/news/2004-07-26-longevity_x.htm)

From plasma TVs to data on CDs/DVDs to .JPEG files of digital photos, the author considers the longevity of the products we own and the long-term accessibility of the information we create and collect.

Bell, Steven J. "End PowerPoint Dependency Now!" *American Libraries* vol. 35 no. 6 (June/July 2004): 56-58. Available at:

[http://www.ala.org/al\\_onlineTemplate.cfm?Section=selectedarticles&Template=ContentManagement/ContentDisplay.cfm&ContentID=69066](http://www.ala.org/al_onlineTemplate.cfm?Section=selectedarticles&Template=ContentManagement/ContentDisplay.cfm&ContentID=69066)

An excellent article in which the author offers suggestions of how librarians can reduce their dependency on PowerPoint and focus their use of this software on enhancing, rather than distracting from, their presentations.

Crawford, Walt. "What Happened to Technological Fixes?" *American Libraries* vol. 35 no. 6 (June/July 2004): 88. Available at: <http://www.ala.org/ala/online/thecrawfordfiles/crawford2004/Junejuly2004whathappened.htm>

Crawford surmises that technology is not a solution to the issues libraries face without close integration with the policies and services at the core of what we do.

Dames, K. Matthew. "Social Software in the Library." *LLRX - Law Library Resource Xchange*. 26 July 2004. Available at: <http://www.llrx.com/features/socialsoftware.htm>

Trends in the patterns and preferences of users suggest a more social-oriented focus for the library environment offering opportunities for collaboration and socialization. This article discusses a similar movement in the online world through the use of tools called social software (blogs, RSS, IM, Chat, Wi-Fi, handhelds). The author explains what social software is and how it can be used to organize our work better and more collaboratively.

Hayes, Chris. "Enter the World of the Wiki." *LLRX - Law Library Resource Xchange*. 26 July 2004. Available at: <http://www.llrx.com/features/wiki.htm>

If you are unfamiliar with wikis, this article provides a concise overview of this novel web technology. It gives examples of the use of wikis on publicly accessible web sites and in corporate environments as a tool for communications, project and knowledge management. Vendor options for wiki software are mentioned.

Irwin, Raymond D. "Emerging Issues in Library Web Collections." *LIBRES - Library and Information Science Research Electronic Journal* vol. 14 no. 1 (March 2004). Available at: <http://libres.curtin.edu.au/libres14n1/index.htm>

The author reviews the staggering growth of the Internet and the World Wide Web, its effect on human expectations from a service perspective, and ultimately, on library collections, resources and user interfaces.

Jacsó, Péter. "Internet Insights – Linking on Steroids." *Information Today* vol. 21 no. 7 (July/August 2004): 15-16. Available at: <http://www.infotoday.com/it/jul04/jacso.shtml>

This column is based on a talk delivered at the Society for Scholarly Publishing's annual meeting and reviews the state of the art in Web linking to citations and the best and worst practices.

Lavoie, Brian and Dempsey, Lorcan. "Thirteen Ways of Looking at Digital Preservation." *D-Lib Magazine* vol. 10 no. 7/8 (July/August 2004). Available at: <http://www.dlib.org/dlib/july04/lavoie/07lavoie.html>

In this detailed and compelling article, the authors observe that preservation has been the slowest initiative to find its way into the digital world. They suggest that digital preservation should be an integral part of the processes and operations of digital information environments and offer thirteen scenarios for accomplishing this outcome.

Murphy, Sean. "Libraries Ordered to Destroy U.S. Pamphlets." *The Boston Globe* 24 July 2004.

The GPO has ordered libraries to destroy pamphlets received through the federal depository program on prosecuting asset forfeiture cases. This article details the circumstances surrounding the order and the response from librarians and library associations.

*continued on p.32*

*PROFESSIONAL READING cont. from p.31*

Pike, George H. "Legal Issues - Search Engines and Trademarks." *Information Today* vol. 21 no. 7 (July/August 2004): 15, 18, 20.

Describing the various uses of the terms *playboy* and *playmate* as a lead in, this law librarian discusses the use of trademarked terms in Internet search engines, including cases involving Playboy Enterprises, LexisNexis (suit filed against Toyota re: use of Lexus brand name), and considers the potential liability of search engines such as Google and Yahoo! for trademark infringement.

Rochester, Maxine K. and Vakkari, Pertii. *International Library and Information Science Research: A Comparison of National Trends*. IFLA Professional Reports No. 80 (2004).

Available at: <http://www.ifla.org/VII/s24/pub/iflapr-80-e.pdf>

In this technical report, the authors introduce various methodologies for comparing research in the field and use them as a basis for examining research practices in Australia, Scandinavia, China, Turkey, Spain and the United Kingdom.

Shachtman, Noah. "For Doctored Photos a New Flavor of Digital Truth Serum." *The New York Times*. 22 July 2004.

This journalist discredits the myth - a photograph is truth - and reports on research conducted at Dartmouth College on digital forgery and how to detect it.

Twist, Jo. "Robots Get Bookish in Libraries" *BBC News*. 21 July 2004. Available at:

<http://news.bbc.co.uk/2/hi/technology/3897583.stm>

Libraries may provide a use for the robots of the future, according to this article. A group of robotics researchers at a University in Spain are working on a robot librarian designed to handle various collection maintenance functions.

Walker, David M. "GAO Answers the Question: What's in a Name?" *Roll*

Call. 19 July 2004. Available at: <http://www.gao.gov/about/rollcall07192004.pdf>

Effective July 7, 2004, the GAO's legal name became the Government

Accountability Office. The change better reflects the modern professional services organization that GAO has become, according to this op-ed piece by the Comptroller General of the U.S.

Wayne, Richard. "An Overview of Public Access Computer Software Management Tools for Libraries." *Computers in Libraries* vol. 23 no. 6 (June 2004): Available at: <http://www.infotoday.com/cilmag/jun04/wayne.shtml>

The challenge of providing computer access to the resources we collect is one faced by all libraries. The author discusses the basic management tools for maintaining computers for information access, focusing on public access workstations. He covers, in brief, the following categories: setup software, security programs, integrity maintenance software, browser control tools, antivirus software, anti-spyware software, patch management tools, session managers, print management systems, system utilities, and Microsoft software options. ■

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 Liaison: Jo Ann Hounshell

### UNION LIST

Chair: Kathy Goodridge  
 (312) 435-5660 x2657  
[kathleen\\_goodridge@lb7.uscourts.gov](mailto:kathleen_goodridge@lb7.uscourts.gov)

Liaison: Denise Glynn

### SPECIAL COMMITTEES

#### BYLAWS

Chair: Frank Drake (312) 876-7170  
[fldrake@arnstein.com](mailto:fldrake@arnstein.com)

Liaison: Jean Wenger

#### CORPORATE MEMORY

Chair: Mary Lu Linnane (312) 362-6895, [mlinnane@condor.depaul.edu](mailto:mlinnane@condor.depaul.edu)

Frank Drake  
 Susan Siebers  
 Liaison: Denise Glynn ■

  
**CALENDAR**

September 7, 2004  
CALL Executive Board Meeting  
Chicago, IL

September 24, 2004  
CALL Business Meeting  
Chicago, IL

October 12, 2004  
CALL Executive Board Meeting  
Chicago, IL

November 9, 2004  
CALL Executive Board Meeting  
Chicago, IL

November 17, 2004  
CALL Business Meeting  
Chicago, IL

December 7, 2004  
CALL Executive Board Meeting  
Chicago, IL

January 4, 2005  
CALL Executive Board Meeting  
Chicago, IL

January 13, 2005  
(Joint Meeting with SLA-IL)  
CALL Business Meeting,  
Chicago IL  
[www.ala.org](http://www.ala.org)

March 8, 2005  
CALL Executive Board Meeting  
Chicago, IL

March 23, 2005 (tentative date)  
CALL Business Meeting  
Chicago, IL

April 12, 2005  
CALL Executive Board Meeting  
Chicago, IL

May 10, 2005  
CALL Executive Board Meeting  
Chicago, IL

May 20, 2005  
CALL Business Meeting  
Chicago, IL

June 5-8, 2005  
Special Libraries Association  
Annual Meeting  
Toronto, ON, Canada  
[www.sla.org](http://www.sla.org)

June 23-29, 2005  
American Library Association  
Annual Meeting  
Chicago, IL

July 16-20, 2005  
American Association of Law  
Libraries Annual Meeting  
San Antonio, TX  
[www.aallnet.org](http://www.aallnet.org) ■

