

CALL Bulletin

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FROM THE EDITORS

It's that time of the year again. The holidays are fast approaching as we roll out our special edition of the *CALL Bulletin*. The winter issue is traditionally a themed issue, and each year presents new challenges as we try to think of something unique. After much discussion amongst members of the CALL Bulletin Committee, we came up with the theme of "Virtual Interactions – The Library Has Gone Virtual." This is not to be confused with another issue we did back in 2001, which focused on print vs. electronic resources. This time we wanted to focus on the change in *communication* between law librarians and our patrons. We not only send and receive information via email, we are training them via webex. Are there attorneys you have worked for countless times that you have never even seen? This whole shift in communication could be compared to interacting with the Wizard of Oz. Who is behind that curtain, with the furrowed brow and the booming voice? Is there even a real person behind that webex screen?

Just like the old adage, "Change is good. You go first," these virtual interactions have made the 21st Century an exciting time to be a law librarian. But it can be a little disconcerting as well. In this issue, we tried to bring you both sides, along with a little humor. We hope you will enjoy it.

Debbie and Roberta



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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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President's Letter

By Naomi Goodman, Valparaiso University School of Law Library

Naomi.Goodman@valpo.edu

Dear Members:

Unlike the Supreme Court, CALL does not have a First Monday, but two of our "firsts" took place in October. Our first business meeting for the year had a record attendance for a September meeting of 113 people gathered at the Allegro to hear *Chicago Tribune* writer Mike Conklin. Twelve of the attendees were new members, and the Membership Committee arranged for them to be met and welcomed by other CALL members. Through the Community Service Committee, members donated back-to-school items for homeless children in the Chicago area.

For the first of five programs planned for this year, the Continuing Education Committee used a format that CALL has not used in several years – the Brown Bag lunch. Attendance of 25 CALL members shows that for a new and interesting topic (in this instance, FRBR – Functional Requirements for Bibliographic Records) combined with a knowledgeable speaker, the Brown Bag is a successful format. In November, the committee presented their second program, another popular and well-received Brown Bag on "RSS/Blogs" – with 33 members attending.

The Elections Committee, with the Bylaws Committee, has been working hard on a new charge received from the Board at the beginning of this year. The important result of their work is announced on page 10, together with the excellent slate of candidates for the 2006/07 Board presented by the Nominations Committee.

On the first weekend of November, I attended the AALL Editorial Board meeting in Chicago, where much of the discussion involved the best use of AALL's website in conjunction with their publications, the *Law Library Journal* and the *Spectrum*. I was soon thinking of CALL's website and how it has benefited our association and changed the way we do business. Even without comparing it to websites for similar organizations, we know that it is attractive and easy to use – a great resource for us and anyone else looking for information about CALL. Committee chairs and Board members also know that our webmaster, Annette Cade, is always responsive to requests to post new items on the website - they are there almost in real time.

One huge benefit to members, since May 2003, is earlier notification of meetings and events through a combination of our discussion forum and website, by-passing the postal service and company mail rooms. In a slightly different

Chicago tradition, we "post early – and post often." Meeting schedules for business and Board meetings are posted at the beginning of the CALL year so members can plan and schedule accordingly. Incidentally, stuffing envelopes and mailing notices has been almost completely eliminated, resulting in monetary savings and leaving members free to donate their time and talents to CALL in more interesting ways.

The next step is for CALL is to enhance the content of our website, with contributions from committees and individual members. One important part will be the posting of select documents from the Archives Committee, which has done a major inventory and organization of our archives over the past few years, and is now working on scanning documents, starting with 50th anniversary material, for eventual posting. The Public Relations Committee is asking members to submit articles which they have written, for posting or linking. The Public Affairs Committee has posted its September summary of important legislation. The Members Only section, created two years ago, contains an online version of our Directory which is now updated quarterly rather than annually. Many ideas for improved content will come from our members, so please contact committee chairs or Board members with ideas for content to be added to our website.

I look forward to seeing you at our November breakfast meeting (probably before you read this), and wish you a happy holiday season.

Naomi



School supplies collected for the service project during the September 15 Business Meeting

CALL Executive Board Minutes Summary
 by Julia Jackson, Brinks Hofer Gilson & Lione
jjackson@brinkshofer.com

Date: 14. June 2005

Place: AALL Headquarters

Board Members present: Janice Collins, Naomi Goodman, JoAnn Hounshell, Juli Jackson, Mary Lu Linnane, Jamie Stewart

Board Members not present: Jean Wenger

Committee Chairs Present: Chris Morong and Julie Pabarja, Continuing Education Committee

I. Meeting called to order

Meeting was called to order at 9:00 a.m.

II. Approve the agenda

The agenda was approved.

III. Committees

Continuing Education: Chris Morong and Julie Pabarja of the Committee met with the Board to discuss program ideas and the policy for paying presenters. The Committee is considering several brown bag sessions to be held in law firms or law schools that deal with topics like What are RSS and Blogging?, Marketing, Interview Techniques, and Resume Writing. The Committee is also considering a larger half day program on How to be a Library Director. The goal is to have five programs. The Committee is planning these programs on the opposite months of the Association meetings. The Board recommended the Committee Chairs talk to the Committee members and see what ideas they have and to check the *Spectrum* chapter news columns for ideas. Also, the Board clarified that it is the preference of the Board to not pay for presenters and that the Committee Chairs should read the CALL Handbook for specific procedures they should follow. Jamie Stewart will prepare guidelines for payment for education programs and present to the Board.

IV. Minutes

Minutes for the May 2005 meeting were approved as written.

V. Treasurer's Report

Income and deposits for May totaled \$600 and expenditures totaled \$5,395.34. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$21,271.27. The Northern Trust balance as of the 3rd of the month is \$4,013.14.

VI. Old Business

Business Meeting dates – The meeting dates for 2005/2006 are Thursday, September 15, 2005; Joint Meeting with ORALL in Indianapolis, October 12 -14, 2005; Friday,

November 18, 2005; Thursday, January 12, 2006; Thursday, March 23, 2006; and Thursday, May 25, 2006. These dates are subject to change.

Board meeting dates – The Board meeting dates for 2005/2006 are June 14, 2005; August 16, 2005; September 13, 2005; October 11, 2005; November 8, 2005; December 13, 2005; January 10, 2006; February 14, 2006; March 21, 2006; April 11, 2006; and May 9, 2006.

CALL No-Host – the announcement has been placed on the website and the first check has been received.

Leadership training for CALL committee chairs and Board – will be held Wednesday, June 22, 2005 at the MLS office.

Changes to guidelines for CALL Discussion Forum – Debbie Ginsburg made changes as discussed previously with the Board.

VII. New Business

Contact information for Board members – Naomi Goodman requested that each Board member send her a phone number where they can be reached on meeting days, just in case the meeting needs to be cancelled.

Committee chairs and liaisons – Naomi Goodman has finalized the committee chairs and liaisons, but is still putting the final touches on the committee members. When the list is finalized, it will be posted to the Internet.

CALL attendance at AALL chapter events – a CALL representative will be present at each AALL chapter event except for one.

CALL attendance at AALL "Education Summit" – September 23 – 24, 2005 at the Lodge in Oak Brook. Mary Lu Linnane has volunteered to go. The Board agrees CALL should be represented and will pay for Mary Lu's expenses.

CALL Nominations Committee – Betty Roeske is the chair. The rest of the committee is still being finalized.

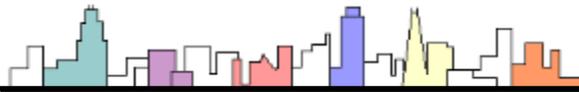
Sonderby Resolution – Naomi Goodman will write letter to the Sonderby sons and send to the Board for comments. She will then send the letters out.

VIII. Committee Reports

Corporate Memory – updated policy log was sent to the Internet.

By-Laws – the Committee suggested that the date of an amendment should be indicated on the document. Going forward, this will be done.

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June Exec. Board Minutes cont. from p.4

Public Relations – Committee is all set for the AALL display.

The meeting adjourned at 10:35 a.m.

Submitted by: Juli Jackson, 16. June 2005

Amended: 16. August 2005

Date: 16. August 2005

Place: AALL Headquarters

Board Members present: Janice Collins, Naomi Goodman, JoAnn Hounshell, Juli Jackson, Mary Lu Linnane, Jamie Stewart

Board Members not present: Jean Wenger

Committee Chairs Present: Susan Siebers, Elections Committee; Mike Wilson and Denise Glynn, Meetings Committee; Gail Hartzell and Megan Butman, Membership Committee

I. Meeting called to order

Meeting was called to order at 9:05 a.m.

II. Approve the agenda

The agenda was approved.

III. Committee Charge - Elections

Susan Siebers, chair of the Elections Committee, discussed online voting with the Board. The Association By-Laws were written broad enough to allow online voting. The advantages of online voting are that tabulation is instant and the Chicago mail system does not have to be taken into account. The charge for the Elections committee is to investigate online voting for the 2006 CALL election and report back to the Board in October. Also, the Elections committee needs to include a recommendation for individuals without e-mail access.

IV. Minutes

Minutes for the June 2005 meeting were approved as amended.

V. Treasurer's Report

Income and deposits for June totaled \$2,622.00 and expenditures totaled \$1,432.92. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$22,608.76. The Northern Trust balance as of the 3rd of the month is \$4,040.22.

Income and deposits for July totaled \$7,030.00 and expenditures totaled \$104.58. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$29,534.18. The Northern Trust balance as of the 3rd of the month is \$4,040.22.

VI. Old Business

The CALL No-Host dinner at the AALL annual meeting in San Antonio was a great success. Approximately 17 people attended. The food was fantastic!

The Board has approved the Nominations Committee (Roeske, Bassett, Faust, Glynn, Lenzen)

The policy for paid speakers is that the preference is not to pay speakers. CALL members are not to be paid to speak at CALL events. If a speaker is paid, the costs need to be recouped with the program fees. This should be put in the Handbook under the Continuing Education Committee. Jamie Stewart will bring a draft of the change to the next meeting so the Board can finalize wording and vote on the change of policy.

VII. Committee Charge – Meetings

Mike Wilson and Denise Glynn, co-chairs of the Meetings Committee, discussed the meetings for the upcoming year. The March meeting will be assigned seating. There are always two gift certificates drawn at each meeting. This policy is stated correctly everywhere except the policy log. Also, the policy log says the meetings committee is responsible for sending out notices for other meetings (i.e. SLA, AALL, etc.). This is not correct; the past president should do this. The policy log will be corrected to reflect this information.

The holiday party is being put on by SLA and CALL members are being invited. It is December 6th or 7th at the Union Club from 5 – 7 p.m. CALL attendance in the past has declined sharply.

VIII. New Business

Chapter liability insurance is due in October. Cost is approximately \$1.50 per chapter member. This should go under the President's duties in the *Handbook*. Naomi Goodman will add to *Handbook*.

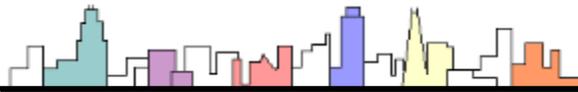
Illinois Secretary of State registration – Naomi Goodman is filling out the form.

ORALL meeting in Indianapolis – ORALL has been setting it up. There is no financial requirement for CALL. CALL members can apply for grants to attend. Naomi Goodman is asking the Internet Committee to put on our website.

IX. Committee Charge – Membership Committee

Gail Hartzell and Megan Butman, co-chairs of the membership committee, discussed some changes they would like made in the upcoming year. The renewal form needs to be fixed by removing the Committee Selection area. A volunteer form is sent to the membership each year. The Committee and the Board will discuss changing the language later in the year.

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August Exec. Board Minutes cont. from p.6

In order to make new members feel more welcome, someone from the Membership Committee and/or Meetings Committee will welcome the new members to the meeting and introduce them around. If not enough people can be found from the Meetings or Membership Committee, Board members will volunteer. The responsibility for welcoming new members falls to the Membership Committee

X. Committee Reports

Continuing Education – will be sending meeting/seminar information to the Public Relations committee so they can get the announcements out to the newspapers. Also, Jamie Stewart is making a form to be used to summarize the event.

Internet – Question was asked as to whether jobs should be posted on the ListServ. It was decided that all jobs should go to the Placement/Recruitment Committee.

Recruitment/Placement – the committee is looking over the corrections to the flyers.

Community Service – have a good group this year. Activities are planned for each meeting (Red Cross, School Supplies, Food Drive, Battered Women's Shelter, Literacy Drive). The committee would like to purchase a hand truck to make it easier to get the donated items from the meetings. All of CALL could use. The Board approved the purchase of the hand truck, up to \$200.

The meeting adjourned at 11:50 a.m.

Submitted by: Juli Jackson, 22. August 2005

As amended: 13. September 2005

Date: September 13, 2005

Place: AALL Headquarters

Members present: Janice Collins, Naomi Goodman, JoAnn Hounshell, Juli Jackson, Mary Lu Linnane, Jamie Stewart

Members not present: Jean Wenger

Committee Chairs present: Frank Drake, Bylaws Committee and Corporate Memory Committee; Holly Lakatos, Community Services Committee; Annette Cade and Deborah Ginsberg, Internet Committee

I. Meeting called to order

Meeting was called to order at 9:03

II. Agenda approved

The agenda was approved.

III. Committee Charge – Bylaws and Corporate Memory

Frank Drake, chair of the Bylaws Committee and chair Corporate Memory Committee, discussed if electronic voting was allowed by our bylaws. Intent of the bylaws was to allow for electronic balloting, so it should not be a problem. The electronic balloting will need to have login information for each member, not all members are AALL members so this will need to be addressed. Also, a suggestion was made to send e-mails with "OFFICIAL NOTICE" in the subject line. Frank Drake suggested that a notice as defined in the bylaws be sent to all voting members outlining the voting procedure and including the language to the effect that:

The bylaws provide that "a member shall be deemed to have responded and the member's ballot shall be counted if it is received by the Chair of the Elections Committee by March 15"; for the purposes of this election the ballots shall be deemed received by the Chair of the Elections Committee, if they are received on the AALL server, or in written form by the Chair, by March 15.

In the Corporate Memory Committee, Frank will put a note in about official notice with members who have opted out of the electronic communication. Also, the Board thinks it is important to put the date of bylaw changes at the end of each section. This would be similar to a legislative history for the bylaws. Frank is going to start working on this project. He is waiting to get some information from past chairs. The current version should have the date on the bottom of each page. Frank thinks April 28, 2004. This didn't make it into the printed version of the Handbook, but is in the electronic version on the website. It would be nice to know when individual sections were changed as well as when the whole thing was changed (date at bottom of each page). A set of bylaws can be collected per year and some kind of legislative history can be put together. The aim is to include the last five years worth of data.

IV. Minutes

Minutes for the August 2005 meeting were approved as amended.

V. Treasurer's Report

Income and deposits for August totaled \$4,100.00 and expenditures totaled \$2,744.95. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$30,879.23. The Northern Trust balance as of the 3rd of the month is \$4,058.42. Current membership is 313 with 282 renewals received to date.

The proposed budget has been submitted.

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September Exec. Board Minutes cont. from p.7**VI. Committee charges –
Community Service & Internet**

Holly Lakatos, chair of the Community Service Committee, discussed the projects the committee has prepared for this year

Debbie Ginsberg and Annette Cade from the Internet Committee discussed their plans for the Internet site this year.

V. Continued — Meetings form

The Financial Advisory Committee put together a post-meeting evaluation form that used the old form with some additions. This form will help with the no-shows and we will be able to track and enforce the policy. It causes problems just having people show up at the door. The form was adopted pending use at the first meeting.

VII. Old Business – Paid speakers

It was proposed to change the language for the policy to allow payment of speakers in the Continuing Education Committee charge. The Change is in item number 3 to include after the first sentence the following:

All projected costs of the program (room, refreshments, handouts, speaker costs and anything else) should be totaled, and the price that will be charged to attend the program should be set to cover the total costs. The objective is to break even on each program.

Speaker fees and expenses may be paid to non-CALL member speakers, with prior approval of the board, if that speaker is necessary to the program in that they bring something exceptional or unique to the program.

Also, item number 4 should include notifying the PR Committee.

The Board approved this change via an e-mail vote.

VIII. New Business

Continuing Education brown bag programs were discussed by e-mail and they were approved, so they could plan two CE programs charging \$10 per session. These programs will hopefully be marketed to everyone, not just technical services people. The question was posed as to whether these programs should be limited to CALL members or also made available to SLA members. The thought was to make it available just to CALL members at first and see how the program is going to work. It will be marketed through the listserv and the handouts at meetings and the CALL website.

In 2003, the board made a policy that we could vote via e-mail. This is legal in Illinois. And we have put this in place and used on time sensitive matters. The idea came up

that we should vote on stuff that comes in via e-mail on a regular basis. We should do business at Board meetings and will only vote via e-mail if it is time sensitive or urgent.

Archives Committee has requested some guidance on what materials are necessary to keep. The Board recommended that old union lists should not be kept. Only the current Union List and perhaps the one before it should be kept. The Board will discuss the rest of the list which was submitted by the committee at the October meeting and if the Union List being kept is really necessary.

AALL visitor – we would like Sally Holterhoff to speak at the May meeting, however it is not our turn to have an AALL president. We can put in the request to have Sally Holterhoff speak at the May meeting and we may get denied, but we'll give it a try. We can give up our presidential visit next year.

IX. Committee Reports

Public Affairs – they would like to put on a legislative history program and not charge for the program. There should not be separate rules for this committee. They would need to charge for the program. We will put this on the agenda for next meeting. The committee would like to give an award to Dick Durbin for all the work he has done for libraries.

Meetings Committee – 115 people signed up for the September 15th business meeting.

Elections Committee – they are working on electronic voting and will meet Thurs to discuss.

XI. Adjournment

Meeting was adjourned at 11:57

Submitted by: Juli Jackson, 22. September 2005

Revised: 11. October 2005 ■

CALL would like to thank

Law Bulletin Information Network

for sponsoring the September 15 meeting and

InfoCurrent

for sponsoring the November 18 meeting.

Business Meeting Roundup

By Julia Jackson

Brinks Hofer Gilson & Lione

jjackson@brinkshofer.com

113 members and guests attended the **September 15, 2005 CALL Business Meeting** held at Hotel Allegro. Law Bulletin Information Network sponsored the meeting. Professionals Library Services donated the door prizes. Mike Conklin, *Chicago Tribune* journalist, was the guest speaker.

The theme of Mr. Conklin's speech was how useful and knowledgeable librarians are, especially in our ever increasing information overload world. He started out by telling the crowd about the various librarian stories he uncovered while doing research for speech. He learned that nobody notices librarians unless something goes wrong. However, that has not stopped Mr. Conklin from being an avid user of the services librarians have to offer.



He feels that when going into a new town, it is best to stop by the library and see what the librarians know. Mr. Conklin likes to think of librarians as the keepers of facts, records, and history. For this reason, his bond with librarians is very strong.

President Naomi Goodman welcomed the new CALL members:

Amy Affelt, Lexecon
Dana Avent, Sachnoff & Weaver
Jason (Jay) Divine, BNA, Inc.
Barbara Eklund, Seyfarth Shaw
Maggie Fleming, Brinks Hofer Gilson & Lione
Eugene Guidice, student
Chris Hernandez, Neal, Gerber & Eisenberg
Kathryn Hough (Huff), CCH, Inc.
Heather Jones, Clausen Miller
Scott Onak, DLA Piper Rudnick Gray Cary
Janet Parker, Sachnoff & Weaver
Kimberly Watkins, Baker & McKenzie

President Goodman encouraged members to apply for the two \$125 grants available for the ORALL meeting being held in Indianapolis, October 12 -14, 2005. She also announced that Mary Lu Linnane would be attending the AALL Education Summit on behalf of CALL. Mary Lu will be requesting

input from CALL members to take to the Summit. President Goodman also announced that the next Business meeting would take place on November 18th at the Chicago Bar Association.

Susan Retzer and Kathleen Bruner, Community Services Committee, thanked everyone for their past contributions and encouraged members to donate to the Red Cross through the containers on each table. They also indicated that at the next meeting, they would be collecting canned goods for the Greater Chicago Food Depository.

Gail Hartzell, Membership Committee, announced that the Directories were available and could be picked up at the end of the meeting.

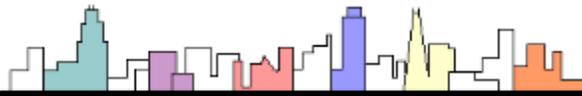
Julia Pabarja and Chris Morong, Continuing Education Committee, reminded everyone to save the date for two upcoming CE programs. The first one is on October 20th about FRBR and the second one is on November 10th about RSS & Blogs. They also indicated that there would be two other programs next year; one lasting a full day on legal research and another half day program on being a library director.

Betty Roeske, Nominations Committee, told everyone that the 2006 slate was not yet complete so if there were any suggestions to please send them in.

Submitted by: Juli Jackson, CALL Secretary
 September 23, 2005 ■



Mary Lu Linnane will attend the AALL Education Summit on behalf of CALL.



CALL ELECTIONS GO ELECTRONIC

By Naomi Goodman, CALL President

Naomi.Goodman@valpo.edu

The CALL Board charged this year's Election Committee with investigating electronic voting for the February 2006 election of Board members. At its October 11, 2005 meeting, the Board voted to accept the recommendation presented by the committee to move to electronic elections, starting with this year's election.

The election for the 2006/07 CALL Board will change from paper ballots to an electronic election. Technical support will be provided by the American Association of Law Libraries (AALL) which conducted electronic elections for the 2005/06 AALL Board and several AALL-SIS 2005/06 Boards, and is conducting its current Board election electronically.

Our bylaws provide that "a member shall be deemed to have responded and the member's ballot shall be counted if it is received by the Chair of the Elections Committee by March 15." (Sec. 9.6). For the purposes of this election, the ballots shall be deemed received by the Chair of the Elections Committee, if they are received on the AALL server, or on an official paper ballot, by the Chair by March 15.

We will make provision for paper ballots for voting members who are listed in our membership records as not having

internet access. **In addition, any voting member who normally receives email notices but would prefer a paper ballot to an electronic ballot, may contact the Elections Committee Chair, Susan Siebers, before December 15, 2005 with a request to receive a paper ballot for the February election.** The deadlines specified by our bylaws will apply to both kinds of ballots.

Many thanks are due to the Elections Committee, Susan Siebers, chair, and members John Austin, Lenore Glanz, Eugene Giudice, and Julie Pabarja for their excellent work in investigating the technical, legal, and financial aspects of holding our first electronic election. Thanks are due also to Frank Drake, Chair of the Bylaws Committee, who worked to ensure that we conform to our bylaws. The work they have done this year will make it easier for CALL members to vote and, we hope, will provide greater participation. It will also allow us to avoid the time-consuming clerical work previously associated with elections, and make it easier to keep to the deadlines in our bylaws.

More information about the election will be made available through this discussion forum as the election approaches. ■

2006/07 Executive Board Candidates

President:

Holly Lakatos, Chicago-Kent College of Law Library

Deborah Rusin, Latham & Watkins

Treasurer:

Anne Abramson, John Marshall Law School

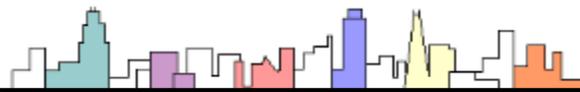
Therese Arado Clarke, Northern Illinois University College of Law Library

Director:

Kathleen Bruner, Barack Ferrazzano Kirschbaum Perlman & Nagelberg

Maureen Burns, Jones Day

Additional nominations may be submitted in accordance with
Article IX, Section 3 of the Association Bylaws



PEOPLE & PLACES

By Gail Hartzell, Valparaiso University Law Library and
Megan Butman, DLA Piper Rudnick Gray Cary US LLP

Gail.Hartzell@valpo.edu, megan.butman@piperrudnick.com

Welcome New Members

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Changes to 2005-2006 Membership Directory

Elections Committee

Holly Lakotas resigned
Liaison: Naomi Goodman

Internet Committee

New Member: Pam LaMarca
Kay Collins resigned

Membership Committee

New member: Scott Onak
Liaison: Jamie Stewart

Relations with Information Vendors

New member : Kathryn Hough

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The correct e-mail address for **Gail Tenney** from Professionals Library Services is getenney@comcast.net.

The correct e-mail address for **Susan Seibert** from Professionals Library Services is susanseibert@sbcglobal.net.

Sidley Austin Brown & Wood LLP

Law Firm is preparing to move to a new building in mid-November. The new address will be as follows:

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One South Dearborn
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The telephone numbers, fax numbers, Interlibrary Loan number and emails will all remain the same.

The correct Interlibrary Loan number for **Winston & Strawn LLP** is 312-558-4309. ■



Allen Cotton, Cheryl Blalock, Febe Santos, Lorraine Constanzo, Sean Casey (*Law Bulletin*, September 15 Business Meeting sponsors)

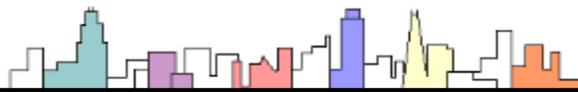


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ORALL ANNUAL MEETING

Betty L. Roeske, Katten Muchin Rosenman LLP

betty.roeske@kattenlaw.com

There were 6 CALL members in attendance at the ORALL/CALL Joint Meeting in Indianapolis on Oct. 12-14. Total attendance was approximately 100. The opening reception was held on Wednesday night at the Indiana State Library. Entertainment provided by Indianapolis Men's Chorus. Richard Humphrey, an ORALL member, is a member of the chorus. We also had a tour of the library which was recently renovated.

The Thursday sessions began with Barbara Maxwell, Director, Indiana State Library welcoming us. She also spoke on "**Taking the Library to the Patrons.**" She discussed the variety of programs the Indiana State Library has developed to take the library to the patrons. She has been emphasizing to the various branches of Indiana government that they have access to electronic information as well as the traditional books. Libraries are more than bricks and mortar. She mentioned numerous projects that she worked on when she worked at the library at *USA Today*.

"Publishing Opportunities for Law Librarians", Paul Healey, Senior Reference Librarian and Associate Professor of Library Administration, Albert E. Jenner, Jr. Law Library, University of Illinois

Paul Healey reviewed many possible places that law librarians can publish their written work. He explored how to determine the audience of a publication, how to submit articles for consideration, tips for approaching and dealing with editors, and how to survive the editing process. He discussed "Getting Ideas", "Finding Places to Publish", "When Writing" (what to concentrate on), and "Making Your Move."

"Searching the New Web: Blogs and RSS", Bonnie Shucha, Reference & Electronic Services Librarian, University of Wisconsin Law Library

Blogs and RSS are changing the way we do legal research. Ms. Shucha demonstrated tools and explored ways that they can help you and your users stay current in less time.

"Identity Theft", James P. Nehf, Professor of Law & Cleon H. Foust Fellow, Indiana University School of Law

Professor Nehf described the growing problem of ID theft. He discussed how it is occurring and evolving with new technologies, and illustrated the most common and troubling consequences. He gave an overview and critique the state and federal laws and enforcement efforts that attempted to



Canal Walk, White River State Park downtown Indianapolis, near the ORALL meeting site.

combat the problem. And he provided some guidance on what we as consumers can do to protect our own personal identifying information from being misused.

"Managing Electronic Resources: Is There Life Beyond Print?", Robin Crumrin, Director of Digital Initiative, IUPUI University Library

Robin was supposed to give an overview of e-resources management covering topics such as license review, acquisitions, authorization and access. She recently became the Interim Director of Acquisitions and talked about licensing issues for electronic resources instead.

"Training the Trainer", Paul Healey, Senior Reference Librarian and Associate Professor of Library Administration, Albert E. Jenner, Jr. Law Library, University of Illinois

Paul covered the broad spectrum of issues that must be decided in order to conduct an effective training session. He will look at pedagogical considerations, the advantages or various presentation formats, practical issues to be resolved, and disaster planning for training sessions.

The closing banquet was an opportunity for networking and to be entertained. There was no speaker. Entertainment was provided by Comedysportz. They incorporated Shepardizing and pocket parts into their jokes. It was obvious that they did not know what they were but they were entertaining.

continued on p.14



ORALL continued from p.13

The Friday sessions began with **“Principles of Web Site Design and Usability”**, Sara Anne Hook, Professor or Informatics & Associate Dean for Academic Affairs & Undergraduate Studies, IUPUI and Professor Anthony Faiola, Associate Director, Human Computer Interaction Graduate Program IUPUI and Professor Joe Defazio, Interim Director, New Media program, IUPUI

Two speakers addressed web site design and usability focusing on human computer interaction human-centered design and the use of multi-media.

“Beyond the Law Library”, Melanie Kelley, Director of Library Services, Ice Miller, and Anne Abate, Executive Director of the Greater Cincinnati Library Consortium

Two librarians discussed how their careers developed from being law librarians to taking on responsibilities beyond the law library. Melanie Kelley described how she went from being a law firm reference librarian to being responsible for her firm’s library, records department and conflicts department. Anne Abate, a former law librarian, spoke about her experiences with teaching, marketing and a library consortium. She kept changing hats. She ended up with a coonskin cap.



Rebecca Corliss, Katie Leonard (Thomson West), Molly McKenna (GSI)

“Bringing Patrons Back to the Library-the Lake County Experience”, Angela Baldree, Law Librarian, Lake County Law Library Association

While planning for their long awaited renovation project to be completed, the Lake County Law Library board and staff made it a priority to bring users back into the library. New technology such as wireless communication, laptops, and videoconferencing were introduced as ways of adapting to the changing nature of libraries.



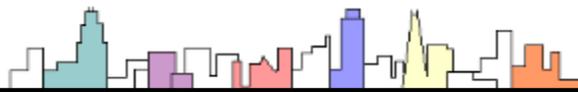
Former CALL member Debra Denslow, Miriam Murphy (both Indiana University School of Law Library and co-chairs of the Local Arrangements Committee for the 2005 ORALL Annual Meeting); Kyle Passmore (University of Akron Law Library, 2005/2006 ORALL President).

“The Common Experience at Indiana University Bloomington”, Carolyn Waters, Executive Associate Dean of Libraries

In 2003 Indiana University opened the “Information Commons”, a technology and information rich space designed for both individual and collaborative learning. A partnership of the Libraries and University Information Technology Services (UITS), the IC is a place that delivers the services and technology students have asked for in a facility open 24/7. Building on the popularity of the IC, the IC2 will be opening in 2005 for individual work and quiet study space. Planning has begun for the Research Commons, a one stop destination for research support on the IUB campus that will encompass services from the Libraries, UITS, Advanced Research and Technology Institute, Office of the Vice President for Research, statistical consulting and more. ■



ORALL - <http://www.orall.org/>



WHATEVER HAPPENED TO CAROL DAWE? “A Very Nice Balance”

By **Bob Winger, McGuire Woods LLP**

rwinger@mcguirewoods.com

Carol Dawe indicates that she has found a nice balance in her life since leaving Loop area law firm libraries for a position in the western suburbs just over ten years ago. Until then she had been the technical services librarian at Katten Muchin Rosenman LLP (then known as Katten Muchin & Zavis).

Carol was born in Denver, but grew up in a large family on Chicago's southwest side. After graduating from Concordia College (now University) and earning her Masters in Library Science from the University of Illinois in 1984, she worked for a short time as reference librarian at the Winnetka Public Library. In 1986, she moved to Sonnenschein Nath & Rosenthal in a position where she evenly split her duties between reference and technical services. After two years she joined Katten, this time concentrating full time on technical services. That is where she spent the next eight years of her career, saying that she really loved what she did during that period.

While at Katten, Carol and her husband Bill moved from Evanston to a house in Glen Ellyn. They then became parents with the birth of their daughter Ellen in 1994. After returning to Katten from maternity leave, she said she began to feel the pull to find a position as a director, and also (ideally) one that was closer to home and to her daughter. She hadn't planned on leaving law firm libraries, but was informed by a friend of a search for the position of Consortium Manager of the Library Integrated Network Consortium (LINC). She initially passed on applying, feeling that it was out of her realm of expertise. But about a month later the position was restructured and the search was reopened. The same friend brought it to her attention again: this time, Carol applied, interviewed for and was offered the position. She left law firm libraries and began her new career.

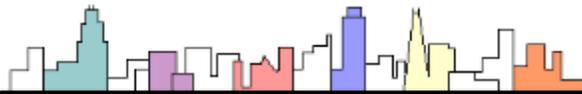
LINC provides an integrated library system to nine west suburban public libraries, including shared automation systems, internet service and email access. It is located just a quarter mile from the St. Charles Public Library. The other members of the consortium are Batavia, Bloomington, Franklin Park, Geneva, Glen Ellyn, Itasca, Villa Park and West Chicago. Since Carol has been consortium

manager, LINC has also offered value-added services such as customized OPAC screens with many features for patrons to use at home and at the library, assistance to and training of the libraries' catalogers, hosting web pages, and negotiating service and equipment contracts on a larger scale than the libraries would be able to do on their own, and thereby passing along considerable discounts to the consortium's members.

Four staff members report to Carol; she has hired them all. Carol in turn reports to a Council comprised of directors of each public library in the consortium, which meets once a month. She also reports to the Governing Board of LINC—likewise a nine member group, made up of trustees from each library board which meets every other month. She says that the lines of communication are good and that the system works well. Each library has experienced the advantages of being part of a network with shared resources and a shared catalog and is committed to being a part of LINC. Carol points out that she is happy that it is a single type consortium in that all its members are public libraries. Multi-type consortiums are much more complicated to run in that the member organizations' diverse functions, interests and goals of the members can all lead to problems in delivering a balanced approach to services.

Carol says that she is very lucky in her career with LINC: she oversees a strong organization that cares about and actively supports its patrons, and that she has had only a few bad days in her ten years as director. Being closer to home allows her greater flexibility in fulfilling her work responsibilities, and also enables her to be close by for Ellen, who is now 11 years old! She says that she is too busy these days to look back, but adds that her years as a law librarian did prepare her well for negotiating leases and contracts on behalf of the consortium and working with over 100 librarians and hundreds of other staff members at the LINC libraries!

Carol has kept in touch with many people from Katten and Sonnenschein, but would love to hear from her colleagues. Those wishing to contact her may contact her by email at: cjdawe@linc.lib.il.us. ■



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Katie Leonard, M.S.L.I.S.
West Librarian
Relations Manager
Midwest Division

Katie Leonard



**Rebecca Corliss,
M.L.S., M.B.A.**
West Librarian
Relations Manager
Midwest Division

Rebecca S. Corliss

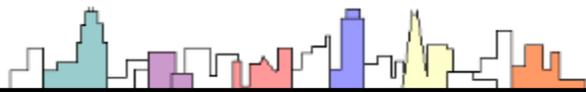
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«VIRTUAL INTERACTIONS?»

WE DON'T TALK ANYMORE

By Roberta Fox, Lord, Bissell & Brook LLP, RFox@lordbissell.com

I'll never forget the advice I received from my reference class professor. This was a few (ahem) years ago, when Dominican University was still known as Rosary College. There were quite a few Dominican Sisters still teaching classes in the Graduate School of Library and Information Sciences then, and this particular Sister told us with great sincerity, "When conducting the reference interview, use a courteous, professional manner and always greet your patron with a smile. And if you must go to work with a cold, be sure to sneeze into your sleeve."

Ha. This scenario reminds me of those 1950s magazine ads featuring an apron-clad housewife wearing a full-skirted dress and pumps, smiling broadly as she prepares dinner for her also-smiling children. I can also imagine a reference librarian in the 1950s, smiling at a seated patron, pen in hand as he/she conducts the reference interview. Fast forward to the present day, in a busy downtown law firm library. We 21st century reference librarians are bombarded with emails, voicemails, Blackberry generated emails, intranet generated reference requests, and a reference trend that seems to be taking over, e.g., a patron who increasingly isn't there. Not only is the patron no longer physically coming to the library or Information Center, because of the ease and the popularity of electronic communication, there are fewer and fewer phone calls as well. In the words of that 1979 Cliff Richards popular song, "It's so funny, how we don't talk anymore."

We all know the reference interview is the practice of gently asking probing questions to get to the real query at hand. We've learned through trial and error what the patron asks for and what the patron needs is not always one and the same. Additionally, a skilled and careful reference librarian is able to determine through the reference interview what sources the attorney may have already checked, how much time should be spent on the request, if billable resources can be used, and when the attorney would like to receive the results. A lack of verbal communication between the patron and the reference librarian can prolong the time spent looking for the answer. It may even cause us to waste time looking for the wrong material. For example, in the following scenario a new associate sent an email asking for a company's most recent 10-K, but what he really needed was the registered agent. This information is not found in the 10-K or any of its exhibits, and if we had the chance to discuss his research

needs from the beginning, we would have known he needed the company's Secretary of State record — and not the 10-K or annual report. The list is endless. Then there is the attorney who prefers to use the Instant Messaging type approach, without use of the shift key of course, "r u busy? i need mst rnt sec flgs frm Qcorp asap. tks." It's a wonder I have any hair left at all. We had a Tolstoy-inspired summer associate one year who wrote novels, practically, in our electronic reference request form. As in many Internet free text boxes, the hard return isn't generated when the request is initially keyed in, and everything runs together into one long paragraph. Thankfully, we are able to edit entries, but trying to first understand and then separate her thoughts with the Hypertext Markup Language (HTML) code `<P>` added to the challenge of the request.

So, okay. I will say it. Electronic communication in any form simply does not allow for the same quality of exchange offered by a face-to-face or telephone interview, in spite of the back and forth nature of some email banters. Anyone who has utilized the online chat knows it is entirely possible to have a "conversation" online. But it takes longer to type and send what can be verbally communicated. I get caught up in one of these electronic conversations about once daily, until I remind myself to sit back, pick up the phone and give the attorney a call, beginning with a "Hi there, how 'bout if we just finish this on the phone?" It saves time, every time.

Don't get me wrong, email is a remarkable reference tool. At the click of a mouse we can deliver information to attorneys on another floor, or across the country. U.S. law firms are increasingly global; our firm has offices in Atlanta, New York, Los Angeles, Washington and London. Whenever we conduct an orientation for new or lateral associates from one of these satellite offices, we are always sure to point out that their request will receive the same careful attention and quick response as an attorney down the hall. Additionally, through email, we have an electronic record of our work — and that all important copy of an item on file in the event the attorney misplaces what we just delivered. With email, we can copy other members of the reference staff, thus applying the three-heads-are-better-than-one approach, which in turn fosters a team atmosphere on our reference desk. At any given moment, we have a pretty firm idea of what the other reference librarians are working on. If a member of the

continued on p.20



«VIRTUAL INTERACTIONS?»

WORKING SMARTER — VIRTUALLY, OF COURSE

By Maria Willmer, DePaul University College of Law, mwillmer@depaul.edu

In 1999, a good friend of mine and I were fortunate enough to take a trip to Zermatt, Switzerland (one of the little villages that surround the Matterhorn). I had been to Europe once before but never to Switzerland; this was my friend's first European excursion. With the last leg of our journey still ahead of us, we carried our bags up a flight of stairs out of the underground train system into the bright sunlight. At this point my friend said to me, "Where do we go now?" I'm not sure what it was about that question or that moment, maybe it was the jet lag, but at that moment, the question seemed hilarious to me. I thought, "How in the world do I know? I've never been here before." I thought, "How can you expect me to have any idea where we are supposed to go now?" It was like my friend expected me to pull the answer out of thin air. Lately I've been thinking about that question in the context of what librarian positions are like now in this 21st century. I often think, after a patron asks a rather demanding question and expects me to know the answer, "How can this person expect me to deliver this information out of thin air?" And then the answer hit me: Virtually, of course, virtually.

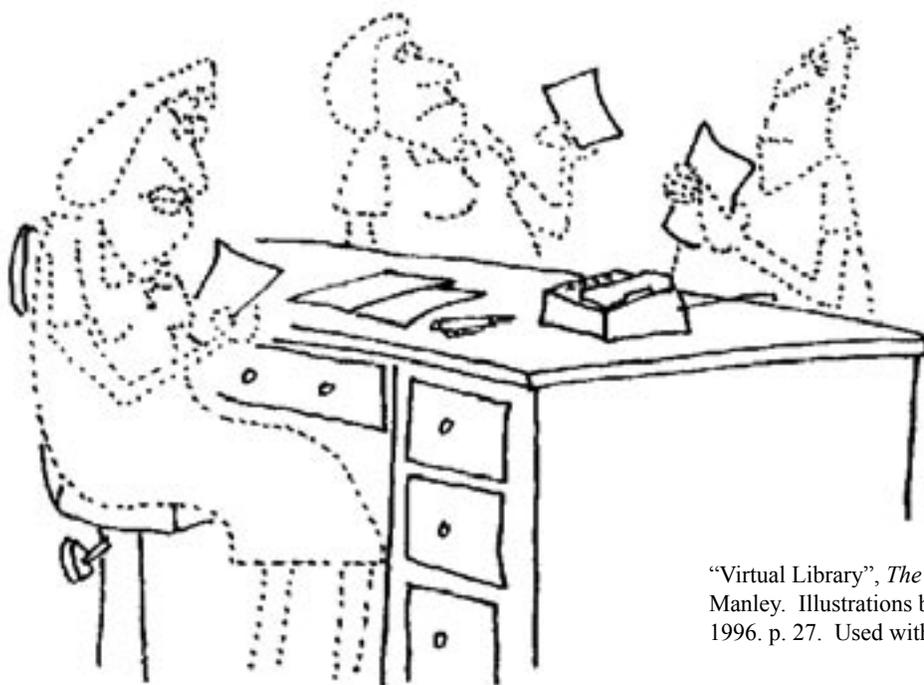
In Webster's Third New International Dictionary (Merriam Webster, 1981), virtual is defined as "of, relating to, or possessing a power of acting without the agency of matter..." A "matter-less" library which, if you excuse the play on

words, does not make libraries or librarians matter less but makes them matter more. Why? I believe one of the reasons is that just because everyone has become a searcher (oh, I'll just throw it into Google) doesn't mean everyone really knows how to search. Basically not everyone has the skills, the drive, the aptitude or the training to search like librarians are trained to search. This is the time for librarians to shine. While expectations to find answers "out of thin air" are a daily calling, our opportunity to do just that is right here in front of us. We are trained to organize (catalog), maintain (keep current), select & acquire materials (out of this plethora of information). We are trained to search and disseminate, to find the right sources, and deliver this accurate information in record time.

In the Spring of 2001, an article in *CALL's Bulletin* entitled "Virtual Law Librarian: Adding Value in a Digital World" states, "Librarians must embrace the economies and efficiencies possible from virtual resources, critically selected and acquired, and champion the virtual library. ... We must advocate on our own behalf our expert role in this virtual law library."

Librarians have this exceptional opportunity and as far as I can see we are really stepping up to the plate. I know librarians who are creating Intranets, web sites, online bibliographies, internet newsletters and blogs...etc. We are seizing the opportunities and paving the way to a very bright future for the library field.

We have the skills, we have the tools, let's dazzle and astonish. As virtual librarians let's continue to take the lead and pull answers out of thin air – it's a virtual "shock and awe" opportunity. Let's take this opportunity and run with it. ■



"Virtual Library", *The Truth About Reference Librarians* by Will Manley. Illustrations by Richard Lee. McFarland & Company, Inc. 1996. p. 27. Used with permission.

«VIRTUAL INTERACTIONS?»

IS ANYONE THERE?

By Doris Nuding, Querry & Harrow, Ltd.

dnuding@querry.com

The virtual library of today is wonderful in many respects. We can obtain information from our desktops, without moving an inch. However, the flow of visitors to the library has not only slowed down, it is almost non-existent. I find myself contacting people by voicemail, e-mail and internet connection, which means I do not speak with or see people as much as I did in the past.

Technology has become so advanced that most of what we do is transmitted using some electronic means. E-mail has become so prevalent that some states have instituted e-mail laws. See, for example:

<http://clickz.com/news/article.php/3516736>

<http://www.ftc.gov/bcp/conline/pubs/buspubs/canspam.htm>

I spend a lot of my time emptying e-mail of junk mail because vendors, amongst others, now have a new method of solicitation – without any human contact. I can remember that 6 years ago, vendors would actually call to set appointments with me to discuss the firm's accounts. Now, I get an e-mail or a website to review prior to purchasing products. The government has developed ways in which to eliminate some of the spam e-mails that we all encounter. Websites for information on this are:

<http://www.ftc.gov/spam/>

<http://spam.abuse.net/>

As time marches on, more and more advertisers, including law library vendors, use e-mail servers to advertise the products they sell without any salesperson ever ringing a phone or a doorbell. No human contact – one click and you can order anything you want from these ads and have it delivered to your doorstep. Some of my vendors, however, have begun to realize that without some human contact, we lose good customer relationships. Also, without being able to put a face to a name, we oftentimes forget who our representatives are and do not use the services of a particular representative but rather order with a click of the mouse. I cannot say that I miss having ten vendors stop to visit in a day, sometimes unannounced, but I do feel, in some instances, that I have lost touch with vendor representatives.

As I work on projects within the firm, I am as guilty as the next person in using electronic means of delivery. Why? E-mailing of information saves time. Instead of walking a mile



“Automated Reference Desk”

The Truth About Reference Librarians by Will Manley.

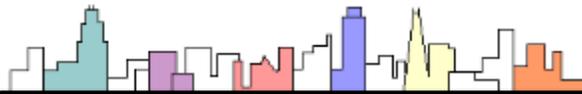
Illustrations by Richard Lee. McFarland & Company, Inc. 1996. p. 106. Used with permission.

across our office space, I can deliver projects with a click of the mouse and move on to the next project. However, I do make a point of periodically hand delivering materials so that newer attorneys, in particular, have a face to connect my name to.

While human interaction has diminished with modern technology, our ability to perform tasks in a more timely fashion has increased. My time tracking down missing books, in example, has almost totally been eliminated because all of our attorneys have desktop access. When I need an answer to a question, I can forward it via e-mail and normally get a response no matter where the recipient of the e-mail may be. In the past, I was forced to wait until whomever I needed to question returned to the office. On the flipside, if I am out of the office because of a sick day, an emergency or for any other reason, if there is a computer nearby, I can communicate from afar and answer questions in a more timely fashion, enabling the attorneys to get answers to their clients.

E-mail can be a useful tool but it can also work against you. In the event of a trial, for example, e-mail transmissions can now be used as exhibits to prove or disprove a case. In another instance, court reporters oftentimes e-mail transcripts, rather than hand delivering or mailing them. See: <http://info.summation.com/courtrep/> for example.

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«VIRTUAL INTERACTIONS?»

Is Anyone There? cont. from p.19

As time continues to march on, more innovative techniques will cross our paths. I am glad to see that people still do things that promote interaction among people, rather than doing virtually everything by electronic means. For instance, it is nice to see people stop by to drop off a project once in awhile so that we do not forget whom we are working for and with. It is good to have firm outings and meetings to enable people to connect a face with a name. Last but not least, it is good to have good personal relationships with those vendors who are selling us products so that we feel as though we are dealing with responsible vendors, rather than just clicking our way through life.

Ironically, in the instance of this article, I not only received permission to publish it from the powers that be within my firm, I e-mailed it to the editors for publication. Modern technology – no human contact on all levels, but performance nonetheless! ■

We Don't Talk Anymore cont. from p.17

reference staff is out, the electronic track record of messages already generated helps tremendously when trying to pick up where the other person left off. In our firm, when requests come to us via the reference request form, all three of the reference staff plus the director receive an email notification providing a link to the request. Again, the patron benefits from all of our expertise for their efforts of typing in a question and hitting the send key.

Sometimes I worry we may have helped foster this “we don't talk any more” environment by providing the online format for reference requests. I've had attorneys come by my office and begin their conversation with, “I know I'm supposed to use the request form, but I wanted to talk to you in person.” This is unfortunate, when you think we may be responsible for sending this signal to our patrons. How to provide the opportunity to generate a request online--but still emphasize that traditional methods of contacting us are also welcome--is a challenge we should not ignore. We may be decades away from that smiling, seated reference librarian of the 1950s, but should remember to remain approachable in person and by phone, despite the bells and whistles of the online reference environment.

And what about value? Can we continue to provide superior reference service in an increasingly non-verbal business environment? I think we can. When presented with an emailed question or an intranet generated request, we can try to overcome the urge to respond online and simply pick up the phone. We can initiate a real conversation. (gasp!) While this may seem to take longer initially, the information we glean from the conversation may in the end shorten the amount of time spent working on the project, producing a cost savings for the client. And as we learned in reference class, by talking to our patrons and asking some of those all-important questions, we can zero in on what they really need--regardless of what they've asked us for. ■

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CALL Committees 2005/06 *cont. from p.21*

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 Betty Roeske
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CALL Meeting Schedule 2005-2006

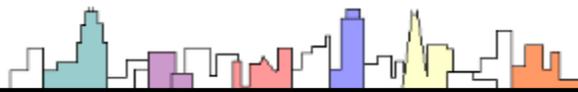
<http://www.aallnet.org/chapter/call/calendar/calendarindex.html>

Business Meetings

Sept. 15, 2005 (Thurs.)
 Oct. 12-14, 2005 Joint Meeting with ORALL in
 Indianapolis (Wed. to Fri.)
 Nov. 18, 2005 (Fri.)
 Jan. 12, 2006 (Thurs.)
 Mar. 23, 2006 (Thurs.)
 May 25, 2006 (Thurs.)
 Details will be posted as they become available.
 Dates subject to change.

Executive Board Meetings

June 14, 2005
 July – no meeting
 August 16, 2005
 Sept. 13, 2005
 Oct. 11, 2005
 Nov. 8, 2005
 Dec. 13, 2005
 Jan. 10, 2006
 Feb. 14, 2006
 Mar. 21, 2006
 April 11, 2006
 May 9, 2006 ■



Professional Reading

By Sheri Lewis, University of Chicago

shl@chicago.edu

Brook, Daniel. "Made in India? Are Your Lawyers in New York or New Delhi?" *Legal Affairs: The Magazine at the Intersection of Law and Life* (May/June 2005). Available at www.legalaffairs.org/issues/May-June-2005/scene_brook_mayjun05.msp

The author briefly describes a now ten-year old phenomenon of American law firms outsourcing legal work to firms in India. Brook highlights the controversial issues arising in such practices, including ethical ones relating to lawyer supervision of the work, labor issues when competing with union employees in the U.S., and client acceptance of work not performed by American firm personnel.

Caulfield, James. "Tricky Devil: A Humorous Training Technique for the Chat Reference Environment." *The Electronic Library* vol. 23 no. 4 (April 2005): 377-382.

Caulfield notes the obvious challenges to the effectiveness of a virtual reference transaction – the pressure to provide a response quickly and the inability to include nonverbal cues in assessing a patron's request. The result, according to this author, is a frequent failure to fully and properly understand the reference question posed. To train new reference librarians to deal with ambiguous questions and work through them in a virtual transaction, Caulfield offers a specific instruction approach. He suggests that trainees be purposely faced with such ambiguities in simulated reference exercises so that they will be more sensitive to different interpretations of a question and gain experience working through them.

Gonzalez, Reyes, Gasco, Jose, and Llopis, Juan. "Information Systems Outsourcing Success Factors: A Review and Some Results." *Information Management and Computer Security* vol. 13 no 5 (2005): 399-418.

This paper explores the success of IT outsourcing - as measured from clients' perspective - in one market. Though narrow in the data examined, the authors provide a wonderful literature review of information systems outsourcing success factors and results. They also outline a good model for assessing the success of an outsourcing effort in their study.

Holt, Rachel E. "Shibboleth: A Next-generation View of the MLS." *Library Review* vol. 54 no. 9 (2005).

This is an excellent article for newer or mid-career librarians as it explores the future of the profession in a thoughtful and realistic manner. Ms. Holt comments on the required nature of an MLS degree but the general lack of practical skills gained in most library and information science programs. By contrast, the author highlights the importance of demonstrated experience and knowledge to most library managers, even for entry-level positions. The author argues for a defined set of core skills and values for MLS programs that would bolster the value of the degree for students and their future employers.

Jasco, Peter. "Visualizing Overlap and Rank Differences Among Web-Wide Search Engines: Some Free Tools and Services." *Online Information Review* vol. 29 no. 5 (October 2005): 554-560.

Despite the current predominance of a few search tools, Jasco's findings support the more longstanding approach to Internet searching that uses more than one engine. He reports significantly small overlap percentages – less than 25% for example searches - when running the same searches through Google, Yahoo, AskJeeves, DogPile engines among others. Jasco's summary findings are complimented by interesting graphs and snapshots of text retrieved in sample searches. This is a worthy quick-read article.

Morville, Peter. "Ambient Findability: Libraries at the Crossroads of Ubiquitous Computing and the Internet." *Online* vol. 29 no. 6 (November/December 2005): 16-20.

Available at

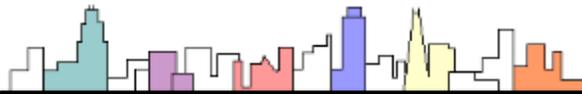
<http://www.infotoday.com/online/nov05/morville.shtml>

The author describes a future world of 'ambient findability' in which "we can find anyone or anything from anywhere at anytime." He opines that this future will not be envisioned by overly simplistic scanning projects such as Google's, but in more sophisticated and broad reaching schemes of information architecture. Morville goes on to define the important elements of findability and encourages librarians to be key players in what he sees as "delicious future of findability."

Sadeh, Tamar and Ellingsen, Mark. "Electronic Resource Management Systems: The Need and the Realization." *New Library World* vol. 106 no. 5/6 (2005): 208-218.

Is the ILS system being replaced or enhanced? This may be the question in an age where ILS (integrated library systems) designed for managing print resources lack the robustness to do the same with rapidly growing

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Professional Reading *cont. from p.23*

electronic resources in libraries. This article explores the emergence and benefits of ERMs (electronic resources management systems). Specifically, the authors identify the typical life cycle of an e-resource – discover, trial, selection, acquisition, access, decision to renew or cancel – and expound upon the value of an ERM in managing each point of the cycle. They also discuss the issue of managing e-resource statistics and how ERMs are valuable interfaces for gathering this information from the vendors and delivering it to library managers in a usable form.

Salz, Peggy Anne. “People Powered Content and Collaboration Combine Sources.” *EContent* vol. 8 no. 11 (November 2005): 24-29.

This visionary piece describes the current information landscape as one in which individuals are more active participants in information control and production than pre-Internet days when most of us were passive recipients of content. With blogs, wikis, podcasting, and personal web pages, a large percentage of the populace may engage in information creation, manipulation and publication. Salz highlights new and emerging software tools that will make it easier for us to be content creators and collaborators.

Van Epps, Amy, S. “The Evolution of Electronic Reference Sources.” *Library Hi Tech*

Vol. 23 no. 2 (2005): 287-298.

In this article, the author suggests that the evolution of electronic resources is not yet complete as vendors have not yet effectively and desirably delivered material electronically without reliance on the print format or, perhaps, a print metaphor. Referring to a measuring tool known as TAM (technology acceptance model), Van Epps suggests that TAM’s measure of perceived usefulness and perceived ease of use (usability) might be used to determine electronic resource acceptance by researchers.

Yates, Ross. “Web Site Accessibility and Usability: Towards More Functional Sites for All.” *Campus Wide Information Systems* vol. 22 no. 4 (2005): 180-188.

Can they see what I see? Issues of accessibility and usability of web sites drive the design and content decisions of web site managers. Librarians are regularly the mediators between a less than functional web site and the desired information. This article explores the well-documented subject of web site usability and accessibility in a practical way. Specifically, the authors examine the inhibitors to effective web site design along with the methods and techniques for both better accessibility and functionality. ■

CALL NO-HOST DINNER IN SAN ANTONIO

CALL members gathered for a memorable dinner at the Oro restaurant in the Hotel Emily Morgan on Saturday, July 16 during the 2005 AALL Annual Meeting in San Antonio. Restaurants in the immediate Riverwalk area had proved unreceptive to requests to host a group on a Saturday night. They would not provide group seating or a private space, and their prices were discouraging (i.e., outrageous).

This is why 17 CALL members met at a quiet and elegant restaurant across the street from the Alamo, in a rather unusual neo-Gothic hotel. While the food was outstanding, the best part of the evening was the opportunity to meet with other CALL members and linger in a manner usually not possible at our business meetings.

Naomi Goodman

