

CALL Bulletin

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FROM THE EDITORS

The past year certainly has been a long and winding road! As many of you know, this will be the last issue of the *CALL Bulletin* that I will be co-editing with Roberta Fox before I move on to other responsibilities within CALL. While a great part of me will dearly miss working on the *Bulletin* (I have become quite attached to it), another part of me is looking forward to having new members (including a new co-editor) on the committee who will bring to the *Bulletin* fresh ideas and valuable input. I, along with many others, have always wanted to ensure that the *Bulletin* not become stagnant but remain fresh, interesting and creative. That in part is ensured by the position of co-editor being limited to a three year stint.

Your new co-editors beginning with the fall 2006 issue will be Roberta Fox, who has already served as one of the *Bulletin's* co-editors over the past two years. Roberta has been and will continue to be a valuable asset to the *Bulletin*. Her amazing knowledge of grammatical style along with her eloquent sense of prose will continue to ensure that the editorial critique of the *Bulletin* is top-notch. Joining Roberta as co-editor will be Gail Hartzell, who most of you probably already know as writer of the People & Places column since the fall of 2004. In addition, Gail has been co-chair of the Membership Committee for the past two years as well as serving on the Archives and Relations with Information Vendors Committees. I have no doubt in my mind that Roberta and Gail will continue to bring to you great and interesting issues of the *Bulletin*.

The *Bulletin* really has been a committee that helped to launch and solidify my involvement in CALL. In the fall 2000 issue I wrote my first article for the *Bulletin*, entitled "Volunteer! Words from a New Librarian." By the Summer/Fall 2001 issue I was writing the "Working Smarter" column and by the fall 2003 issue I was one of the co-editors of the *Bulletin*. The reason that I am reminiscing with you is because I want to share with you what a great committee the *Bulletin* really is. I have come to know a lot of wonderful people. We have shared objectives and ideas as well as frustrations. Through much teamwork and networking, together we have honed our skills to become better librarians AND friends. It is with this knowledge that I wish to thank all the members of the *Bulletin* Committee. It is in part from my own experience that I cannot say enough wonderful things about working on the *Bulletin* Committee and I hope others too will volunteer some of their time to this committee. Thank you for a wonderful experience and opportunity!

Debbie

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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:

Happy 100th! This year, AALL celebrates its centennial – and we are hoping that more than the usual number of CALL members will be at the annual meeting. The location, St. Louis, is the closest to Chicago in many years, making the 2006 meeting cheaper and less of a time commitment. Also, the CALL Board increased the amount of money available for grants for 2005/06, so that more members could be helped financially.

For the first time since 2001, CALL has a VIP attending AALL. We are very pleased to announce the Chief Deputy Director of the Illinois State Library, Mr. Mike Ragen, as CALL's VIP. He will be presenting a program on Monday morning for CALL members, and for members throughout AALL, "Library Advocacy: Working with Government Officials," and is looking forward to attending programs and meeting CALL and other AALL members. At the closing banquet, there is another special event for CALL as member Sally Holterhoff will be installed as the incoming President for 2006/07.

I spent my first three years in the U.S. in Missouri, in the Ozarks – very beautiful and very peaceful, but every so often I needed a dose of civilization as personified by St. Louis. So St. Louis holds a special meaning to me as the U.S. city I explored first. My personal pick of places to visit is actually outside St. Louis, the village of Ste. Genevieve (about an hour's drive south). It is an old (1735) settlement begun by French Canadians fleeing the British. Its small size means that much of its distinctive architecture and history are still there for us to enjoy.

It has been a pleasure to work with the Board and I am sorry to see three very hardworking members leave in May – Treasurer JoAnn Hounshell, Director Jamie Stewart, and Past-President Jean Wenger. I have another year on the Board and look forward to working with Mary Lu Linnane as the 2006/07 President, Vice President Debbie Rusin, Treasurer Ann Abramson, and Director Maureen Burns, and continuing Board members, Secretary Juli Jackson and Director Janice Collins.

Since my last letter, the Continuing Education Committee has organized two successful programs ("So You Want to be a Director" and "Introduction to Print Legal Materials") made possible by CALL members generously sharing their expertise with others. Also, the tour of the William J. Campbell Library of the U.S. Courts has "sold out" in record time.

I would like to close my final President's letter the same way that I began my first letter in July 2006 – by thanking committee chairs and members who volunteered their talents and time on behalf of CALL. Now, at the end of the year, I am able to add, "... **and for making it all work!**" I have previously mentioned many things accomplished, recognizing imagination, new ideas, hard work, or old ideas successfully revisited - as with CRIV's reverse site visit to Wolters Kluwer (CCH), and the articles reviewing products and collection development in the Spring *Bulletin*. I now realize that with this approach, I have left out the committees which are essential to CALL all year long, the committees that work so consistently and so well, we would notice them only if things were to go badly. These include the committees that bring us *The Bulletin*, membership services, our meetings, public relations, community service, placement, or track changes at OCLC affecting a future union list. They also include the committees that keep us up-to-date through our web site and discussion forum, preserve our history through organizing and scanning our archives, and record our corporate memory. Others select recipients for grants and awards, or run our election, or provide a slate of nominees for that election. Without these committees, there would be no CALL.

This year has been a busy one and lots of work for me, also. (I'm trying to think of something worthwhile that doesn't involve hard work. That's a hard one.) But it's been very enjoyable and satisfying, and a privilege to serve as CALL's President. Thank you, and have a great year.

Naomi

Results of the 2006/07 CALL Board Election

Vice President/President Elect

**Deborah Rusin
Latham & Watkins**

Treasurer:

**Anne Abramson
John Marshall Law School**

Director:

**Maureen Burns
Jones Day**

Congratulations!

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

Date: January 10, 2006

Place: AALL Headquarters

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

Committee Chairs present: Katie Leonard and John Fox, co-chairs, Placement/Recruitment Committee.

I. Meeting called to order

Meeting was called to order at 9:03.

II. Agenda approved

The agenda was approved as amended.

III. Minutes

The minutes were approved as amended.

IV. Treasurer's Report

Income and deposits for December totaled \$3,235.00 and expenditures totaled \$18.75. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$31,729.35. The Northern Trust balance as of the 3rd of the month is \$4,094.20. Current paid membership is 299 and current total membership is 310.

The CALL Financial Committee met and would like to add a new line on the Treasurer's report that lists the costs for electronic voting. 5160 line item - association business fees - will be \$250.

Taxes - received notification cards saying that the taxes had been received by the appropriate IRS offices. Received invoice for Wolf & Co. for tax preparation. Total cost is \$500. This figure has not changed in several years.

IV. Old business

a. Elections update

Susan Siebers has been very busy. She started the set up for the election and has been in contact with Christopher Siwa at AALL. Only four people don't have e-mails, thus four paper ballots will go out. \$250 needs to be paid to AALL today and it will be.

The beginning date for the elections will be February 21st. The paper ballots have to be sent by this date. Susan will have them ready by the 20th. 11:59 p.m. on March 15th is when the voting will end. The biographical information for each candidate will go up on the members only section of the CALL website and then will be on the AALL site for voting.

b. AALL VIP visitor

We were trying to find out if there was a VIP dinner on Saturday night. It's all up in the air right now.

c. Ratify email vote of September 2, 2005, re paid speaker policy

The Board on September 2nd ratified this change via a unanimous e-mail vote. The above sentence is to clarify the September 13th minutes as requested by the Corporate Memory Committee.

d. Meetings Committee form

The meetings form is approved.

e. January Joint SLA meeting

Next year CALL will probably be in charge of the location and food. It has been a little crazy with pricing, but it is all working out great right now. 117 people have registered. Carolyn Anthony is the speaker. She is driving in from Evanston and we will pay for her parking. BNA is sponsoring the meeting - and they will speak for 3 minutes at least. This is SLA policy not CALL policy

f. Presentation to Sen. Durbin

Clarisol Duque from Senator Durbin's office will be present at the January 12th luncheon and will accept the award. Margaret Schilt from the Public Affairs Committee will do the presentation.

g. Meetings committee update

Lalo's, Mexican food, is the expected site for the March 23rd meeting. Denise Glynn went up there to see if the space was big enough and if there was room for the book signing. She believes the space is big enough. Denise is going to see if March 23rd is definitely alright with Lalo's and get the contracts signed and the space confirmed. It will be a Mexican buffet.

Mike Wilson is going to confirm May 25th for Maggiano's.

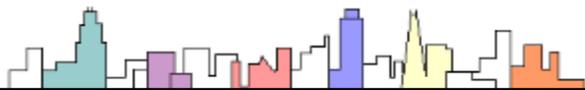
h. Bulletin editor

Gail Hartzell accepted the position and will start working on the summer edition. Naomi will ask Gail if she has any recommendations for membership chair. Officially she will be the senior editor and will take office after the May meeting.

i. Sunshine Week program

We agreed to be a sponsor and Keith Ann Stiverson contacted MLS and took care of the preliminary paperwork.

continued on p.6



Kit Hartnett
Director of Library Services
Proskauer Rose LLP
New York, NY

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for value-added information."**

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January Exec. Board Minutes cont. from p.4**V. New Business**

Procedure for ratifying e-mail votes - make sure the date of the e-mail is included and use the word "ratify." Naomi will put this into a sentence and bring to the next meeting.

VI. Committee Reports

Community Service Committee - Red Cross and Greater Chicago Food Depository are who we will be collecting money for at the January 12th meeting. A clothing drive will held at the March meeting and a book drive will be held at the May meeting.

CALL is a non-profit but not a charity, however for benefits projects checks should be made out to the benefit not CALL. Naomi is going to put this in the *Handbook* under the Community Service Committee chair section.

Membership Committee – will be coming in next month. They would like to talk about an all online directory and talk about getting rid of the subject index. They would also like to talk about the volunteer form and the membership form. Steve Oberhoffer from AALL will be at the February meeting to explain why and how he would like us to change the form.

Continuing Education Committee - the January 31st program, "So you want to be a Library Director," is all set. Jamie Stewart read the details of the program from the committee chairs to the Board and the Board has agreed to the final plans.

Public Relations Committee - Jean is going to check into who should be sent information to publicize our events. Sunshine Week Program is March 13th - this does not conflict with Continuing Education programs.

Jean handed out a preliminary draft of the *Style Guide*. She would like the Board to look it over and we will discuss at the next meeting. This will touch all the committees - so the Board needs to look at it and see where we want it to go.

Internet - Janice talked to Annette Cade - still checking into SurveyMonkey.

VII. Committee Charge - Placement/Recruitment

Katie Leonard & John Fox - co-chairs, Placement/Recruitment Committee came in to discuss what has been happening with their committee so far this year. They have pretty good committee this year - about nine with John & Katie - met twice about what they would like to do. Four main projects they are looking at:

1. Create brochure to hand out to employers and job seekers
2. What kind of information could be put under the P/R section of the website?

3. Providing articles and descriptions of different types of libraries and positions within those libraries.
4. Allow a student to job shadow with a person whose job they are interested in

Need input on how to contact the committee. - is there a way to set up a generic e-mail for someone to contact the committee? A generic e-mail can be setup with a Yahoo! or gmail account. Katie is going to go ahead and create a generic e-mail account for the committee. CALLcareers@(whichever service Katie chooses) - put this information in the handbook with the password so it is passed on.

What is the proper CALL logo? Who has it? The black and white silhouette is the official CALL logo. The color one is our popular one. Joan Ogden does have the official logo. Naomi is going to send it to both John & Katie.

The proposed brochure, the most current one should be on the members only section of the CALL website. When printing out the brochure for events a heavier card stock is preferred.

Naomi would like to see that the jobs that are old be taken off the website. John & Katie are going to make sure that they old jobs come off in 8 weeks and let Internet Committee know.

Could we be the clearing house for member library internships both paid and unpaid? Katie is going to look into it.

IX. Adjournment

The meeting was adjourned at 11:14.

Submitted by: Juli Jackson
24 January 2006

Amended: 14 February 2006

■ ■ ■ ■ ■ ■ ■ ■ ■ ■

Date: February 14, 2006

Place: AALL Headquarters

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

Member not present: Jean Wegner

I. Meeting called to order

The meeting was called to at 9:03.

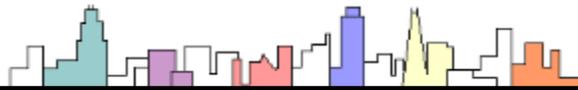
II. Approve the agenda

The agenda was approved.

III. Approve Secretary's Minutes

The Secretary's minutes were approved as amended.

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February Exec. Board Minutes cont. from p.6

IV. Treasurer's Report

Income and deposits for January totaled \$595.28 and expenditures totaled \$864.03. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$31,528.28. The Northern Trust balance as of the 3rd of the month is \$4,094.20. Current paid membership is 300 and current total membership is 310.

V. Old Business

a. AALL events calendar

AALL has a new events calendar on their website. All members can add events to the calendar. We are going to try to announce meetings and other special events through the AALL events calendar as well as the CALL website.

b. January Joint SLA meeting report

There was a great turn out for the joint meeting. The cost was reasonable because there was a member sponsor for the Union League which makes the room fees less.

c. March business meeting

The March business meeting will be at Lalo's and it will be Mexican buffet. **Steve Bogira**, author of *Courtroom 302*, will be the speaker at the meeting and will have a book signing at the end of the meeting.

d. Sunshine week program, including charge

The cost for sponsoring the program is \$200 to the Open-the-government organization plus \$100 to MLS. We will be the sole sponsors and will specifically invite SLA. When the event is put on the AALL event calendar, it will be noted as open.

e. Continuing education committee form; CALL speakers gift cards

A section on the meetings form will be added for cost of donated goods and services.

The new form was adopted 2/14/2006 by the Board.

f. Presentation to Senator Durbin

Senator Durbin wrote a letter of thanks. The text of the resolution will be in the Spring Bulletin.

g. AALL VIP visitor

The VIP dinner will be an invitation to either the first Saturday AALL VIP dinner or to the closing banquet.

h. Procedure for ratifying email votes

Moved until next month.

VI. New Business

a. AALL events calendar

The AALL events calendar is new. Mary Lu will post the CALL meetings here. The Continuing Education committee

should also put their program information on this calendar. It should go in the *Handbook* that if there are programs, the chair should go in and post it to the calendar.

b. Lanyards for CALL members for AALL's 100th

Joann had an idea to get lanyards with CALL written on them and pass out to the membership. Members could use at AALL meeting in St. Louis. Naomi will e-mail Jean Wenger and the Public Relations Committee to see if they will take on the project. The goal would be to have the lanyards ready for the May meeting.

c. Corporate memory committee

The Board went through the Corporate Memory Committee Suggestions Log. If there is a mention of a motion and approval, that took place today, February 14th. See the items below:

Archives Committee: Members needing access to CALL Archives (housed in a locked room at Loyola Law School) should call ahead to make arrangements. They should also contact the chair of the Archives Committee to let the committee know that they will be using the archives.

Anyone wishing to use the Archives should contact the Chair.

Archives Committee: Locate former President's books.

The Archives Committee is still going through the materials in the Archives. As soon as a list is available of what is available, the Archives Committee chair will send it to the Board.

Archives Committee: If there is an archives digitization project, does the list of items to be digitized need Board approval?

See minutes, Oct.-05 and Dec.-05. 50th Anniversary Materials, Bulletins, Handbooks are priority.

Bulletin: Make it a policy that there are 4 issues per year (closest 1998-03). Take a Board vote.

Bulletin was five issues through 1997; three issues in 1998; four issues in 1999 and later. Today, the Board approved a motion to make it a policy to have four Bulletin issues per year.

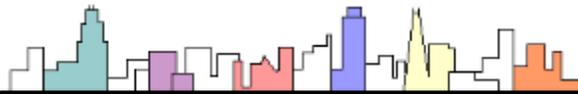
Bulletin: Clarify if AALL wants a professional copy or are they printing a copy off the web.

Naomi checked with Julia O'Donnell, AALL Managing Editor. She prints off two copies when she gets the notice on the CONE listserv. Add this information in parenthesis to (9) of the Bulletin Committee section in Handbook.

Chapter Leadership Training Grant: Add to the *Handbook*, the Vice President and the President are expected to attend and apply for the grant.

Added to 2005/06 Handbook, under President, and VP/PE.

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February Exec. Board Minutes cont. from p.7

Committee Chairs: At the Committee Chairs get together, have a discussion on committee responsibilities. Also discuss how to set an agenda, how to run a meeting, etc.

This is done at the beginning of each year with the Leadership training meeting.

Committees responsible for Programs, Union List: In the 3/05 Minutes the Board asks the Continuing Education Committee for a written report outlining the costs and profits, so it can keep track of the budget. The suggestion is to also make this applicable to the Meetings Committee and the Union List Committee.

Continuing Education form/report discussed and passed at the Feb., 2006 Board meeting (see above); Meetings Committee form/report approved Oct., 2005 and Jan., 2006. There is no form currently available for the Union List.

Continuing Education: Set criteria for speaker payment. This will allow the Committee to be objective before the issue arises.

See minutes Sep., 2005 and Jan., 2006. Information will be added to 2006/07 Handbook.

Corporate Records: CALL should obtain a current full set of all corporate records.

Denise Glynn obtained the full set of records – are in Corporate Records Book in charge of the Secretary.

Discussion Forum Guidelines: Publish the guidelines in the *CALL Bulletin* and the *Handbook* (Appendix). Post the guidelines on the website and send a notice to the CALL membership. Distribute the guidelines once a year (Sept.) to members.

Posted on website, and 6/1/2005 version of the 2005/06 Handbook. The Board made a motion to send an e-mail each September to the membership with the guidelines. The motion was approved. The Board also made a motion to put the Guidelines in the Bulletin each time it is published. The motion was approved.

Elections: Investigate if Illinois can have an electronic ballot. Is it under the Non-profit Corporation Act? The Business Corporation Act?

See minutes, Oct. 2005 – electronic election was approved; Nov., 2005 – report from By-laws committee chair that our By-laws are written to allow an electronic election.

Grants and Awards: Do not include the names of potential award and grant winners in the Minutes; only when the choices are finalized.

The Board made a motion to put the above policy in the Handbook. It was approved.

Internet Committee: Investigate software which takes a snapshot of the web for archiving. (One suggestion was “Snagit”?)

See minutes, Sep., 2005 – Annette Cade has been archiving our web to CD. Three years of information are kept on the website.

Internet Committee: Have the Internet and Archives committees work together to post archival material as well as archive the CALL website. Susan Siebers is serving on an AALL Committee for archiving AALLnet. She could inform CALL what is happening on the national level.

Covered by third Archives Committee item above and by Internet Committee item above.

Liaisons: Decide if the Liaisons have to review all committee postings before they are posted to the website/ Discussion Forum.

In Handbook, under Committee Chairs, currently only required for “programs” – in practice is also done for meetings. The Board made a motion to make the above policy. It was approved. Naomi will add “meetings” to the Handbook.

Meetings: Reexamine the policy of mike time in light of joint meetings allowing mike time.

In practice, SLA does this on a very limited basis, depending on amount of sponsorship. Only major sponsors have mike time. The policy is for CALL meetings, there is no mike time for sponsors except at the joint SLA meeting.

Meetings: Consider whether or not to create a policy for speaker reimbursement.

The Board made a motion that speakers for Business meetings may be reimbursed for incidental charges on a case by case basis as decided by the Board. This motion was approved.

VII. Committee Reports

Recruitment/Placement – the committee was reminded that they needed to update the job listings. They had a meeting last week and were going to discuss what we had talked about at the January Board meeting, but they did not.

Continuing Education – they are planning on a library tour in April. Janice is checking with Public Affairs Committee to find out if they have any programs planned in April, so the two committees can avoid having programs on that same date. The Committee asks who should ask for the money when there is a no show. This is not really an issue, but if it does come up, make sure they send the check to the CALL P.O. Box. Naomi is going to add this to the *Handbook*.

Membership - when the AALL person in charge of the membership list left, it created some problems for AALL and the chapters. He was the only one with access to our information. Gail is working with AALL to get the problem fixed.

continued on p.27

**VIP Accepts
CALL's Invitation to AALL**
By Naomi Goodman, CALL President
Naomi.Goodman@valpo.edu

CALL is pleased to announce that **Mr. Mike Ragen**, Chief Deputy Director of the Illinois State Library is attending the centennial AALL

Meeting in St. Louis as our Chapter VIP. He has graciously agreed to present a program for CALL members (and other AALL members who are interested), "Library Advocacy: Working with Government Officials." This is a subject of importance to him (as to us), and one where he has first-hand and recent experience. The program is at 10:15-11:30 a.m. (location to be announced), so please come by to meet and hear our VIP.



What is a VIP? A "Very Important Person," of course. But in this context, the exact meaning is "Valuable Invited Participant" – a slightly different focus. To quote from AALL, "The VIP program can benefit your chapter in a variety of ways. It is a good means of building a strong relationship with someone important to your chapter. By exposing them to the wide variety of issues law librarians face daily, you will increase their understanding of our challenges. By exposing them to the professionalism of the group, you will increase your stature in their eyes. By spending social time with them, you will establish more of a personal relationship. The visit will result in more meaningful discussions about law library issues. It can even be used as the starting place for a specific project. Finally, the visit can be used to generate positive press coverage."

We hope to get to know our VIP during the two days (Sunday through Tuesday) he will be at AALL and through him, forge closer bonds with the state library and its initiatives. Mr. Ragen is very enthusiastic about experiencing our meeting, and attending a wide variety of programs (but especially those on advocacy, legislation, and public access). We are looking forward to making sure that our first VIP in five years enjoys AALL and will leave St. Louis with a strong favorable impression of law librarians, our challenges, and especially what we can do. ■

**The 2005-2006
CALL Board of Directors
would like to
thank all of the CALL members who
generously gave their time, creativity,
expertise, and office space as
committee chairs,
committee members,
program speakers,
and location hosts for the
programs and projects of
the Chicago Association of
Law Libraries in 2005-2006.
Your contributions are truly
appreciated
by the Board and your fellow
CALL members.**

THANK YOU !



Holly Lakatos, Nicole Casner, Stephanie Crawford
March 23, 2006 Business Meeting at Lalo's

Business Meeting Roundup

By Julia Jackson

Brinks Hofer Gilson & Lione

jjackson@brinkshofer.com

The **March 23, 2006 CALL Business Meeting** was held at Lalo's. LexisNexis sponsored the meeting. **Professionals Library Services** donated the door prizes. **Steve Bogira**, author of *Courtroom 302*, was the guest speaker.

Mr. Bogira spoke about his book, *Courtroom 302*, which profiles the Cook County criminal court at 26th and California. Mr. Bogira spent a year at the court, getting to know the defendants, the police officers and attorneys that spend time in this court. He learned that the criminal courts system is a part of the underprivileged experience. The television distorts the reality of criminal defendants. Most defendants are very poor and the Public Defender, while well intentioned, is overworked.



Mr. Bogira also discussed how 90% of the cases at 26th and California are guilty pleas. A guilty plea only takes 20 minutes. Many times the defendant is convinced that they should plea guilty to save the court time. If they don't, the system can be very

harsh in terms of treatment, sentencing and costs.

Look for *Courtroom 302* on HBO. HBO has optioned the book and will be making it into a mini-series.

President, Naomi Goodman, announced the 2006/2007 Board election results:

Vice President/President elect:

Deborah Rusin, Latham & Watkins

Treasurer:

Anne Abramson, John Marshall Law School

Director:

Maureen Burns, Jones Day

President Goodman thanked CALL members for voting. There was a 53% turnout. President Goodman also thanked the Elections Committee for all their hard work in producing a very successful first electronic election.

President Goodman also welcomed two new members, **Susan Schaefer** and **Maribel Nash**.

President Goodman made a motion to destroy the election ballots, it was seconded, and the motion carried. The ballots will be destroyed.

Jean Wegner, Grants and Chapter Awards Committee, informed every one of the three awards that will be awarded at the final CALL meeting in May. They are the Harvey Reed Award, Lifetime Achievement Award, and the Best In-House Publication Award. The deadline for nominations is April 7th.

President Goodman, brought attention to the Archives list of missing items flyer on each table. If you have any of the items below, please contact the chair of the Archives committee:

Bulletins missing: 1, 2, 3, 4, 5, 6, 7, 8, 10, 50; *Membership Directories* missing: 1956-1957, 1961-1962, 1963-1964, 1965-1966, 1966-1967, 1967-1968, 2003-2004

Handbooks missing: 1991, 2000-2001, 2002-2003.

Submitted by: Juli Jackson, CALL Secretary
May 1, 2006 ■

5/1/2006

The **Archives Committee** has made great progress in sorting and organizing the materials over the past few years, and scanning items for the web is progressing.

The Archives Committee would like to continue to keep the CALL archives current. In order to do this we need your help. As a committee chair, you should have been given materials from the previous chair to help you and your committee in the coming year. The Archives Committee is interested in having a copy of this material. We seem to have little to add since 2000.

Please forward any material to my attention at the following address:

Loyola University Chicago
School of Law Library
25 E. Pearson St., RM 503
Chicago, IL 60611

If you have any questions, or are not sure if what you have should be added to the archives, please give me a call at (312) 915-7190.

Thank you for your help.

Carol Klink
Chair, CALL Archives Committee

Jayne McQuoid
Lenore Glanz
Gail Hartzell
Julia Jackson

PEOPLE & PLACES

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

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Changes to 2005-2006 Membership Directory

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Please note that the contact information for **DLA Piper Rudnick Gray Cary** library's interlibrary loan services has changed.

Alithma Bell
Library Assistant
312-984-5763

The email address for **Martin Pimsler** of **Cook County Law Library** is martinpimsler@hotmail.com

Marilyn Shannon-Smith

Librarian
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Lynn R. Stram

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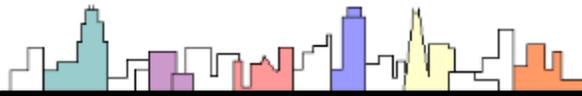
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WHATEVER HAPPENED TO CARRIE (LUTTMAN) UTTERBACK? “A Different Kind of Work”

By Bob Winger, McGuire Woods LLP, rwinger@mcguirewoods.com

Carrie Utterback—who departed from CALL in 2001—is now in the Indianapolis area, a full-time mother of three small children (ages six, four and a half and a year and a half). This is a development that she admits she would not have predicted for herself earlier in her life or her career.

Carrie grew up in the small North Central Indiana town of Bremen in Marshall County, about 30 minutes south of South Bend. After graduating from her local high school (as a three sport varsity athlete), she attended college at Manchester College, a small liberal arts school in North Manchester (near Fort Wayne). She majored in History there, with a concentration in Soviet and Southeast Asian history and culture. This was at about the time that the Soviet bloc was beginning to unravel in the late 1980s, and she recounts her traveling to the then-USSR as an eye-opening experience.

While in college, she worked in the college library under director Robin Gratz (who also has local ties as an alumni of the University of Chicago’s Graduate Library School), who she says, was her first mentor and inspired her to become a librarian: “he even scraped together a unit on legal research for me when I was his student for my final class”. When she was a freshman at Manchester, Robin was her triple jump coach for the track team, so he began as her mentor in athletics and ended as mentor for her career as a librarian.

As Carrie was finishing her degree in 1990, she knew that she did not want to teach history and (on the basis of her library experience at Manchester) applied to and was accepted by the School of Library and Information Science at Indiana University. While at Indiana, she started working in the University library’s interlibrary loan department but soon switched to working at the Law School library. She says that she knew from the start that she wanted to work in special libraries and that she received guidance and support from the library school’s Dean Herb White in planning her coursework and focus. “I was so incredibly fortunate to have had Herb as a mentor and a friend,” she says. She adds that she had no idea of his stature in the library profession when she first burst into his office needing a signature for her schedule. She remains in touch with him to this day.

When Carrie graduated from IU in June of 1992, she had no immediate employment offers. After sending out over 250 resumes, she accepted an offer from Lorraine Kulpa at Baker & McKenzie in downtown Chicago to become the

acquisitions librarian. In July of 1992, she moved to south Evanston and began commuting to downtown Chicago, a city where she had wanted to live or work since coming here on a grade school field trip while a student at Bremen Junior High School when she was 12. Carrie says “it really was a dream come true for a country girl. But my parents were horrified!”

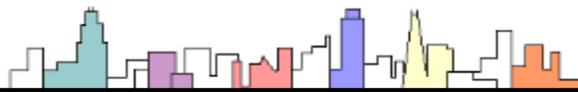
At Baker McKenzie, Lorraine soon moved Carrie to the reference desk. She worked as reference librarian until the entire library staff was let go en masse in March of 1995. She reflects on her time there by saying that she knew that she had done well and had made many contacts, which she found invaluable in her subsequent employment search.

Carrie bounced back quickly, starting a position five days later as librarian for a real estate appraisal company. She was hired to plan the company’s library, and was let go a year later after completing and implementing those plans. During that time she met her future husband John, who was working for the Federal Reserve Bank of Chicago. They married and moved downtown, but eventually returned to Evanston.

Eight weeks after leaving that employer, Carrie began a job-share position at the library for the Chicago office of Skadden Arps Slate Meagher & Flom under the direction of Ann Morris. A year later in 1997, her job-share partner left Skadden after the birth of her child and Carrie’s position became full time. She says that Skadden was a great place to work. She gained the title of head reference librarian and had supervisory duties over two full time reference librarians. The reference work at Skadden was comprised not so much of legal research, but was more heavily weighted toward the corporate, business, securities and mergers and acquisitions disciplines. This was during the “dot.com” heyday, and she says that the IPO and M&A work was both continuous and exciting. As a Skadden librarian, she was generously supported professionally and was sent to the firm’s headquarters office in New York on one occasion. The attorneys at Skadden Chicago respected and expected much from the librarians. Carrie explains, “the world was my oyster there: I couldn’t have asked for a better place to work.”

Personally things began to move along for Carrie and John. She became pregnant in the late summer of 1999 and their oldest child Katie was born in May of 2000. By then, the couple had built their own house in Grayslake. Although

continued on p.13



Carrie Utterback cont. from p.12

she continued to work after her maternity leave, Carrie says that her priorities had now shifted. They decided to make a move to Northwest Indiana to be closer to both sides of their respective families.

While they were looking for homes in Valparaiso, she heard about a position that was open at Valparaiso University School of Law Library. She applied, interviewed, and by the late fall she reluctantly gave her notice to Skadden. By December of 2000, Carrie, John and Katie moved to a new home in Valparaiso and she began her duties at the law school working under Mary Persyn as the Public Services Librarian and Assistant Professor of Law, while John continued to commute to Chicago, now via the South Shore line to his job at the Federal Reserve. She comments that “it all happened so quickly.”

At Valparaiso’s law school, Carrie had the “full faculty experience,” including instruction responsibilities. The business-oriented, non-legal skills that she had honed at Skadden were the exact disciplines the law school was seeking to add to the library. Her tax research skills were an added asset for her and the school (she commented that she’d “never seen the TMPs in such immaculate shape as I did at VU’s law school”). The law school’s dean completely supported the legal research program and the law school library staff was also open to innovative ideas. She team taught—with other law library staff—the school’s first year legal research as well as an advanced legal research course. From her experience working in law firms, she had found that most law school graduates begin their careers without a clear concept of the financial aspects of a legal career in the private sector. She proposed a module for the research course that focused on this aspect, which was approved by the rest of the librarians. Carrie looks back on her days at Valparaiso and Skadden before and says that she had the good fortune to be in two very supportive environments.

However, a series of events in Carrie’s personal and family life presaged yet another change. She and John found that they were expecting their second child in February of 2001, when Katie was 9 months old. By the summer of that year, Carrie felt that she really needed to focus her energies on caring for her young (and growing) family, and she made the difficult decision to submit her resignation at Valparaiso and focus her full attention on being a stay-at-home mom. She says in retrospect that although she doesn’t regret the decisions she made to leave both Skadden and Valparaiso, in each situation she departed with a heavy heart. Their second daughter, Jennifer, was born in November of 2001.

After John worked briefly at Notre Dame (his alma mater), he found a new job at a bank in Indianapolis in April of 2003. Carrie, John and their family have been in the suburb of Fishers for the last three years. In the meantime they managed to have yet another baby, this time a boy—Daniel—who was born in January of 2005 (“I’m so done having babies,” she says).

As Carrie reflects on her life, CALL and post-CALL, she comments that her current life is “a different kind of work. It’s different in that there’s no degree to prepare you for this.” Her days are “spent shuffling between school drop offs, pickups, playgroups and all the activities the kids are involved in.” She says that perhaps what she misses most—besides all her professional associates and friends in Chicago and Valparaiso—is sleeping. For those who would like to reconnect with Carrie, she may be reached by email. Her address is: carriutterback@yahoo.com ■

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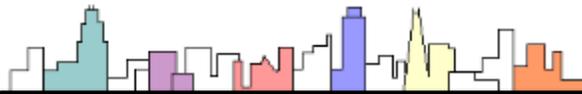
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WORKING SMARTER

SUMMER 2006 — *REST, REJUVENATE AND RENEW*

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

I remember awhile back I went on a white-water rafting trip with some friends. It was a beautiful day with a river guide who looked exactly like Grizzly Adams. When we came up on a wave, our guide would yell, "Paddle, paddle, paddle, paddle, paddle, paddle, paddle." And when we were through the wave he would say, "Taaaaaaaake a Breaaaaaaak." Since we, as librarians, do paddle, paddle, paddle, paddle, paddle, paddle and paddle through many a wave, I think during the summer time we should also be allowed to taaaaaaaake a breaaaaaaak.

Yes, it is summer time and the living is easy; or at least easier. No more heavy coats, scarves or mittens; much more sunshine, shorts and t-shirts. Summer is a good time to take a break, enjoy the weather and lay in a hammock with a nice cold drink. Summer often brings out the kid in us all. Being able to rest & rejuvenate during the summer helps us renew ourselves and is a very important part of working smarter.

Do you ever feel that your job is a 50/50 combination of law librarian/bartender; basically hearing the many tales of woe that go along with the actual legal library question? Do you ever feel there are so many sources of information "out there" via databases & the Internet that your head is in "information overload" most of the year and you would just like to slow things down for awhile?

I recently noticed that AALL (at the 2006 annual meeting in St. Louis) is offering a program this summer for Reference, Research and Patron Services librarians entitled, "What Do YOU Want? The Hidden Problem of Compassion Fatigue". This program's abstract states that "Librarians are service-oriented professionals...yet the constant wear and tear of... trying to meet the demands of a demanding clientele can be stressful and emotionally exhausting." Consequently "Compassion Fatigue" sets in. If you are in public services or work with any type of demanding clientele, this program might indeed help you combat the daily demands.

For me, I have also noticed it is a good thing from time to time to just log-off the computer and read plain old print materials. With no pop-up ads and advertising distracting me from the actual information, I am more prone to actually digest the information I read and feel more relaxed doing so.

Sometimes just a change from the routine is all we need to refresh ourselves. Using summer to rejuvenate and regroup is often a good thing to do. I hope you can find some time this summer to rest, rejuvenate and renew yourself. Whether it be to attend a program, read materials at a slower pace

or just plain have a margarita pool-side; with some fun and perspective under our belts we can become renewed and ready for another year ahead.

Have a great summer! ■

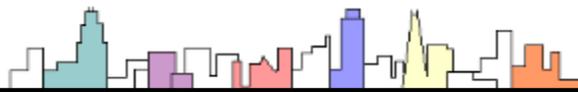
Community Service Committee

At the March 23 business meeting, the Community Service Committee sponsored a toiletry drive to benefit the **Chicago Abused Women's Coalition's Greenhouse Shelter**. The Greenhouse Shelter, <http://www.cawc.org/programs/greenhouse.html>, provides assistance to abused women and their children. It is the only shelter in the region which accepts male children of abused women up to 18 years of age. While at the Greenhouse Shelter women and their children are provided with food, clothing, and counseling. Additional services include legal advocacy, job training and housing referrals. Residents are limited to a 120 day stay at the Greenhouse Shelter. The staff provides services in many languages, including: English, French, Polish, Spanish, Portuguese, Urdu, Arabic, Ukrainian, and American Sign Language.

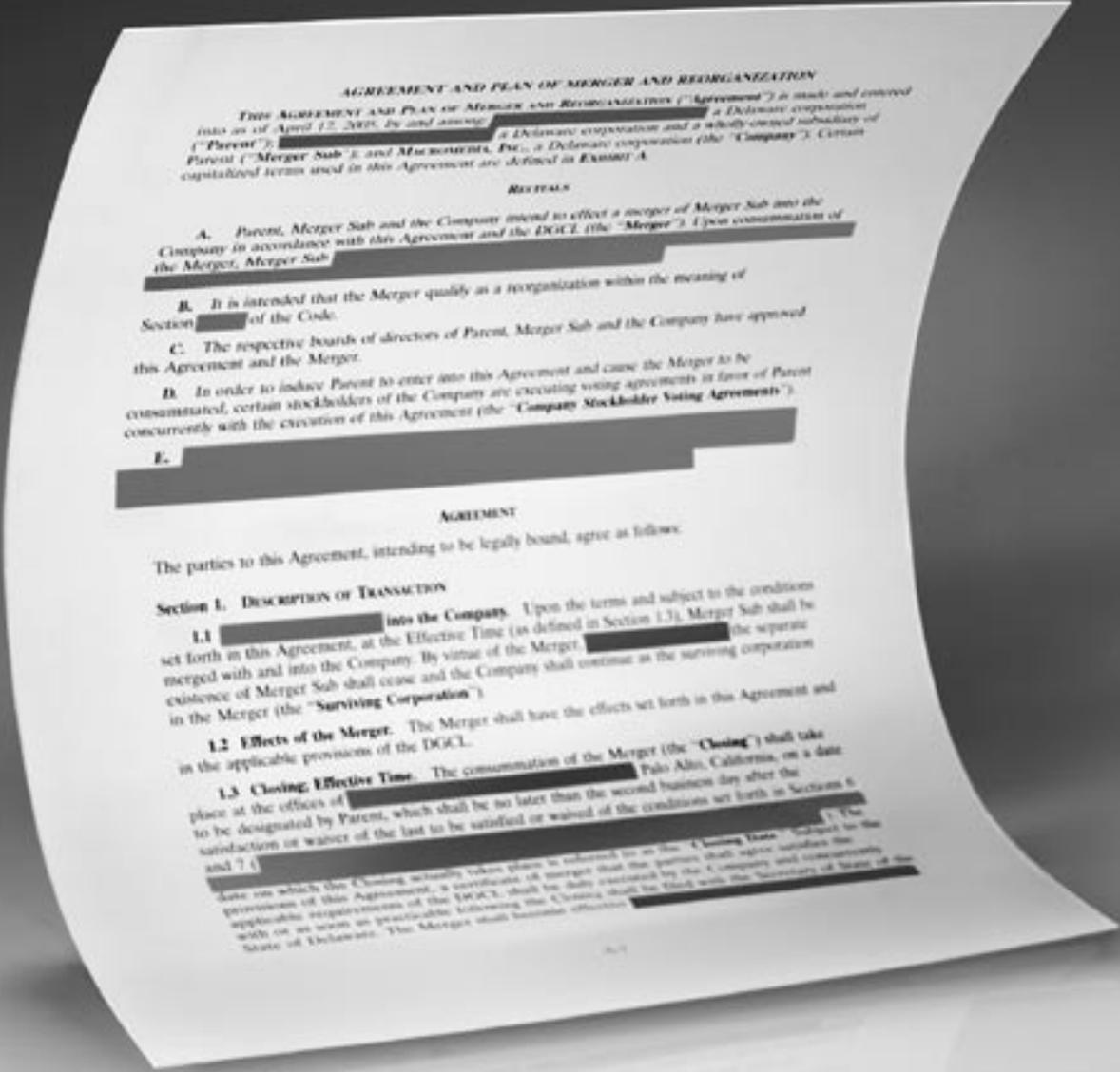
In total, CALL members donated 475 band-aids; 101 bars of soap; 2 bottles of hand soap; 1 basket; 26 tubes of toothpaste; 40 toothbrushes; 12 bottles of shampoo; 6 bottles of conditioner; 4 bottles of lotion; 10 bottles of hydrogen peroxide; 1 container of powder; 4 containers of baby wipes; 150 diapers; 2 containers of simlac; 11 boxes of tissues; 1 first aid kit; 4 pot holders; and 1 container of nail polish remover. In addition, the Committee collected \$30.05 for the Red Cross "Dollars for Disaster" drive.

In honor of Earth Day, April 22, the Committee spent a morning with other volunteers from Friends of the Parks to help cleanup and beautify Lake Shore Park. This year, CALL members Anne Abramson, Stephanie Crawford, Holly Lakatos, Mary Lu Linnane, Kevin McClure, Susan Schaefer, Keith Ann Stiverson, and Sam Wertime helped other volunteers mulch & prepare flower beds for new plants.

Holly Lakatos
Chicago-Kent College of Law
hlakatos@kentlaw.edu ■



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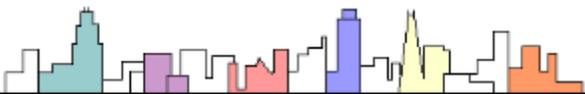
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CRIV's Reverse Site Visits

CCH REVERSE SITE VISITS

Julienne Grant, 2005-2006 Chair
CRIV Committee, JGRANT6@luc.edu

In the fall of 2000, CALL's CRIV Committee sponsored four reverse site visits with CCH, a **Wolters Kluwer** business. Under the leadership of Chair **Betty Roeske** and member **Lorna Tang**, the Committee organized visits to four CALL-member libraries—University of Chicago D'Angelo Law Library, Katten Muchin Zavis Library, Allstate Insurance Law Library, and the William J. Campbell Library of the U.S. Courts. The visits were highly successful as reported in the Winter 2001 CALL Bulletin, available at <http://www.aallnet.org/chapter/call/publications/callbull179.pdf>.

Upon the suggestion of CALL's 2005-2006 President, **Naomi Goodman**, the CRIV Committee organized a new series of reverse site visits with CCH. The Committee first identified three CALL-member libraries that were interested in participating—Allstate Insurance Law Library, IIT Chicago-Kent College of Law Library, and the Katten Muchin Rosenman LLP Library. Then, with the help of CCH's **Barbara Johnson**, Director, Customer Service—Acct. Administration, the Committee set up the visits which took place earlier this year. Two members of the CRIV Committee participated in each visit, and four to six CCH representatives attended each of the sessions. (Note that the representatives are now technically part of the newly formed Wolters Kluwer Law & Business division, and refer to themselves as such. For purposes of this article, however, the more familiar CCH acronym is used.)

Prior to the individual visits, CCH asked each library to provide a list of discussion issues that could be addressed at the meetings. The CRIV Committee also invited the general CALL membership to contribute issues/questions for CCH, although none were submitted. At the visits, the participants discussed the previously identified issues, as well as others that surfaced during the sessions. The overall feedback from the participating libraries, as well as CCH, was extremely positive. Below are summaries of the visits, as recorded by the CRIV members who attended the meetings. CCH participants received pre-publication copies of these summaries, and they have also submitted an article about the visits that appears in this issue of the *Bulletin*. ■

Allstate Insurance Law Library

February 20, 2006

Julienne Grant, Reference Librarian, Loyola University School of Law Library

Kathryn Hough, Manager, Research/Library Services, Wolters Kluwer—North America

The Allstate Law Library participated in the reverse site visits back in 2000. At that time, CCH representatives and Allstate librarians discussed a variety of issues, including the advantages/disadvantages of claiming by phone, versus the CCH webpage. In 2000, the Allstate librarians were also particularly concerned about how CCH's then recent acquisition of NILS (National Insurance Law Service) would affect the NILS service. Another point of discussion during the 2000 visit was Allstate's desire to have more CCH products available through standing order.

Prior to this year's visit, Allstate's Law Library Specialist, Corinne Roth, forwarded us two issues she and her library director, Dahlia Saleh, wished to discuss with the visiting CCH representatives. The two specific issues were:

- 1) Difficult access to CCH Internet products, and how CCH's Help Line was not providing satisfactory assistance; and,
- 2) Allstate's preference for a dedicated library representative, rather than several reps for several different products.

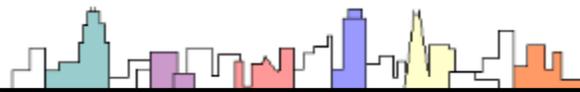
We, in turn, forwarded these two issues to the four CCH representatives who planned to visit Allstate: **Jerry Pruitt**, VP of Customer Service and Operations; **John Falk**, Acting Director of Customer Service—Product Support; **Sean Siczka**, Customer Service Internet Marketing Manager, and **Barbara Johnson**, Director, Customer Service—Acct. Administration. During the visit, however, the CCH participants and the Allstate librarians actually addressed a variety of issues:

□ NILS is now online. The Allstate librarians indicated they were generally pleased with the self-administration aspect of the product. They specified, however, that they would like to see CCH insurance cases added to NILS. They also wondered how LexisNexis' forthcoming insurance product would compare to NILS?

□ Allstate currently has three different representatives for CCH's E-Benefits, tax, and SEC products. The librarians clearly articulated their preference for one representative for all of these products.

□ The Allstate librarians expressed their general frustration with CCH's Call Center. Corinne indicated that calls fell through the cracks. A recent call had actually resulted in her

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CRIV's Reverse Site Visits

Allstate Insurance Law Library cont. from p.16

inadvertently erasing all of her computer's "cookies." The CCH group recommended that Corinne call Barbara Johnson directly for any account problems, and John Falk's research group at the Peterson facility for any questions pertaining to pension, tax products, and banking. The CCH group also recommended the online "chat" support feature that has been available since November 2005.

□ Corinne and Dahlia indicated they would like more proactive communication from CCH regarding product and branding changes. They said they would prefer to receive information via mail, rather than having to go to the website. The Allstate librarians also said that they generally preferred phone support to seeking help from the website.

□ The Allstate participants said they liked having a single invoice for CCH products. They indicated, however, that they would prefer the invoice date to be the date that CCH actually runs invoicing, rather than the renewal date because Allstate has a 45-day payment turnaround schedule. Ultimately, they would like to see a combined CCH/Aspen account. CCH's Jerry Pruitt stated that Kluwer's CCH and Aspen divisions might merge Order Entry Systems, but the cost would be at least \$5 million, and the company wasn't yet ready to make that investment.

□ The CCH group described the company's forthcoming online "My Account" feature, which has a projected summer launch date. "My Account" will focus on billing, and unite current and archived bills. Individual IDs and passwords will be available, and an administrator may designate different types of access. Demonstrations of this new feature will be presented at the AALL annual meeting in July.

□ As they did five years ago, the Allstate librarians indicated they would like to see all of CCH's products made available on standing order. They also stated that they would like to be notified when annually updated products are late, or not in print. Corinne brought up the example of *eBusiness and Insurance: A Legal Guide to Transacting Insurance and Other Business on the Internet*, a loose-leaf title that is supposed to be updated each year. The last update they received was in December 2004, but they paid an annual charge in 2005.

□ The Allstate librarians are frustrated with the Internet Research Network. They find the interface cumbersome and difficult to search; they prefer the NILS design. Currently, there are different passwords for different products, but they would prefer one password. The CCH group indicated that major changes to the Research Network are forthcoming, and a new interface is in beta testing. Corinne and Dahlia said they would be interested in providing feedback to proposed changes to search functionality, page design, etc.

After an hour-long discussion, Corinne and Dahlia invited the group to the library for a quick tour. Corinne also demonstrated some specific problems she was having with CCH's online products. She explained, for example, that she was previously able to display newsletters in full, but was now only able to display separate stories. Several members of the CCH group directly observed these problems and agreed to follow up.

Overall, the session with Allstate was productive and a learning experience for all parties involved. Many thanks to Corinne and Dahlia who agreed to host the visit, and who were extremely hospitable to all of the attendees. ■

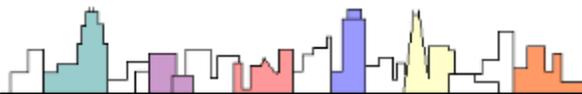
IIT Chicago-Kent College of Law Library February 23, 2006

Thomas Keefe,
Computer Services Reference Librarian,
John Marshall Law School Library
Eric Parker, Acquisitions Librarian
Pritzker Legal Research Center
Northwestern University School of Law

CCH representatives visited the IIT Chicago-Kent College of Law Library (Kent) on February 23, 2006. The CCH representatives included the same four from the Allstate visit (**Jerry Pruitt, John Falk, Sean Siczka, and Barbara Johnson**), plus **Karen Kirk**, Research Specialist and Content Trainer. Kent was represented by **Keith Ann Stiverson**, Director of the Library; **Holly Lakatos**, Director of Public Services; **Lucy Moss**, Senior Reference Librarian; **Robert Martin**, Acquisitions Manager; and **JoAnn Hounshell**, Director of Bibliographic Services. The meeting lasted for approximately three hours. Upon its completion, everyone agreed that it was a great success.

After a round of introductions, Jerry Pruitt began by announcing the realignment of CCH and Aspen Publishers under Wolters Kluwer's newly formed division: Wolters Kluwer Law & Business. The announcement raised a number of minor concerns among the participants: how will the realignment affect pricing of CCH products? how will the realignment affect CCH service to academic libraries? how will the realignment affect bibliographic aspects of library management like cataloging? how will change affect reference (i.e., will patrons still be able to ask for and locate "CCH on Securities")? and, when will branding changes begin to appear on products? Questions such as these permeated the entire discussion. CCH representatives explained that CCH would maintain titles relating to tax, while Wolters Kluwer would take over all other business

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CRIV's Reverse Site Visits

IIT Chicago-Kent cont. from p.17

titles. In addition, they suggested that they should have a product specialist return and examine the issue of how the realignment would impact upon catalog records, and how such an impact could be dealt with. Beyond that, CCH representatives indicated that the realignment should have minimal or no effects on issues like invoicing, delivery or editorial content of products.

From that point, our discussion revolved around a number of questions that the Kent staff had prepared for the visit.

1. **OmniTax:** At one time, we subscribed to this service, but cancelled. Our faculty did not find it a useful product. What changes have been made, and what benefit to a tax curriculum does the product offer now?

Though newer faculty may feel somewhat differently, many of the faculty at Kent who teach tax law did not incorporate CCH's OmniTax, but rather taught print-based research resources instead. Keeping the print products current is both costly and time-consuming. The Kent staff inquired whether the OmniTax product had been improved in a way that would make it worth revisiting a subscription.

The CCH participants noted that CCH has added quite a bit of archived tax material to OmniTax. At this point CCH estimates that, at most, only about 2% of CCH's tax content is not available via OmniTax, and that 2% is likely to appear soon. CCH representatives suggested that a demonstration to tax faculty was in order.

At this point, the conversation moved into the realm of the relation between vendors and academic libraries, and in particular how academic libraries are finding it impossible to maintain the same content in multiple formats. The librarians indicated that financial pressures and the library-friendly pricing of Lexis and Westlaw, with their excellent customer service, make it difficult for academic libraries to justify subscribing to alternative services like OmniTax or Loislaw, especially for things such as treatises that are available in Lexis and Westlaw.

Librarians thought it likely that print (especially loose-leaves) would disappear soon, but CCH responded that its print business, including new sales, is fairly stable and is not likely to disappear entirely within the next 10-15 years. The stability of print sales is partly due to the readability of the computer screen as a delivery medium (the interface and software change). Much of CCH's print products are done on a print-on-demand basis, rather than having many copies done in a big batch job at a print facility and having to warehouse. This allows CCH to better control print costs.

At this point, **Loislaw** also came up as a topic. The librarians wished to know what plans Wolters Kluwer has for Loislaw. The product has little credibility with students, who have well-supported access to Lexis and Westlaw, whereas Loislaw is incomplete and clunky to use. One particular concern was that the treatises available on Loislaw are too expensive and the expense does not justify canceling print subscriptions, especially since students and faculty cannot cite to the online version. At present, Loislaw only allows for printing one page at a time. Another concern was Aspen titles appearing on both Loislaw and CCH's electronic platform, since those titles might be duplicated. Finally, Kent expressed concern that there did not appear to be a viable plan to support Loislaw in the long term. Would the Loislaw platform merge with CCH's? CCH representatives did not offer concrete plans to make Loislaw more accessible to academic libraries, but suggested that a Loislaw representative should have been part of the meeting.

In response to concerns about customer service, especially in light of the services provided by Lexis and Westlaw, CCH representatives noted that the company now provides customer support via online chat. CCH now makes this service available for all product support teams within its organization. The service is staffed only 8 am – 6 pm Central time. CCH representatives noted that they originally had additional hours but demand, at this point, does not justify the need. They also suggested that the feedback they've received about this service has been positive.

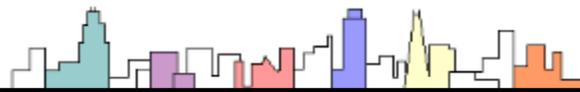
CCH is also looking at providing self-service support for those who need it (or those who need help between 6 pm and 8 am). This support will take the form of expanded FAQs, as well as self-service portions of their website (<http://support.cch.com/>). The latter may be used to order an invoice, get information on IDs and passwords, order missing loose-leaf pages, etc.

2. **The need to request additional binders for expanding titles**, such as *Partnership Tax Planning and Practice*, but other titles have automatic shipment of additional binders. Is this related to how the standing order was initially set up?

It usually takes CCH six to nine months to plan for the addition of a new binder, since adding one involves having to check the entire resource and update all cross-references from one part of the resource to another. Overcrowding of binders sometimes occurs when a new piece of legislation is introduced creating a sudden "slam." CCH has a 10-year rule, whereby it will replace binders once every ten years for free unless the binders are damaged or completely worn out.

3. Like many academic law libraries, we would like to use **EDI for invoicing**. Does CCH provide this service?

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CRIV's Reverse Site Visits

IIT Chicago-Kent cont. from p.18

Electronic delivery of invoices (EDI) allows invoices to be sent electronically to the library, which can then load them directly into their library management system, thus eliminating the need for time-consuming and repetitive data entry. Kent has been trying to get a legal publisher to set up EDI for invoices with Kent. CCH does not presently support EDI, but representatives promised that they will look at it further. When they've studied it in the past, they've felt that providing full functionality is the challenge. It's easy enough to provide the data that are in an invoice, but making sure that they all go into the right place within a library's library management system is the real challenge. CCH Australia may already be doing some of this.

CCH wanted to know whether customers prefer e-mail or snail mail for updates on products. Most librarians prefer e-mail for this purpose. Kent wished to know if, when a new subscription is added during the middle of the annual billing cycle, how difficult would it be to switch that product into the standard annual billing cycle. CCH indicated that this isn't really a problem for them to do. This change can be handled through the "My Account" feature on CCH's customer support site. A client can use the "My Account" feature to view account information, including billing and invoicing information online. Using this feature a client can, for example, recognize and change an inadvertent standing order. A client can also track dates that reports have been and will be shipped. A client can also use "My Account" to immediately claim pages or reports directly through the CCH website.

A tour of both the bibliographic services department and a portion of the library was given to the participants. During the tour, CCH asked how Kent would feel about making newsletter portions of their loose-leaf products available in electronic format only. Kent thought it would be an excellent idea. At the conclusion of the tour, the meeting adjourned. ■

Katten Muchin Rosenman LLP

March 14, 2006

**Gail Hartzell, Acquisitions Librarian
Valparaiso University School of Law Library**

**Patricia Scott
Reference and Electronic Services Librarian
Loyola University School of Law Library**

On March 14, 2006, Katten Muchin Rosenman LLP hosted a reverse site visit for CCH representatives. Katten had hosted a CCH reverse site visit in 2000 and so was well prepared for the visit, which went very smoothly. CCH sent a total of

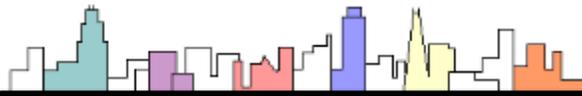
six representatives: the same five from the Kent visit (**Jerry Pruitt, John Falk, Sean Sieczka, Barbara Johnson, and Karen Kirk**), plus **Stacey Caywood**, VP, Legal Professional Group. Katten's library was represented by its director, technical services librarian and several staff members who are involved with the ordering and processing of CCH materials. Prior to the meeting, they had compiled a detailed agenda of questions and issues about their account that they wanted to discuss with CCH. That agenda centered on four major areas of concern: loose-leaves, electronic products, annual paperbacks and special publications, and the integration of Aspen products with other Wolters Kluwer products. Within each of those four categories, a number of specific questions and scenarios were addressed.

Most of this visit's discussion took place in a Katten conference room, but a side trip to the technical services department was scheduled so that CCH personnel could get some first-hand insight into how their publications are delivered and processed at the firm. The side visit turned into a true hands-on experience for CCH's Sean Sieczka, Customer Service Internet Marketing Manager, who sat down at a department computer to demonstrate how to best navigate the CCH website to resolve delivery and ordering problems. That moment was just one part of a morning of fruitful discussion, during which the following specific issues were addressed:

□ **Hand-delivery.** Katten praised the hand-delivery system for loose-leaf and other CCH materials. CCH instituted the hand-delivery option for many city zip codes after 9/11, when postal security procedures sometimes caused problems with deliveries. Katten particularly likes hand-delivery because it makes the delivery process more predictable. All copies of a product generally can be expected to arrive in the same shipment, thereby making missing items easier to spot.

□ **Refunds/Cancellations.** Katten expressed an opinion that CCH's cancellation policy is harsher than other publishers' policies. If a firm's cancellation of an active CCH subscription, such as a loose-leaf subscription, results in a credit to its account, the firm must request a payout of the credit. Katten indicated a preference for automatic refunds. Katten also pointed out that law firm practice areas are fluid, and demand for a product can change. CCH explained that much of the cost of a product is incurred with the early shipments and that the initial costs of publishing a title can be high. Miscommunications about cancellations were also brought up. In one instance, CCH cancelled Katten's subscription to a title after the firm returned a duplicate of an update to it. CCH's Director of Customer Service--Account Administration, Barbara Johnson, offered to look into how that problem occurred and the possibility of prorating charges for it.

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CRIV's Reverse Site Visits

Katten Muchin Rosenman cont. from p. 19

□ **Online Tools.** When items are missing from a delivery, Katten personnel prefer to call their contacts at CCH's 800 number to resolve the problems instead of using CCH's online customer service tools. Avoidance of the website tools is linked in large part to their feeling that, when they use the website, they never receive the publication that they have tried to claim. For example, when the firm tried to obtain tabs for a loose-leaf release, it received another copy of the release, but again, with no tabs. Such delays in obtaining materials result in down time for loose-leaf filers and the problem of attorneys looking unsuccessfully for new material that they have read about in CCH's newsletters. CCH personnel expressed surprise at these mix-ups because the online system used by those at the 800 number to input claims is the same as that which Katten personnel can access themselves. CCH's Jerry Pruitt, VP of Customer Service and Operations, promised to look into how such problems occur and asked that specific examples be forwarded to him. Katten personnel also talked about their dislike for the mechanics of using the online tools because the lack of a cookies feature necessitates retyping a lot of basic information from one screen to another. During the field trip to the firm's technical services area, CCH's Sean Siczka demonstrated how to use the online tools and discussed the added features of CCH's upcoming "My Account" website. She promised to send Katten's library some documentation about what is available online.

□ **"My Account."** Katten agreed to be a beta test site for CCH's new online "My Account" tool, a login/password based account management website, which should be released this summer. CCH expects that "My Account" will eliminate some of the drawbacks of the current online tools. For example, multiple account numbers and addresses can be associated with a single "My Account" set up, which will help firms that have multiple locations and multiple account numbers. A confirmation screen will also be added so that libraries can confirm an order's details before finalizing it. Katten's technical services librarian, Betty Roeske, noted that a list of projected shipping dates for titles normally ordered by the firm would be a useful "My Account" feature; CCH sees the potential for that, but does not have a scheduled rollout for such a feature.

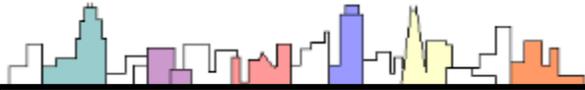
□ **Standing Orders.** CCH acknowledged that release dates for standing order titles can become confusing. Customers get 60 days notification, via mail, of projected shipping dates for standing order titles, but production delays can interfere with those projected dates. Also, standing order notifications usually ask customers to verify the number of copies that they want, but Katten does not always have that information 60 days out. The feasibility of shortening the notice period was

discussed, but CCH is hesitant to convert to a 30 days notice plan. E-mail notices were debated as an alternative to paper notices, which sometimes are misdirected within the firm. Katten's library director, Susan Siebers, favors the e-mail option as long as she can specify to whom the e-mails are sent. CCH may use the new "My Account" tool to determine which customers would appreciate e-mail notifications. "My Account" also will allow customers to check on standing orders, but as of now it shows only the last shipped products, not expected dates for future products.

□ **Annual Paperbacks.** Related to the standing order discussion was a discussion about how Katten can learn about annual paperback releases and the availability of special publications, such as special tax legislation materials. Katten needs to know when annual and special paperbacks will be released because it frustrates attorneys to wait for the firm to acquire a title that other firms already have, or to expect an annual paperback that has been delayed in production. Katten expressed a desire to always purchase multiple copies of the first printing of new tax legislation products that are not part of a standing order set up. So, CCH discussed at length the question of how to create a quasi-standing order approach for such titles. CCH recognizes the benefit of making it easier for firms to automatically purchase new products and agreed to continue the discussion internally to come up with a response to what all agreed is a complicated issue. On a positive note, Katten personnel noted that the notification process for annuals such as the *Internal Revenue Code* works well.

□ **IDs for Electronic Resources.** CCH is preparing a new "ID Manager" tool that will make it easier for firms to obtain and assign IDs for accessing electronic products and to access usage reports that identify users by names instead of ID numbers. The new tool should help resolve some of Katten's concerns about the length of time that it takes to obtain IDs for attorneys who want to try a product. Currently, CCH cannot issue an actual ID on short (24 hours) notice, so trial IDs are issued. However, trial IDs usually give a user access to more titles than the firm will end up purchasing, which creates problems with converting the trial IDs to permanent IDs and with familiarizing the attorneys with the products in the firm's subscription. A related discussion took place between the Katten and CCH representatives about the wisdom of including tabs for all products on the CCH web interface, rather than just for those in the firm's subscription. Katten understands that there may be a marketing impulse behind that approach, but explained that users tend to become more frustrated with what they perceive as dead links than intrigued by the possibilities of the unseen products. At the conclusion of the ID discussion, CCH offered to give Katten's technical services librarian an administrator ID so that she

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CRIV's Reverse Site Visits

Katten Muchin Rosenman cont. from p.20

can troubleshoot access problems without having to borrow someone else's ID to log in. That should make it much easier for her to recreate and resolve problems that attorneys in Katten's other offices encounter.

□ **Aspen and CCH Relationship.** Katten's librarians recounted an instance in which a CCH representative said that they should have contacted Aspen for help, instead of CCH. CCH apologized for that confusion, and Stacey Caywood, CCH's Legal Professional Group VP, explained the new relationships between CCH, Wolters Kluwer and Aspen products. Wolters Kluwer now has five imprints: CCH, Aspen, KLI, Legal Education Group, and Loislaw. CCH will handle issues related to the CCH titles, and Aspen will continue to handle Aspen titles from Aspen's Maryland location. The imprint on the invoice that a customer receives will indicate the entity that the customer should deal with throughout the process. CCH's old corporate "helmet" logo is now gone; its new logo resembles a green, blue and red "gem."

□ **Law Librarians Newsletter.** Katten's librarians subscribe to a newsletter that the Wolters Kluwer Law & Business division publishes for law librarians. Visit <http://business.cch.com/lawlibrarians> to subscribe. Past issues of the newsletter, dating back to June 2005, are available at <http://business.cch.com/lawlibrarians/archive.asp>.

□ **Multiple Account Representatives.** Although Katten is a national firm with multiple offices, it has not had a national CCH account representative. CCH reported that one of the representatives serving Katten's account now will have access to account information for all of the firm's offices. Both CCH and the firm expressed hope that this arrangement will improve communications about the accounts, particularly as buying functions become more centralized. Katten also stressed that, if an attorney contacts CCH's toll-free number to inquire about electronic access to a product, CCH sales representatives should not contact the attorney directly. On a related matter, CCH assured the librarians that IDs available under Katten's subscription are not given out to callers who identify themselves as Katten attorneys.

As this summary suggests, the Katten and CCH representatives held wide-ranging and productive discussions during the reverse site visit. Thanks to thorough planning by Katten's Betty Roeske, and the Katten library's willingness to host and to participate so fully in the discussions, it was an informative session for everyone involved. ■

CCH Reverse Site Visits

February & March 2006

Sean Siczka

Wolters Kluwer Law & Business

ALLSTATE INSURANCE - Northbrook, IL

Monday, February 20, 2006

Allstate

- Corinne Roth – Law Library Specialist
- Dahlia Saleh – Law Librarian

Wolters Kluwer Law & Business

- Jerry Pruitt – Vice President, Customer Service and Operations
- Barb Johnson – Director, Account Administration
- John Falk – Interim Director, Product Support
- Sean Siczka – Customer Service Internet Marketing Manager

CALL CRIV Committee

- Julienne Grant – Reference Librarian, Loyola University School of Law Library; CALL CRIV Chair
- Kathryn Hough – Manager, Research/Library Services, Wolters Kluwer – North America

ILLINOIS INSTITUTE OF TECHNOLOGY

CHICAGO-KENT COLLEGE OF LAW -

Chicago, IL, Thursday, February 23rd, 2006

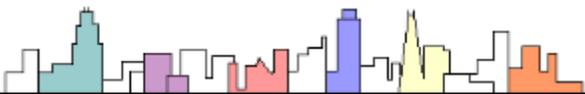
Chicago-Kent

- Keith Ann Stiverson, Director of the Library
- Holly Lakatos, Director of Public Services
- Tom Gaylord, Reference Librarian
- Lucy Moss, Senior Reference Librarian
- Robert Martin, Acquisitions Manager
- JoAnn Hounshell, Director of Bibliographic Services

Wolters Kluwer Law & Business

- Jerry Pruitt – Vice President, Customer Service and Operations
- Barb Johnson – Director, Account Administration
- John Falk – Interim Director, Product Support
- Karen Kirk – Research Specialist and Content Trainer
- Sean Siczka – Customer Service Internet Marketing Manager

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CRIV's Reverse Site Visits

Wolters Kluwer Law & Business *cont. from p.21*

CALL CRIV Committee

- Tom Keefe – Computer Services Reference Librarian, John Marshall Law School Library
- Eric Parker – Acquisitions Librarian, Pritzker Legal Research Center, Northwestern University School of Law

KATTEN MUCHIN ROSENMAN LLP

Chicago, IL, Tuesday, March 14, 2006

Katten Muchin Rosenman

- Betty Roeske – Technical Services Librarian
- Susan Siebers – Director of Library & Information Services
- Liana Cheatham – Library Assistant
- India Strickland – Library Assistant
Wolters Kluwer Law & Business
- Stacey Caywood – Vice President, Legal Professional Group
- Jerry Pruitt – Vice President, Customer Service and Operations
- Barb Johnson – Director, Account Administration
- John Falk – Interim Director, Product Support
- Karen Kirk – Research Specialist and Content Trainer
- Sean Siczka – Customer Service Internet Marketing Manager

CALL CRIV Committee

- Patricia Scott – Reference and Electronic Services Librarian, Loyola University School of Law Library
- Gail Hartzell – Acquisitions Librarian, Valparaiso University School of Law Library

Site Visit Feedback

Offers Unique Opportunities

Continuous Improvement. That is, and always should be, our focus in Customer Service. To improve the support we provide to our customers – both the users of our products and the people that support those users – we seek feedback. We measure satisfaction in a number of ways in our contact center. For example, we survey callers at the end of phone conversations, and we conduct in-house evaluations of telephone conversations, chat sessions, and e-mail responses. Those evaluations of quality tend to focus on how well a Customer Service Representative resolved a specific issue with one customer.

Site visits, by contrast, allow us to listen to our customers in a different way. Rather than hearing about a single problem that exists at a specific period in time, as we do in our office, we get a multi-dimensional, deeper understanding of what our customers need. Not only can we hear what a person might need from us, but we learn why that person needs it. We can observe workflows. We can understand processes. Our observations and conversations allow us to identify needs. We can then utilize technology to make tasks more efficient. We can change our in-house processes. We can try to eliminate administrative work.

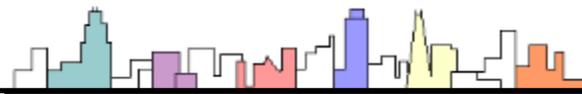
Towards that end, we enthusiastically accepted the invitation to visit three of our customers' sites in early 2006. The sites represent a good sample of customers that make our publications available in libraries: a corporation, a law school, and a law firm.

At each of the visits, we observed processes we should consider as we interact with our customers in the future. We noticed that our products have interesting life cycles within our customers' offices. Report updates are disassembled and routed between workstations, touching several hands and pieces of equipment before they're filed in a reporter. Paper-based newsletters are routed to many readers on different floors of a building. E-mail newsletters are routed in entirely different ways. Legislation titles make their way into some attorney's offices and are coveted by those that didn't receive a copy, requiring more copies to be ordered. Changes in staffing require that user IDs and passwords be activated, inactivated, and modified regularly. And we observed that software is a central part of managing all these administrative processes.

We were reminded that even within this segment of our customer population, contact channel preferences differ. Some librarians find phone conversations reassuring. Others prefer the flexibility and permanence of e-mail. Still others, newer to libraries it seems, find chat the most efficient and convenient way to resolve issues. Librarians remind us that the end users of our products have different preferences, too. Experienced attorneys may pick up the phone and call a publisher directly. Some ask librarians for help first. Students may chat directly with a publisher when that technology is available to them, or they will contact library staff for help. No matter what the role, and how the person chooses to get help, we were reminded that each of these people are our customers.

The frequency and quality of communication with our customers was an issue that permeated all three visits. Our recent brand change from CCH INCORPORATED to Wolters Kluwer Law & Business has unique implications for libraries. Many software systems are used in managing

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CRIV's Reverse Site Visits

Wolters Kluwer Law & Business *cont. from p.22*

a library's inventory. Our name, reflected in those systems, is important to library staff, students, and attorneys. Each of the libraries suggested that we communicate more often with our customers so those systems work most effectively. The librarians we spoke with, not surprisingly, prefer to get more information, and more e-mail notifications, rather than less. These issues in the area of communications are a lesson not just for those of us in Customer Service, but for Wolters Kluwer Law & Business overall.

Though we represented the products and services that have traditionally been sold with the CCH brand, we received feedback on organizations that sell or service products that have other Wolters Kluwer imprints, such as Aspen, Loislaw, Kluwer Law International, and NILS. After the visits, we forwarded suggestions on to our counterparts in other organizations so they they can consider implementing the changes that librarians and their staff asked for.

These suggestions were made during our visits:

1. Dedicate a support person or team for librarians.
2. Eliminate phone menus whenever possible.
3. Offer consolidation to a single account number for the products sold by similar Wolters Kluwer companies.
4. Make it possible to have a common expiration date for Aspen products.
5. Eliminate "cold calls" for selling new products as much as possible. Make product information available in ways that librarians can seek out easily when their users need it.
6. Offer advanced search functionality within CCH Internet Research NetWork.
7. Send notification when periodic or annually updated products aren't going to receive an update or an update is irregular.
8. A single Field Sales Rep should be able to handle all of a site's needs.
9. Offer a flexible date on invoices, independent of the date the subscription renews.
10. Offer a single Customer Service contact group for both CCH and Aspen customer service issues.
11. Promote account management tools on a Customer Support web site for those librarians that like using the internet, but keep in mind that there are still librarians that prefer to make a phone call to get a task completed. It's a benefit to have a human be accountable for a resolution.
12. Offer invoices that are compatible with EDI's system.
13. Distribute additional newsletters in e-mail format so they can be efficiently routed within an office.
14. Promote Customer Support's new web chat functionality more effectively so customers know that it's available. Some librarians and students now use chat exclusively to get support from other publishers.
15. Promote self-service tools on support.cch.com more effectively so appropriate administrative staff (beyond the main contacts or purchasers for an account) can automate as many of their tasks as possible, to save time.
16. Students don't want to learn another research system, so the more that vendors' systems are intuitive or work like each other, the more likely a library is to purchase it.
17. Enhance Loislaw to include additional important source material, and enhance printing capabilities to allow for printing of multiple pages easily.
18. Offer page numbering references in Loislaw and other Wolters Kluwer internet databaases, such as CCH Internet Research NetWork, so they can be used as sources in academic settings.
19. Offer more predictable price increases at Aspen so budgets can include realistic estimates each year.
20. Branding changes have implications for the systems libraries use to manage their collections and for their administrative systems. Clearly communicate to libraries what our public brand name(s) are, now that we're no longer "CCH INCORPORATED", and specify how libraries and students should refer to our customer facing units, going forward.
21. Offer some kind of annual or predictable invoicing for Aspen products, as CCH's products are invoiced, so they're easier to manage and budget.
22. Revise our cancellation policy for loose-leaf titles to keep it in line with other publishers' policies.
23. Librarians would like to be able to "opt in" to notifications of activity on an account. This would allow them to manage an account independent of the person that has been established as the contact for a subscription or the person that ordered a product.
24. Functionality on web sites that is "greyed out" can be confusing for users. Users sometimes think the product isn't working properly if content or functionality is visible but not operational. Keep this in mind when developing or enhancing products.

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CRIV's Reverse Site Visits

Wolters Kluwer Law & Business *cont. from p.23*

25. Better promote legislation-related titles so librarians can order those products before they're released to the public. As law firm staff changes, quantities on standing order may need to be modified before those titles are shipped.
26. Allow librarians to self-manage their user IDs for CCH Internet Research NetWork. Allow them to review usage reporting for their firm.
27. Train Customer Service Reps to eliminate the use of responses such as "you're a large customer" when reviewing inventory with customers on the phone.
28. Enhance the Replacement Pages & Reports tool on support.cch.com to include a confirmation page at the last step in the process so a customer can verify that they've entered the correct page and report numbers. This will help to reduce the number of erroneous submissions due to typing errors. Also, improve the Replacement Pages & Reports tool to better handle orders for components besides reports and pages, such as guide cards that accompany updates.
29. Enhance the Standing Order tool on support.cch.com to reflect an estimated ship date.
30. Make book publishing & shipping information more readily available to customers.

In response to these suggestions, we could have spent a lot of time talking about why we do business the way we do, how we're constrained by system incompatibilities, how we're in transition, or how we might be resource constrained. It's probably true that these are the same challenges faced by libraries. Knowing this, we asked questions, asked more questions, and offered some explanations, but for the most part, we listened. Each of the employees that represented Wolters Kluwer Law & Business at the visits were able to hear issues from slightly different perspectives, depending on their job responsibilities. That allows us to tackle problems from multiple angles.

We have already made improvements to our processes and systems in response to some of the suggestions. Others will take time to implement. Some of the feedback needs to be heard by multiple groups at Wolters Kluwer, so we're in the process of disseminating this information to our peers at locations other than our Chicago office. Some suggestions are not possible to accommodate today, but may be possible

in the future. Nevertheless, we appreciate the feedback. We encourage other librarians to send us feedback. We plan to author a follow-up article, which we will publish in the Fall 2006 *CALL Bulletin*, that summarizes what actions we have taken to respond to your feedback. Site visits are one of many ways we plan on listening to feedback from customers this year. We appreciate all the opportunities we can get to understand our customers' workflows so that we may be better partners with them in the future.

Wolters Kluwer Law & Business appreciates the opportunity presented to us by CALL in offering these reverse site visits. We also want to recognize the efforts of Betty Roeske, JoAnn Hounshell, and Corinne Roth, who hosted our visits at each Chicagoland location. Finally, we want to thank Julienne Grant, from Loyola Univ Law Library, the Chair of the Chicago Association of Law Libraries, Committee on Relations with Information Vendors (CALL CRIV Chair) for her help in coordinating our visits. We look forward to additional reverse site visits with CALL in the future. ■

EOS "EOS customer-driven software keeps pace with our own evolving needs and expectations."
- Louis Miranda, Torys LLP

connecting people to knowledge

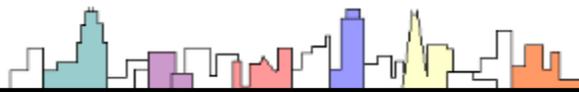
EOS Record

Title: 1

Company: EOS International
Solution: Web-based Library Automation
Product: EOS.Web
Delivery: Local or ASP-hosted Solution
Comment: Easy, Fast & Flexible

Copy: EOS.Web
Status: Join us for a no-cost Webinar every Wednesday at 10am PST / 1pm EST

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West Librarian Relations Manager
Midwest Division

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A LIBRARIAN'S SUMMER

By Doris L. Nuding
 Querrey & Harrow, Ltd.
dnuding@querrey.com

Summer is once again upon us and the atmosphere of most libraries will change. In law firms, our summer associates will begin to arrive and commence their roles in the firm as "summer clerks" and will assist with research projects within the firm. This ultimately gives the library an upbeat rhythm in that new blood requires teaching abilities on the part of the librarian. Some of the projects that the library may be in charge of for most of the year might well be redirected to the summer associates. However, those associates will be asking the firm librarians myriad questions to bring projects to a conclusion.

As opposed to the old school, law students are currently being taught how to use modern technology more than how to use the books that were once prevalent in every law firm library. Law schools have implemented various programs in order to enhance the web capability of lawyering. Some examples are:

<http://www.kentlaw.edu/>
<http://www.law.berkeley.edu/cgi-bin/htsearch.cgi>
http://www.jmls.edu/academics/it_law/it_law_main.shtml

When summer associates join a law firm, they do not necessarily know where to find the materials they are looking for, but they certainly know how to use the worldwide web. Law librarians are oftentimes asked about the firm's resources, what is available, where to look, how to search, etc. Need help when the associates ask questions? A few useful websites include:

<http://www.loc.gov/index.html>
<http://www.hg.org/librarians-assoc.html>
<http://lib.law.washington.edu/research/research.html>

One of the main problems that I have noticed when associates come to the firm is that the law schools, at least in the past, are not adept at informing law school students about law firm billing issues. Getting a law school student to shed the vendor IDs and passwords issued by the law schools rather than utilizing the IDs and passwords issued by the firm with which they have become associated is sometimes a task. However, when the associate does convert over, it is important to explain to them that the firm is or is not under contract with the vendor. The associate should then be made knowledgeable about what is included, excluded in various contracts and what the firm's billing practices are regarding both contract items and outside contract items.

How then, do the associates learn to be an asset to the firm with which they have affiliated? Partners and firm associates utilize the capabilities of the summer associates and while doing so, they are very capable of mentoring the law school associate so that they understand the task at hand. If practicable, an attorney may refer the law student to the firm's librarians for assistance and further guidance. See some websites for examples, to name only a few programs:

<http://www.foulston.com/recruiting/summer.cfm>
<http://www.dpw.com/careers/summerfeedback.htm>
<http://www.damonmorey.com/smrasst.htm>
<http://www.manatt.com/careers.aspx?id=110&relid=94>

Each year the American Lawyer promotes a survey to determine what is happening in the world of summer associates. Please see <http://www.americanlawyerse.com/1105/noworries.html> for an article relating to last year's summer associates.

Other various types of libraries will gear their hours and activities, once again, towards a summer program. Most of these changes will occur beginning in May, in example:

<http://www.roosevelt.edu/summer/hours.htm>
<http://www.newberry.org/media/summer2006events.html>
<http://www.library.northwestern.edu/hours/location.html>
<http://www.uic.edu/depts/lib/lhsc/services/hours.shtml>

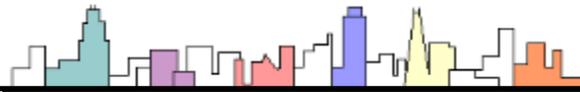
Once again, I hope everyone enjoys their summer and the summer programs that are available to everyone. ■



ATTENDING THE AALL MEETING IN ST. LOUIS?

**Please save the evening of Saturday
 July 8, 2006 and join CALL members
 for the traditional no-host dinner.**

Location and time to be announced.



February Exec. Board Minutes cont. from p.8

VII. Adjournment

The meeting was adjourned at 11:37 a.m.

Submitted by: Juli Jackson
7 March 2006

As Amended: 21 March 2006



Date: March 21, 2006

Place: AALL Headquarters

Members present: Naomi Goodman, JoAnn Hounshell, Juli Jackson, Mary Lu Linnane, Jamie Stewart, and Jean Wegner

Members not present: Janice Collins

Committee Chairs present: Laura Ikens, Joan Ogden,
Public Relations Committee

I. Meeting called to order

The meeting was called to order at 9:08.

II. Approve the agenda

The agenda was approved as amended.

III. Approve Secretary's Minutes

The Secretary's minutes are approved as amended.

IV. Treasurer's Report

Income and deposits for February totaled \$625.00 and expenditures totaled \$3,113.70. Actual balance at the Harris Bank to reflect deposits and outstanding checks is \$29,056.78. The Northern Trust balance as of the 3rd of the month is \$4,094.20. Current paid membership is 300 and the current total membership is 319.

The Northern Trust CD matures on May 4, 2006. At the next meeting we will decide what to do with the CD. JoAnn is going to get current interest rates.

V. Public Relations Committee

Laura Ikens and Joan Ogden came in to discuss what their committee has been working on this year. They are working on a style guide and need some decisions from the board on colors and style. The purpose of the style guide is to establish some consistency in communications of the Association. It's important to have a consistent brand. It's more professional and makes us look more polished.

There appear to be two different versions of the logo - a line and the blocks. The one with the line is an older, official version. Some people are using Arial font and the block logo, while some are using Times New Roman (which is what is used on *The Bulletin*). The *Directory* has a totally different

logo. The website uses the block logo. Joan thinks that it was difficult to get the line one on Internet. She believes that if we use the block logo on the website then that should be our main logo. We can modify what we use now to match this.

Colors that are in the box logo are used pretty consistently. It would be better to redo the stationary instead of changing the website because the line logo would not look effective on the web. It is decided to keep the web as it is and adopt a new official stationary. Also anyone making a flyer or brochure should use the same logo. Also the Committee recommended that Arial should be used for anything on the web and Times New Roman should be used for anything that is hard copy, including the Bulletin, because most members print off a copy. This is the recommended guideline by the committee and the Board. The official logo is the pastel one from the web.

The committee is also trying to get a generic e-mail address and has requested Board permission to get one. The Board suggested the committee use an address similar to what the Recruitment and Placement committee did to and agreed the Public Relations Committee could get a generic e-mail address. The committee chair needs to keep track of the address and password and pass it down.

The Board asked the committee to look into purchasing lanyards for the CALL membership.

VI. Old Business

a. Elections update

Susan Siebers prepared an elections report. CALL's first electronic election was successfully completed March 15, 2006. The results were downloaded March 16 in the presence of two Elections Committee members and two other CALL members. The one paper ballot that was returned was added to that total. The newly elected members are:

Deborah Rusin, Vice President/President Elect

Anne Abramson, Treasurer

Maureen Burns, Director

All candidates were notified and then the Board was informed via e-mail. President Naomi Goodman informed the membership. The official report will be made at the CALL meeting, March 23rd, at which time a motion will be made to destroy the paper ballot.

53% of the eligible membership voted.

b. March business meeting

We have almost 100 people attending. It is a buffet. The Book Stall in Wilmette is the book shop that will be selling Steve Bogira's book. They should be there sometime between 12:30 and 1:00. They will use the same set up as registration. Steve Bogira will be there at 11:45 and will sign books after his speech.

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March Exec. Board Minutes cont. from p.27**c. Sunshine week program ("Are We Safer in the Dark") report**

Thirteen people showed up for the program. Unfortunately, there was a problem with the video link. The official explanation for the problem was that the satellite was affected by the wind (it was really windy in Chicago that day).

All thirteen attendees were given their \$5 back. MLS is giving our \$100 fee back and OpenTheGovernment organization is giving the \$200 fee we paid back.

A DVD of the conference is being made. We might get a copy for free or have to pay a small fee for a copy. Keith Ann Stiverson said she would sponsor a showing at her library, Chicago Kent.

d. AALL VIP visitor

We have a slot for the first Monday morning of the AALL Annual meeting, if our VIP wants to give a presentation.

e. Procedure for ratifying email votes

The procedure for ratifying email votes is:

The Board can vote electronically (i.e. by email), in accordance with our Bylaws and 805 ILCS 105/101.80(p) and 805 ILCS 105/108.45.

At the following Board meeting, the vote, including the exact wording of the approved motion and the date of the electronic vote, should be ratified and recorded in the minutes of that meeting. The minutes shall show that "This decision is ratified at this meeting."

A motion was made that the Board accepts the recommendation of the Corporate Memory Committee and the Bylaws Committee regarding ratifying Board votes taken by email at succeeding board meeting. The motion was approved

f. Zoomerang access for internet committee

CALL can use AALL access to Zoomerang for online surveys. Annette Cade and Pam LaMarca have the login/password information. We have free access and they are going to set up a test

VII. New business**a. Membership directory - retain/delete subject index**

There is a lot of work involved in keeping this section and it is very time intensive. Not many people use it anymore. A motion was made to get rid of the subject index - this motion passed.

b. Membership renewal form - retain/delete committee preferences

Better responses are gained from the volunteer form and e-mails, under the assumption that people thought about volunteering. There is a recommendation that the committee section on the membership form be taken off. A motion was made and passed.

c. Meetings agenda, etc. For 2006-2007

The Board meetings (held at AALL Headquarters, 53 W. Jackson Blvd., 9th floor) for 2006/2007 are:

Tuesday, June 13, 2006
 Thursday, August 3, 2006
 Tuesday, September 12, 2006
 Tuesday, October 10, 2006
 Tuesday, November 14, 2006
 Tuesday, December 12, 2006
 Tuesday, January 9, 2007
 Tuesday, February 13, 2007
 Tuesday, March 13, 2007
 Tuesday, April 10, 2007
 Tuesday, May 8, 2007

The Business meetings are tentatively scheduled:

Thursday, September 21, 2006
 Friday, November 17, 2006
 Thursday, January 18 or Friday, January 19, 2007 (joint meeting with SLA)
 Thursday, March 22, 2007
 Friday, May 18, 2007

d. Law bulletin listing

This is just a listing in one of the *Chicago Daily Law Bulletins*. The listing would include the name of the organization, brief description of the organization, and a contact person. We think that PR committee did it last year. Jean is taking care of it for this year. We are trying to get a listing in the Law Day May 1st Bulletin. The cost is \$100.

e. AALL archives access to current CALL bulletin

Moved until next month.

f. Items on suggestions list for corporate memory committee

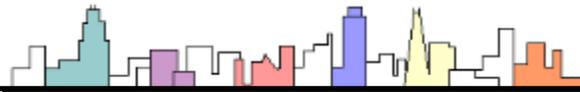
The Board went through the Corporate Memory Committee Suggestions Log. If there is a mention of a motion and approval, that took place today, March 21st. See the items below:

Membership: Have Board ratify that AALL keeps the membership list and does the printing of labels. Was there a contract? Was there an agreement for services?

We don't know of any contract, it is a verbal agreement with AALL to keep CALL membership list. It is very informal. A motion was made to have AALL keep the CALL membership list and printing of labels. The motion was approved.

File Annual Report: This is due to the Illinois Secretary of State (SOS) before September 1, which is the beginning of our fiscal year. The SOS sends the form to the registered

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March Exec. Board Minutes cont. from p.28

agent, currently Christina Wagner, at her home address. (The registered agent will change to Jean Wenger in September 2004, or to the Vice-President who follows her, if an Illinois resident.) The form is also available on the SOS web site, and our report and status can be checked there, too. All Board members must be listed and must sign, and the Treasurer needs to write a check. In practice, this is done at a Board meeting, but it is the Secretary's final responsibility. The SOS will send back a stamped copy to the registered agent, and the Secretary needs to make sure this is filed in the Corporate Records Book.

Previously, in a year when we changed the registered agent, we had to file a Change of Registered Agent form with the SOS. This year, they returned the form we sent. When I called the Springfield SOS office, they told me this form was not necessary since they took the information from the Annual Report, but that we needed to take the filed, stamped copy of the Annual Report to the Cook County Recorder of Deeds Office, 118 N. Clark, Room 120, Chicago, IL, 60602, (phone (312) 603-5050), with a check for \$26.50 for two pages, plus \$2 per page for additional pages. Both the Chicago SOS office and the Cook County Recorder of Deeds office confirmed this information."

*The information about official papers required from CALL is scattered under **Annual Report, Registering with the Cook County Recorder of Deeds 2003-12, and Registering with the Cook County Recorder of Deeds 2004-3.** The Board would like to recommend to the Corporate Memory Committee to group this kind of information under "CALL Official Registrations" so it is not so hard to find. Further, where personal names are mentioned, also include the title.*

60th Anniversary: Is CALL going to do something for its 60th Anniversary?

The 60th Anniversary is next year. It is not as big of a mile stone as the 50th Anniversary. Some event will probably be planned, but it has not yet been discussed.

Surveys: Reminder to the Board that surveys require Board approval.

A motion was made that any survey generated by a CALL Committee needs approval by the Committee liaison. The motion was approved.

Bylaws. Indicate date of amendment for all articles or sections that have been amended.

Request the Corporate Memory Committee to add dates to Bylaws sections affected by at least the last two Bylaws changes. If the Board receives this by June 1, could be incorporated into 2006/07 Handbook. If received by mid-August, could be incorporated in 2006/07 Directory.

The Board also discussed who to make registered agent. The incoming vice president should be made registered agent because they will still be on board when the form comes in. The name is put in the *Handbook* too. The registered agent term should be changed to two years instead of three years. The incoming vice president is the registered agent for two years unless he/she is not an Illinois resident. In that case another Board member will be selected. The two year term ensures that the Illinois Secretary of State forms will be sent to a current board member. The board agrees that this should be the policy.

VIII. Committee reports

Grants Committee - Jean Wenger will make an announcement about grants at the March 23rd business meeting. No applications have come in yet. The Grants Committee will be doing a blitz to try and get people to apply for grants.

Bulletin Committee – The Board thought they had a great issue last time. CRIV Committee did an excellent job.

Membership - 319 members. Gail will greet the new person at the March 23rd business meeting.

Continuing Education Committee – they are having their program right now. Thirteen attendees at the program. Should a committee member be there for the whole program? This is something to think about for next year.

Archives - the committee should track down the papers from 2000- forward as it is important to have a paper trail for important CALL papers.

IX. Adjournment

The meeting was adjourned at 11:38

Submitted by: Juli Jackson
29 March 2006

Amended: 11 April 2006 ■

CALL Thanks
LexisNexis
for sponsoring the March 23
business meeting
and
Professionals Library Services
for donating the door prizes.

Professional Reading

By Sheri Lewis, University of Chicago

shl@chicago.edu

Banks, Michael A. "An Author Looks at Google Book Search." Online vol. 30 no. 2 (March/April 2006): 15-17.

Mr. Banks, a nonfiction writer, suggests that Google Book Search's snippets could reduce the sales of nonfiction material if the content made available freely satisfies the searcher's information needs. He purports that authors of fiction may not have the same concerns.

Calhoun, Karen. "The Changing Nature of the Catalog and its Integration with Other Discovery Tools." Library of Congress, March 17, 2006. Available at

<http://www.loc.gov/catdir/calhoun-report-final.pdf>

This report was commissioned by the Library of Congress in an effort to evaluate the current status and anticipated future of the catalog in libraries. It reveals the results of a literature analysis and structured interviews during the previous 5 years describing the catalog as a declining model. The author further outlines some strategies for evolving the library catalog into a more effective tool for most users and the obstacles for such evolution.

Coyle, Karen. "Managing Technology: Unicode: Universal Character Set Part 2: Unicode in Library Systems." *Journal of Academic Librarianship* vol.32 no.1 (January 2006): 101-103.

For those in technical services librarianship and the rest of us interested in the universality of library catalogs, this is the second part of a two-part series on Unicode. The article explores cataloging in Unicode, a universal character set, and the transition from MARC to Unicode.

Cuddy, Colleen. "How to Serve Content to PDA Users on the Go?" *Computers in Libraries* vol. 26 no. 2 (April 2006): 10-15

The author advocates a library virtual presence that includes mobile web content.

After suggesting that library users now, and in the future, will be getting to our web pages through a variety of handheld devices, she gives some practical approaches to reaching this constituency. Cuddy gives several options for making a library's web site PDA accessible and for testing the effectiveness. The article includes examples of libraries with PDA-friendly web presences.

Dempsey, Lorcan. "Libraries and the Long Tail." *D-Lib Magazine* vol. 12, no. 4 (April 2006). Available at <http://www.dlib.org/dlib/april06/dempsey/04dempsey.html>

The author explores the idea of libraries not only as the keepers of vast amounts of information but, in what is described as a more crucial role, as the enablers in getting the information to those who need it. As part of the article's hypothesis, Dempsey suggests that libraries need to do more to assure that the long tail of material within their control is available to those who would most benefit by it. Using a cost/benefit mode, and providing a few concrete library examples, the author suggests that the cost of discovering and using library collections must be low enough to encourage the demand.

Dillard, David. "Librarians, Jelly Beans and Google Book Search." Online vol. 30 no. 2 (March/April 2006): 20-21.

The author, a reference librarian at Temple University, uses the unexpected, and perhaps unfortunate, example of President Ronald Reagan and his love of jellybeans to illustrate the value of Google Book Search. In so doing, he proposes that this tool is a compliment to more longstanding and in depth research tools and has an appropriate place in our libraries and amongst our researchers' resources.

Dames, K. Matthew. "Library Organizations Should Support Google Book Search." Online vol. 30 no. 2 (March/April 2006): 18-19.

Mr. Dames' premise is that library organizations should be much more vocal than they have been about digitization copyright issues such as those surrounding Google Book Search. He describes this as uncharacteristic of library-related organizations (LROs) historically and suggests that silence or understated opinion is not in the best interests of our profession or our users.

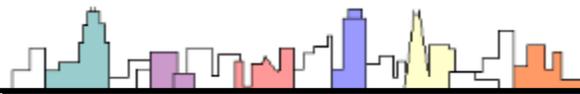
Earley, Mark. "Public Image Limited: Monitoring Your Corporate Image Online." *EContent* vol. 29 no. 4 (May 2006): 32-36.

This article provides a discussion on how to present your corporate, or perhaps institutional, image on the Internet. In so doing, Earley reviews several fee-based services for monitoring online content either for an organization's own internal examination or for researching other corporations or entities.

Eash, Esther Kreider. "Podcasting 101 for K-12 Librarians." *Computers in Libraries* vol. 26 no. 2 (April 2006): 16-20.

Though intended for librarians serving a different group of users than in law libraries, this article provides information for thought in two areas. First, the author provides a useful, very basic primer for those yet

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Professional Reading cont. from p.30

unfamiliar with the podcast and lists of resources to consult for additional information. Second, the types of content suggested for school libraries are not inherently different than those employed in our own libraries and, indeed, may give us a glimpse of what future generations of law library users expect.

Eash also suggests several podcasts for library research for novices, or even the experienced podcast user, to try.

Ebbinghouse, Carol. "Sidebar: Free Legal Help and Legal Research on the Web." *Searcher* vol. 14 no. 4 (April 2006): 38-44.

Ms. Ebbinghouse provides an update, for us and our users, of Internet sites free, valuable legal information. In so doing, she highlights a few of the more innovative efforts of a number of government entities and organizations, particularly law librarians.

Encyclopedia Britannica. "Fatally Flawed: Refuting the Recent Study on Encyclopedic Accuracy By the Journal *Nature*." (March 2006). Available at http://corporate.britannica.com/britannica_nature_response.pdf

This corporate response to the article in the December 15, 2005 issue of *Nature* is noteworthy for the effort taken to refute Mr. Giles study favorably comparing Wikipedia to *Encyclopedia Britannica*. The lengthy article – of some 20 pages with extensive footnotes – finds faulty data and methodology in Mr. Giles' conclusion that Wikipedia and Britannica are comparable in accuracy.

Gingrich, Laurie L. and Morris, Brian D. "Retention and Disposition of Structured Data: The Next Frontier for Records Managers." *The Information Management Journal* vol. 40 no. 2 (March/April 2006): 30-39.

For those librarians whose job also includes a significant records management component, this article addresses storage of one specific type of information, structured data. Starting with the hypothesis that records managers have less experience with this type of information – financial, personnel, statistical data – Gingrich and Morris then explore the various issues for managing this type of information and the unique challenges associated with that task.

O'Neill, Jill. "Assessing Value in an Online Environment: One Expert's Opinion." *Searcher* vol. 14 no. 4 (April 2006): 16-19.

The author begins this intriguing piece by asking about the lure of Google in an information environment in which fee-based vendors offer much more added value. Her conclusion is that the value-added features that are highly touted by librarians and other expert researchers

– authoritativeness, precision searching, navigability – may be less valued by general or occasional researchers. Rather, O'Neill suggests that affordability, ubiquity, currency and ease of access are more relevant in today's information markets.

Wiggins, Richard. "Latent Value and Perceived Value: Another Expert Opinion." *Searcher* vol. 14 no. 4 (April 2006): 19.

In a companion piece to Ms. O'Neill's article in *Searcher*, Mr. Wiggins offers a complimentary but slightly different view. He suggests that the lure for information users may not be in the content in itself, or the value added to it, but in the packaging. He gives Google Earth as an example of a resource with content that has been available for some time but now made attractive by the presentation and accessibility. He suggests that information vendors should focus on the value-added elements that are most desired by 21st century users. ■

CALL 2006-2007 Meeting Schedule

The Board meetings are held at AALL Headquarters, 53 W. Jackson Blvd., 9th floor.

Tuesday, June 13, 2006

Thursday, August 3, 2006

Tuesday, September 12, 2006

Tuesday, October 10, 2006

Tuesday, November 14, 2006

Tuesday, December 12, 2006

Tuesday, January 9, 2007

Tuesday, February 13, 2007

Tuesday, March 13, 2007

Tuesday, April 10, 2007

Tuesday, May 8, 2007

The Business meetings are tentatively scheduled:

Thursday, May 25, 2006

Thursday, September 21, 2006

Friday, November 17, 2006

Thursday, January 18 or Friday, January 19, 2007
(joint meeting with SLA)

Thursday, March 22, 2007

Friday, May 18, 2007

CALL Committees 2005/06

(Updated 02-02-06)

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CALL Committees 2005/06 *cont. from p.32*

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AALL Centennial Meeting, 2006 CALL Welcomes our Chapter VIP

Mr. Mike Ragen

Chief Deputy Librarian, Illinois State Library

**Mr. Ragen will be speaking at AALL on
Monday, July 10, 10:15 a.m.
(location to be announced)**

**CALL Presents "Library Advocacy:
Working with Government Officials"
Come by to hear and meet our VIP.**

Website Guidelines

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