<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>From the Editors</td>
<td>2</td>
</tr>
<tr>
<td>President’s Letter</td>
<td>3</td>
</tr>
<tr>
<td>CALL Executive Board Minutes</td>
<td>4</td>
</tr>
<tr>
<td>CALL Business Meeting Roundup</td>
<td>6</td>
</tr>
<tr>
<td>CALL Special Committee on the Future of the CALL Bulletin</td>
<td>8</td>
</tr>
<tr>
<td>Technical Services in Law Firms: What it Used to be Like</td>
<td>10</td>
</tr>
<tr>
<td>Reed Smith Technical Services: A Departmental Evolution</td>
<td>12</td>
</tr>
<tr>
<td>A New Model for Technical Services</td>
<td>13</td>
</tr>
<tr>
<td>Notes from the ABA Tech Show</td>
<td>14</td>
</tr>
<tr>
<td>Four Strategic Ways Technical Services Law Librarians Use</td>
<td>16</td>
</tr>
<tr>
<td>CALL Half-Day Institute on Technology</td>
<td>18</td>
</tr>
<tr>
<td>CALL Committees</td>
<td>19</td>
</tr>
<tr>
<td>CALL Internet Committee</td>
<td>21</td>
</tr>
<tr>
<td>2011-2012 Meeting Schedule</td>
<td>21</td>
</tr>
<tr>
<td>Discussion Forum Policies</td>
<td>22</td>
</tr>
</tbody>
</table>
Dear CALL members,

As you know, the world is changing. In this issue, we seek to bring to light some of the changes that have occurred in the realm of technical services. Our volunteer authors seem to agree that fewer people now staff technical service departments, budgets have shrunk, and job responsibilities have shifted. This should not come as a surprise. As times have changed, so too must the Bulletin. In spring, 2012 the Executive Board commissioned a committee to investigate the future of the Bulletin. The committee surveyed CALL members to determine what content members sought, and in what format. Margaret Schilt relates the results of this survey and what upcoming changes you can expect to the Bulletin.

One other change is that I address you for the last time as co-editor of the Bulletin. By the time you read this I will have left my position as a reference librarian and, after fifteen years of service, will be pursuing other opportunities. I thank you for the opportunity to have shared my interests and experiences with all of you.

An organization is only as strong as its members. It is with that thought in mind that I would like to thank all our columnists and regular contributors for their continued effort to produce articles and relate information that may be of interest to CALL members as a whole. The Bulletin Committee will be looking for new members to contribute to the Bulletin; please consider volunteering.

Thomas Keefe and Margaret Schilt, Co-editors

The CALL Bulletin, the official publication of the Chicago Association of Law Libraries (CALL), is published four times a year and is provided to active members as a benefit of membership. CALL does not assume any responsibility for the statements advanced by the contributors to the CALL Bulletin, nor do the views expressed in the CALL Bulletin necessarily represent the views of CALL or its members.

Contributions to the CALL Bulletin are always welcome. Please be advised that contributions submitted for publication are subject to editorial review. The Bulletin editors have the discretion to decline to publish articles. Direct questions, articles, or other items of interest to the co-editors:

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Deadlines for submitting articles and advertising:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>August 1</td>
</tr>
<tr>
<td>Winter</td>
<td>November 1</td>
</tr>
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<td>Spring</td>
<td>February 1</td>
</tr>
<tr>
<td>Summer</td>
<td>May 1</td>
</tr>
</tbody>
</table>

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321 N. Clark St., Ste. 2800, Chicago, IL 60610
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Anyone who wishes to reprint or republish any part of the CALL Bulletin must have prior written approval from the CALL Bulletin editors. Anyone who wishes to reprint or republish an entire article from the CALL Bulletin also must have prior written approval from the author of the article. If the reprinted or republished material includes the CALL logo or is intended for commercial purposes, then additional prior written approval must be obtained from the CALL Executive Board.
Dear Colleagues,

The CALL year is winding down and what a busy year we have had!

Two special committees completed their work this year. The Special Bulletin Committee whose charge was to determine the best path moving forward for the Bulletin presented their recommendations to the Board earlier this year. It was decided that the current format of sending the membership a link with the PDF version of the Bulletin would remain in place. However, the Bulletin Committee would look to the website for articles prior to the publication of each Bulletin. Additionally, the Board has recommended that the Bulletin Committee work with the Internet Committee to develop an RSS feed for the Bulletin. Thank you so much to the entire committee for their comprehensive work on this issue. The committee members were Gail Hartzell (chair), Therese Arado Clark, Thomas Keefe, Lyonette Louis-Jacques, Joan Ogden, Margaret Schilt, and Maria Willmer.

The Committee on Committees was also hard at work analyzing the Association’s committee structure and comparing the structure to other Chapters. The incoming Board will analyze its recommendations in more depth. One suggestion has been implemented already. The Committee recommended that CALL form a single committee out of the Internet and Public Relations Committees. The new committee will temporarily be named the Public Relations Committee until new members of this committee propose a name. Thank you to this special committee for thoroughly analyzing and making recommendations that will help our Association move forward. The committee members were Heidi Kuehl (chair), Valerie Kropf, Julie Melvin, Maribel Nash, and Julie Pabarja.

Our annual elections had 45.5% of the membership voting. Maribel Nash is our new Vice President/President Elect, Barry Herbert was elected Treasurer, and Pam Cipkowska was elected as a Director. Thank you to all of our candidates for their willingness to volunteer to serve on the CALL Board.

The Continuing Education Committee had a very successful Institute Day on April 27th. This year’s theme revolved around technology. The Committee put together some fantastic panel discussions and had the ingenious Technology Petting Zoo. Thanks to the entire committee for putting on such a great program!

I would like to take a moment to say what an honor it has been to be the President of CALL for the past year. I have learned so much about the Association and the dedication of our members. It truly has been a humbling experience. I would like to thank Heidi Kuehl for her invaluable assistance, and the rest of the Board (JoAnn Hounshell, Denise Glynn, Julienne Grant, Susan Retzer, and Todd Ito) for their immense knowledge and ability to move at a fast pace through our monthly meetings! Thank you all!

Have a wonderful summer!

Juli Jackson
CALL President, 2011-2012
CALL Executive Board Minutes
By Julienne Grant, Loyola University Chicago School of Law Library
Jgrant6@luc.edu

Complete, up-to-date meeting minutes are available here: http://new.chicagolawlib.org/?page_id=619.
Members who would like hard copies of any meeting minutes should contact Julienne Grant (Jgrant6@luc.edu, 312-915-8520), Secretary.

2011-2012 CALL EXECUTIVE BOARD MEETING
AALL Headquarters, 105 W. Adams St., Suite 3300
February 14, 2012  9:00 a.m.

Board Members Present:  Julia Jackson, JoAnn Hounshell, Heidi Kuehl, Denise Glynn, Julienne Grant, Todd Ito, Susan Retzer

Board Members Absent: None

Summary:
Treasurer’s Report (Section IV):
1. CALL Balance as of January 31, 2012:  $31,274.69
2. Net Income, January 2012:  ($1,475.70)
3. Membership numbers as of January 31, 2012:  284 (19 new members, 265 renewals)

Significant Actions:
The Board decided not to apply for a trademark for the new CALL logo.  (VI. Old Business, b.)

Policy:  Individuals attending CALL Business Meetings who represent the organization receiving “in kind” donations who elect to address the membership are limited to five minutes of speaking time.  (VI. Old Business, b.)

The Board updated the current CALL logo policy as specified in the Policy Log, Logo 2010-06. The policy should now read: The official CALL logo must be used for anything representing the Association. Committee chairs must check with the liaison for permission to use it. If the liaison is unavailable, or does not respond, the chair should contact the President or Vice President.  (VI. Old Business, b.)

CALL does not offer prorated membership dues for new members. The Board decided that an explicit “no proration” policy should be articulated in the Policy Log.  (VII. New Business, b.)

Procedure: The CALL “New Membership Application Form” should be changed to reflect the language in the CALL Handbook, which states that any member joining after March 1st is a member for the current fiscal year, as well as the following year.  (See CALL Handbook, Treasurer 5), p. 14.)  (VI. Old Business, b.)

Starting with the 2012-2013 fiscal year, the Vice President/President-Elect will serve as the contact for the CALL website hosting service, currently JumpLine.  (VI. Old Business, b.)

2011-2012 CALL EXECUTIVE BOARD MEETING
AALL Headquarters, 105 W. Adams St., Suite 3300
March 13, 2012, 9:00 a.m.

Board Members Present:  Julia Jackson, Heidi Kuehl, Denise Glynn, Julienne Grant, Todd Ito, Susan Retzer

Board Members Absent: JoAnn Hounshell

Summary:
Treasurer’s Report (Section IV):
1. Harris Bank Balance as of February 29, 2012:  $31,093.05
2. Net Income February 2012:  $1,397.68
3. Membership numbers as of February 29, 2012:  284 (19 new members, 265 renewals)

Significant Actions:
The Board decided that it did not need to propose a change to Article III of the CALL Bylaws.  (VII. New Business, b.)

Policy:  Vendor members (i.e., Associate Members) may not chair or co-chair the Continuing Education Committee or Relations with Information Vendors Committee (CRIV).  (VI. Old Business, b.1)

All CALL members must pay for attending Continuing Education programs. This includes any member of Con-

continued on p. 5
CALL Executive Board Minutes cont. from p. 4

Continuing Ed who serves as an organizer/coordinate of a program. (VI. Old Business, b.2)

Procedure: The CALL Secretary shall be responsible for collecting and maintaining documentation pertaining to the CALL laptop. This documentation shall be passed on to the next individual holding that office. This procedure should be noted in the Handbook. (VIII. New Business, a.)

CALL will provide two free lunches for Business Meeting sponsors. This practice has been followed in the past, but was not included in the Handbook. This procedure should now be placed in the Handbook under “Vice President/President-Elect.” (VI. Old Business, b.3)

SUMMARY:

Treasurer’s Report (Section IV):
1. Harris Bank Balance as of March 31, 2012: $29,712.85
2. Net Income, March 2012: ($2,825.20)
3. Membership numbers as of March 31, 2012: 294 (25 new members, 269 renewals)

Significant Actions:
The Board approved the following expenditures related to the CALL laptop: $179.00 to extend the Dell hardware warranty for one year; $119.97 to extend the McAfee antivirus software subscription for 3 years. (VI. Old Business, d.)

The Board decided not to purchase and provide permanent and customized name tags for CALL members. (VII. New Business, b.)

The Board approved via an earlier email vote a SurveyMonkey form for CALL Committee sign-ups. (VII. New Business, c.i.)

The Board approved via an earlier email vote the Continuing Education Committee’s proposed agenda for the 2012 CALL Institute Day to be held on April 27, 2012. (VII. New Business, c.ii.)

The Board formally disbanded the Special Committee on the CALL Bulletin. (VII. New Business, a.)

Procedure: The CALL Secretary, or a member of the Internet Committee, shall post an announcement on the CALL Listserv when the previous month’s CALL Executive Board Minutes have been posted on the CALL website. (VII. New Business, a.)

MASTER THE SKILLS FOR PROFESSIONAL NETWORKING

Networking skills can increase library visibility, professional credibility, and collaboration across your library, your larger institution, and your greater community. A new webinar, Make the Connection: Mastering the Skills for Professional Networking, on June 21 at 11 a.m. CDT, will teach you the dos and don’ts of interacting effectively and the skills and confidence to navigate any networking opportunity.

Learn:
- Pre-planning techniques for networking events
- Best practices for professional interactions
- Networking pitfalls to avoid
- Effective follow-up etiquette

Be prepared for AALL’s biggest networking event – the AALL Annual Meeting in Boston, July 21-24. Register by June 14.
The third business meeting of the 2011-2012 CALL year was held at Lloyd’s Chicago (1 S. Wacker) on February 23rd. The Community Service Committee held a food drive for the Greater Chicago Food Depository and collected cash for Housing Opportunities and Maintenance for the Elderly (H.O.M.E.). Cash donations at the meeting totaled $205.00, and the Committee collected nine boxes of food. Bloomberg BNA sponsored the meeting, and LexisNexis sponsored the door prizes.

CALL President Julia Jackson opened the meeting at noon and welcomed the attendees. At 12:25, she introduced two new CALL members: Carolyn Hersch of Neil Gerber Eisenberg and Beth Schubert of Katten Muchin Rosenman LLP. Next, CALL Vice President/President-Elect JoAnn Hounshell thanked the Meeting’s sponsor and introduced five representatives from Bloomberg BNA and one from Bloomberg Law. A representative from Bloomberg BNA spoke briefly about the impact of Bloomberg’s purchase of BNA and some of the company’s forthcoming new initiatives, including additional iPad apps. She also encouraged attendees to take another look at Bloomberg Law, as new content is being added.

JoAnn then introduced the meeting’s featured speaker, Professor Jerry Goldman. Professor Goldman has been a faculty member at the IIT Chicago-Kent College of Law since 2011, and is professor emeritus at Northwestern, where he was a member of the Department of Political Science for 36 years. Professor Goldman earned a Ph. D. in Political Science from The Johns Hopkins University, and he has received numerous honors and awards for teaching excellence. Professor Goldman’s talk focused on the Oyez Project, a multimedia web-based archive that focuses on the work of the U.S. Supreme Court. Goldman is the Creator and Director of the Project, which is now based at IIT Chicago-Kent.

Professor Goldman began his presentation with a humorous pictorial and audio overview of the Supreme Court’s relationship with technology. According to Goldman, the Court has generally had a somewhat uncomfortable relationship with technology, as illustrated by the Court’s belated use of copy machines (some 20 years after the commercial world started to utilize them). Later in the talk, Jerry also noted that the Court currently does not offer public access to briefs in PDF format, prohibits videotaping in the courtroom, and records its oral arguments using MP3 technology, which by all accounts is considered a “shabby” recording standard.

In his engaging and entertaining presentation, Goldman explained the history behind the recording of the Court’s oral arguments. The Court began recording the arguments in October 1955, and since that time, the thousands of hours of tapes have been deposited at the National Archives. Professor Goldman’s belief that “important things” happen at oral argument ignited his interest in creating an easily-accessible archive of the recordings for the public. The idea for the original Oyez Project came to him in 1990, he said, while his thoughts drifted during a Chicago Cubs game at Wrigley Field. The precursor to today’s Oyez Project was hence developed and hosted at Northwestern, where he was teaching at the time.

Professor Goldman discussed, and also demonstrated, some of the features of the Project as it exists today on the World Wide Web. The Project now provides thousands of hours of audio archival material, and the audio may be shared and clipped, as it is covered by a Creative Commons license. The Project also provides transcripts of most of the oral arguments, which include the identification of each speaker and are searchable. In addition to the database of audio recordings, the Project’s website offers a virtual tour of the Supreme Court building and extensive information on current and former Justices, including “Where are they now?” tidbits. Goldman also briefly discussed the Project’s two free downloadable media apps: “Pocket Justice,” which concentrates on Constitutional Law jurisprudence, and “OyezToday,” which focuses on the current business of the Court. “OyezToday” includes video feeds that summarize important cases, and Jerry noted that the iPhone app for “OyezToday” has been downloaded some 30,000 times.

According to Professor Goldman, the Oyez Project site itself, which has some 26 million page views on an an-
CALL Business Meeting Roundup
cont. from p. 6

annual basis, has a “secret recipe” for its success: website development and app development. In addressing the future of the site, Goldman stated that the “law is our operating system.” He hopes to see similar initiatives for all federal appeals courts and state supreme courts. He said that there is currently a working prototype for the Washington Supreme Court. Jerry also invited attendees to write to the Project if they had comments, suggestions, or inquiries.

Professor Goldman took several questions from the floor, and then Julia thanked him for his enjoyable and informative presentation. She announced that CALL’s 2012 Election was under way and asked members to vote; only 34 percent of the membership had voted thus far. She also reminded members about 2012 CALL grants and awards and asked that applications and nominations be sent to Heidi Kuehl. She then asked for announcements from CALL Committees. Jamie Sommer, representing the Government Relations Committee, solicited volunteers to write chapters for a new “Finding the Law” publication. As a representative of the Community Service Committee, Jamie next introduced Bruce Otto, Director of H.O.M.E. Mr. Otto briefly described the work that the organization does with low-income seniors. Finally, Tom Keefe, Co-Editor of the CALL Bulletin, announced that the Spring 2012 issue was at press and would be published on the CALL website shortly.

Julia and JoAnn then announced the winners of the two LexisNexis-sponsored door prizes: Carolyn Hersch of Neal Gerber Eisenberg and Carol Bernacchi of Quarles & Brady LLP. The May Business Meeting will be held at Buca di Beppo (521 N. Rush) on May 16, 2012.

Note: Further background information on the Oyez Project is available at http://www.oyez.org/about

AALL2go Pick of the Month

AALL’s Continuing Professional Education Committee presents the AALL2go pick of the month: Challenging Conversations.

Most law librarians will have to deal with challenging conversations throughout their careers. The ability to productively handle difficult and sometimes emotionally charged communications is a necessary skill for librarians to develop. This presentation, led by William Lindberg and Pamela McClean from the Ash Grove Group, uses two brief vignettes to illustrate specific strategies and techniques to improve one’s ability to handle challenging conversations. The vignettes are acted out by academic law librarians Brian Baker, Victoria Williamson, and J. Denny Haythorn. A reading list and handout are included with the video presentations.

Find this and more than 100 other free continuing education programs and webinars for AALL members on AALL2go!
CALL SPECIAL COMMITTEE ON THE FUTURE OF THE CALL BULLETIN
By Margaret Schilt, University of Chicago D’Angelo Law Library
schilt@uchicago.edu

In response to the possibilities offered by the new CALL website and the growth of social media generally, the CALL Executive Board charged a Special Committee in the fall of 2011 with the responsibility of making recommendations to the Board on whether the format, content or delivery of the Bulletin should be changed.

The Special Committee consisted of Gail Hartzell as chair; four members (past editors or regular contributors): Therese Clarke Arado, Maria Wilmer, Joan Ogden, and Lyonette Louis-Jacques; and the current co-editors: Margaret Schilt and Thomas Keefe. The Committee decided that the membership should be asked what their preferences are. Tom Keefe drafted a survey for the membership that was approved by the Board and distributed to members in January of 2012. The Committee also investigated the practices of other Chapter newsletters through the AALL Council of Newsletter Editors Communities discussion board. Ninety-one CALL members responded to the survey; those responses are posted on the CALL website here: http://new.chicagolawlib.org/?page_id=978.

The responses to the survey supported a conclusion that the membership values the Bulletin as a standalone publication, with a volume and number for each issue. Many members reported that they print out the Bulletin to read it. Fifty-five percent of respondents preferred that the Bulletin be distributed as it currently is: an email alert with a link to the PDF issue. The Bulletin is appreciated by the membership; 62% of respondents read every issue. Eighty-eight percent of respondents said they read it mainly for the articles although a substantial minority cites its importance as a record of the Chapter’s activities and business. Fifty percent of respondents stated that they would be less likely to read Bulletin content if it was delivered in another format or posted as blog posts to the CALL website.

Consequently, the Committee recommended to the Board at its April 2012 that the current format and distribution of the Bulletin be maintained. The Committee also made recommendations on other issues. Some of the Bulletin content remains the same from issue to issue, e.g. the website guidelines. The Committee recommended that the guidelines and other similar content be posted on the CALL website and linked from the Bulletin, rather than published in full. This will both reduce the layout work and sharpen the focus of the issues on the articles.

During the course of its work, the Committee was made aware that the Bulletin issues are no longer archived by AALL on its website. CALL has to undertake the responsibility for archiving the Bulletin and making it discoverable to readers and researchers. The Special Committee recommended that the CALL Bulletin Committee meet with the CALL Archiving Committee over the next year to ensure that proper procedures are put in place.

Website Guidelines

• The CALL website is an official publication of the Chicago Association of Law Librarians. The purpose of the site is to provide CALL members with current and historical information on the chapter’s polices, activities, publications. The material on the CALL site is for informational purposes only and should not be interpreted as legal advice.

• All the material on the website is intended to be as accurate and up-to-date as possible. CALL makes no guarantee regarding the accuracy or authenticity of material on the CALL site or at any of the linking sites.

• Committees should post their own materials to the website and CALL social networks. The Internet Committee will provide on request: Access to the website and social networks; training; additional website features and social networks

• Information on the CALL website will be updated or removed by the Board members and Committee Chairs or if the material is out of date.

August 2011
Discover knowledgemosaic.com, one of the most powerful research and awareness platforms for regulatory and disclosure information on the planet.

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I began working in a law firm technical services department in the 1980s. To give you a sense of history, Ronald Reagan was President. The Internet Protocol Suite (TCP/IP) was standardized and the concept of a worldwide network of fully inter-connected TCP/IP networks called the Internet was introduced. The Betamax vs. VHS videotapes debate was resolved; Betamax was being phased out of use.

ELECTRONICS:
Back then, the computers ran on DOS. They were shared computers. They were mainly used by the Reference Librarians to search paid databases. The free Internet was not an option yet. Access was via modems that used dial in scripts. The scripts had to be created on each computer.

As computers improved the floppy disks moved from the 5.25-inch (133 mm) to the 3.5-inch (89 mm) size. We used 5.25-inch floppy disks to save our work. If you left a floppy disk in a car on a hot day, it would melt. All data was destroyed.

The 3.5-inch disks were more reliable. Vendors used this size for their installation disks. When the disk contained forms, etc. a librarian needed to decide whether the disk would remain in the books or whether it would be kept in a separate place. At first, we decided to keep them in a separate place, but they were not being used so we decided to keep them with the books.

Vendors phased out floppy disks when CD-ROMS became another option for information. Initially, the CD-ROM drives were external. A firm had to have the vendors’ CD-ROM drive to operate the CD-ROM. IT departments had to be creative so that we did not have a room of computers accessing the information. Installing them was so much fun. A CD-ROM would load most of the way and then error out. This made life interesting.

COMMUNICATIONS:
Back then, we communicated via phone, fax, inter-office mail and snail mail. It was not unusual to come back from lunch and have your phone mail box full. Letters were used to communicate. E-mail was not yet an option.

LIBRARY USE:
In the good old days, attorneys came to the Library to do research. Digests and indexes were the heavily used items. The firm kept physical copies of law reviews and reporters in the library. Books had to be shelved every day. Sometimes when attorneys were working on research projects, all the seats in the Library were taken. The first person to arrive in the Library sometimes had to wake up the associates that had fallen asleep over their stack of books.

SERIALS CHECKIN:
Kardexes were used to check in items. You had to look at each Kardex card to determine if anything was overdue. You either claimed via phone or a letter. Some vendors would not accept phone calls. Once FAX machines became more available they would allow faxes instead of U.S. Mail.

VENDORS:
The vendor representatives worked out of offices downtown. They came to the firm to inform librarians about new products, to resolve problems and to review the collection. If the binders were in bad shape, they ordered new ones for us. If a librarian needed something in a hurry, the rep would bring over the vendor’s “library” set while an order was placed. UPS and Federal Express were normal shipment requests. There was no Internet to download the information from.

Vendors did not have the ability to place a standing order. The reps were the “standing orders”. We would give them

continued on p. 11
Technical Services in Law Firms
cont. from p. 10

a list of the titles and they would number what we wanted ordered. When orders could be placed, they placed them. We would then automatically receive the requested titles. Flyers came in the mail. We usually received numerous flyers because they were sent to every address that a vendor had in the system. Many trees were used up.

In those days, a “customer service” department consisted of actual people answering the phones. A customer service representative might put you on hold, but not for long. Vendors hired additional personnel if the wait times were too long.

MAIL:
In the days of print, if you had multiple copies of a title that was updated by filings, you had to wait until all of the filings came in before you could update the sets. There was no CCH box, etc. Everything was an individual packet coming through the mail. If a filing was damaged or never appeared, you had filings stacked up until you got the filing you needed.

OCLC:
Librarians accessed OCLC via a dedicated computer with modem access. One searched by entering a couple of letters with commas in between them. If you got a title such as the “Annual Report of the . . . “, it took a while to find the correct record. Catalog cards were produced. A box would arrive via snail mail to the Library. They had to be filed in the card catalog and the shelf list filed. The first online catalog I created began with several reels of tape from OCLC that were then forwarded on to the cataloging vendor.

NON-BOOK MEDIA:
Slowly, we began to integrate media other than books into the collection. Once the industry made the VHS format the standard, libraries started cataloging this media and making it available to attorneys. It was usually in-house programs that were recorded. All of these were original cataloging. Occasionally we cataloged commercial series such as Bob Berring’s Commando Legal Research Series. That was an extremely popular series.

Audiotapes became popular with attorneys because they could be played in cars. When attorneys came back from the conventions, we ended up with numerous tapes to catalog for the various departments.

Once Windows replaced DOS, technical services evolved into today’s version. Today there are Windows computers, PDA devices, cell phones and an easy-to-search Internet. Now eBooks are the next challenge to create the records.

Lexis 70s Style

Photo Contributed by Tom Keefe
Rising from the ashes of the financial crisis that shrank our budgets and our staffing levels, the Reed Smith technical services department has taken on a whole new look and feel. From 2008 through 2010, our library cancelled a lot of materials (upwards of $1.5 million) and/or reduced the number of copies held. In mid-2010 we started making structural changes to streamline and help us better cope with our new reality. Today, the technical services team looks nothing like it did five years ago with respect to acquisitions, technology, and staffing; I anticipate even more changes in the next five years.

Aside from cancellations, the most important acquisitions change was a workflow adjustment to institute a list of ‘pre-approved’ titles for each office. Annual contracts such as our West Publishing LMA were included on this list, along with other subscriptions. Every item that comes into one of our offices that is not on that list must be sent for approval to one of two library managers, who have split responsibility for practice group budgets between them. If the title is approved, it gets processed and if not, it is returned. Even if an update was approved last quarter, it is not automatically approved for all future updates. This same procedure is applied to desk books, so that last year’s subscription list is reviewed by the library manager before the order is placed. While this procedure is more cumbersome than simply paying the bill, it has been effective due to the simplifications brought about by improved technology. Most importantly, our library is able to maintain essential collections and remain within budget.

In term of technology, we switched from a large, locally installed ILS to a web-based ILS that requires zero software maintenance from IT staff. While we like a number of the software’s new functionality, the acquisitions module impacted the day-to-day operations in technical services the most. We enter about 99% of our orders after the item has already been received. With the prior ILS, the process took us through 6 different wizards. Since our migration, we have one screen in which to enter all the relevant information. Significant staffing changes occurred as part of the redistribution of technical services work. The reduced size of our collection and the ease of data entry allowed consolidation of bill paying for our 13 US offices using two staff members in our Pittsburgh office. This seismic shift was done gradually over the course of approximately 18 months, so that one office now handles invoicing/vendor-relations and another places all new orders.

Our Chicago office became a template for how our division of labor within the department would change. In 2008 we first started outsourcing the mail processing and check-in of materials to our filing service. Through 2009 and 2010 we shifted book processing to the filing service and acquisitions work to another Reed Smith office. Then, in late 2011, Reed Smith signed a nationwide contract for filing and technical services work and the Chicago model went national. Technical service staff who previously handled the mail, book processing, and acquisitions have been trained as research specialists; this change has enabled the research team to realign and delegate. Our new service is responsible for filing, processing mail and books, and sending bills and cataloging requests to three of the four remaining technical services staff members. While it was difficult in many offices to sever the longstanding relationships we had with our previous filing services, it has been very beneficial to have the same standards, procedures, and expectations in each office, along with one client manager for our entire account.

While visiting other ILS clients recently, however, I could see that outsourcing is not new to many libraries. My visits gave me a glimpse of what might be awaiting law firm libraries in the future. These libraries had bare minimum print collections to accommodate the materials that are not available online (and even then some efforts had been made to digitize in house what space constraints prevented being held on the shelves). Given that Reed Smith’s library would be a fraction of the size if we ever removed all the cancelled titles, this future might be closer than I think. One pressure that has visited several of our offices is the opportunity for the firm to reconfigure or relocate to new office space. Unsurprisingly, each shift has resulted in a smaller allocation of the library space. Reducing the overhead of unused or misused space is not likely to be a trend that the rest of our offices will elude for long. Yet, given the unknown advances in technology in the coming decade, a smaller print collection might turn out to be better than expected.

continued on p. 15
A NEW MODEL FOR TECHNICAL SERVICES
By JoAnn Hounshell, Chicago-Kent College of Law Library
jhounshell@kentlaw.edu

I came up through the ranks in the library by way of technical services.

I have been working in libraries since I was in the fourth grade. Shelving books, working at circulation, typing headings on Library of Congress catalog cards, filing those very same cards, creating spin labels, ordering/receiving new acquisitions and gifts, checking in serials and government documents, reference desk duties, processing interlibrary loans, processing invoices, supervising students, staff and librarians. I came up through the ranks of technical services working in school libraries, undergraduate libraries, special libraries and finally law libraries.

I remember the first “dumb” computer introduced to the library that allowed us to order catalog cards through OCLC. I remember the first experience I had with an online catalog, NOTIS. I also remember the first migration project from NOTIS to an integrated library system Voyager. The technical service department in which I started my career no longer exists. I consider that a good thing.

A New AALL Membership Year is Underway—Don’t Miss Out!

AALL’s new membership year just began on June 1. If you haven’t renewed already, be sure you do today so you don’t miss out on valuable member benefits.

- **Career resources**, such as the online AALL Career Center and continuing education to help you learn new skills to advance in your career

- **Access to specialized information** created just for law librarians, such as the AALL Biennial Salary Survey and the AALL Price Index for Legal Publications

- **Subscriptions** to the monthly magazine, *AALL Spectrum*, and quarterly journal, *Law Library Journal*, to help you keep up on the latest trends in law librarianship

- **The opportunity to network and connect with other law librarians** from across the country who share similar interests and are facing the same challenges

- **Discounted rates on all AALL products and services**, such as publications, webinars, and online job postings.

AALL is offering a discounted membership rate for AALL members who are recently unemployed ($58 instead of $228). Unemployed AALL members should fill out the online form.

Find more information or renew your membership online. If you have any questions about your membership renewal, contact AALL Headquarters at membership@aall.org or 312/205-8022.
NOTES FROM THE ABA TECH SHOW

By Maribel Nash, Pritzker Legal Research Center, Northwestern University School of Law
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Thanks to the generosity of CALL and the hard work of the CALL Grants Committee, I was able to attend my first ABA Tech Show, held at the Hilton in downtown Chicago, this past March. Over the two-and-a-half days of the conference, I sat in educational sessions led by lawyers and judges, viewed demos of the latest developments in legal technology, and even had time for an awkward encounter with Ben Stein (I literally bumped into him). I had a great time at the conference and am so grateful to CALL for granting me this opportunity for professional development.

Both Heidi Kuehl and I are very heavily involved in the legal research curriculum at the Northwestern University School of Law. Teaching legal research modules within our Communications & Legal Reasoning (first-year legal writing) course and Advanced Legal Research, we feel it is important to keep current with the newest developments in research. Attendance at CALL Continuing Education events and the AALL Annual Meeting are invaluable for staying updated as technology changes in law libraries. However, I sometimes feel as if that knowledge is presented in a law library bubble. As a lawyer (not librarian) conference, the ABA Tech Show afforded me the unique opportunity to see what technological issues practicing lawyers face. I hoped that, by attending the conference, I would be able to better prepare my students for the vast wealth of technological offerings waiting for them at the firms or courts. As an academic librarian, I rarely have the opportunity to see what our students will see in practice.

For the first two days, the Tech Show’s educational sessions were held in six rooms, each room offering sessions with a consistent theme, or track, running throughout the day. On the first day, the six tracks were: Mobile/Smartphone, Digital Marketing, Litigation, Collaboration, Paperless, and Large Firm. Sessions ranged from basic panels geared toward anyone interested in technology (e.g., “Smartphone Wars,” in which three lawyers compared the pros and cons of iPhones, Blackberries, and Android phones) to very advanced legal topics (“Effective E-Discovery in Small Cases”). In my favorite session of the day, “Courtroom Technology: Evidence and Persuasion,” two lawyers and Cook County Circuit Court Judge Thomas Hogan focused on the use of technological evidence in the courtroom. Some of the session was narrowly focused on the legal admissibility of certain evidence in the courtroom. However, the panel’s discussion of the persuasive effect of technology in the courtroom was extremely enlightening. Attorneys can tap into the emotional banks of juries and judges much more easily using videos or well-made slides. At one point, Judge Hogan said that any lawyer presenting evidence with a whiteboard and marker is basically committing malpractice, given the wide range of technology lawyers are able to use today. In addition to technology’s utility for presenting evidence in the courtroom, one could easily draw parallels to the work we do. The panel’s tips for engaging audiences using well-made presentation slides (i.e., not simply bulleting every point and reading directly from slides) can be helpful for preparing for a classroom setting, not just a courtroom. Their pointers on knowing the material well enough to be prepared for any technological hiccup were invaluable for any situation.

Day Two’s tracks were focused on: Solo/Small Firm, Solo/Small Firm Basics, Advanced Topics in E-Discovery, Mac Lawyering, Cloud Computing, and Advanced IT. Throughout the conference, the sessions stressed the difficulty of ensuring the security of client information in a world of increasing mobility (e.g., mobile phones, e-mail collaboration, and “the cloud”). The highlight of the second day, awkward run-ins notwithstanding, was the keynote address by former lawyer/actor/Nixon speechwriter Ben Stein, entitled “The life of the law is not logic, but experience.” Weaving in hilarious stories from Hollywood with his take on current events, the economy, and the political climate, Stein argued that the recovery of our nation will come from those who are interested in helping others before themselves.

In the vendor expo, I was amazed to see the wonderful options now available to attorneys—some that I would have loved in practice, especially the form build-

continued on p. 15
Notes from the ABA Tech Show

cont. from p. 14

ers. Other prominent areas covered by the expo included document assembly, electronic discovery, paperless case management, time tracking, and, of course, legal research.

The last few sessions I attended—60 Tips in 60 Minutes, 60 iOS Apps for Lawyers in 60 Minutes, and 60 Sites in 60 Minutes—were wonderfully fast-paced, practical, and the perfect sessions to end a long conference.

I enjoyed attending the ABA Tech Show and would recommend it to CALL members. It gave me a lot of insight into issues my students will face in the future, and also gave me tips on using technology in my own life. Many thanks to the CALL Grants Committee for giving me the opportunity to attend this conference!

Reed Smith Technical Services

cont. from p. 12

Five years ago I would never have guessed that the technical services team would shrink from 16 to 4 due to attrition, centralization and outsourcing, or that we would actually migrate to a new ILS. Although the changes to our department have radically changed the landscape, we are still thriving and adding value to the catalog. We have a much more streamlined workflow and aside from the initial period of adjustment, the outsourcing of technical services work has been smooth. Overall the department has been remarkably successful: the library retained its headcount, our new ILS saved us money, and we learned to work smarter, rather than just harder.

Lin is Library Systems Librarian at Reed Smith LLP in Chicago, IL. She can be reached at slin@reedsmith.com.

There’s Still Time to Register for the 2012 AALL Annual Meeting

Designed by law librarians, for law librarians, the AALL Annual Meeting is an event you look forward to every year. Join nearly 2,000 of your colleagues from across the country to find out what they are doing in their libraries.

This year in Boston, July 21-24, you can look forward to:

• Keynote speaker Richard Susskind
• Nearly 100 educational sessions
• A day-long special series of legal technology programs
• A bustling Exhibit Hall featuring about 100 vendors
• The return of the Association Luncheon
• Connecting with the people who understand the issues you face every day

Make sure your plans for this summer include the No.1 educational conference for legal information professionals—you can’t afford to miss it. Register today!

Spread the word to your nonmember colleagues: Nonmember Conference Registration packages include a complimentary one-year AALL membership. By joining us in Boston, they’ll be joining AALL!
I recently read an article on how technology has changed fashion.1 The author lists (1) Live-streamed fashion shows, (2) Blogs, (3) QR Codes, (4) Online Fittings, and (5) High-tech clothing as the top five technology influences on fashion. It struck me that technology has also changed the work of technical services (TS) law librarians, though not in quite the same way. I thought of four ways TS law librarians are harnessing technology to strategically and successfully manage changes at work.

1. Online Learning
The most significant strategic use of technology by TS law librarians has been for online learning. TS law librarians face continuing professional education challenges because of reduced travel budgets, ever-changing and added responsibilities, and the need to prepare to implement new standards such as Resource Description and Access (RDA). Web-based training opportunities help TS librarians to meet these special challenges.

The Association for Library Collections & Technical Services (ALCTS) and AALL provide such desktop learning opportunities. The ALCTS Online Learning Center offers free webcasts, weekly webinars, web courses, and e-forums. Webinars cover topics such as RDA, cataloging, collections management, preservation, and institutional repositories. ALCTS webinars and webcasts are relatively inexpensive, and are also archived. A recent RDA webinar cost $39 for an individual participant, and $99 for a group. The recording of the “Cataloging Law Materials with RDA” (2011) costs only $25 to download. ALCTS provides web courses on the fundamentals of acquisitions, collection development and management, preservation, electronic resources acquisitions, and collection assessment. ALCTS is also planning online sessions on cataloguing and serials. Each of these formal courses, intended for librarians and paraprofessionals, runs for four weeks, with instructors, syllabi, exercises, and “SelfTests”. Participants receive certificates upon completion. The ALCTS e-learning options are useful for new technical services law librarians and also professionals who wish to fill in gaps in their TS skill sets or who need refreshers.

The American Association of Law Libraries AALL2go Learning Center offers free or inexpensive archived webinars and recorded annual meeting education programs for TS law librarians. See for example AALL2go offers the “Redesigning Technical Services Working in a Hybrid Environment” (2008, Moderator: JoAnn Hounshell) and “RDA and Law Libraries” (2011, Moderator: Pat Sayre McCoy) webinars. AALL has so far offered only a few technical services-related webinars, however. Annual meeting programs usually provide more current information. For example, Pat Sayre McCoy was a speaker at the AALL TS-SIS 2011 Hot Topic Program, “The RDA Decision and What It Means to Me and My Library” (watch the YouTube video, 1:27:45). See also 2010-2011 programs such as “RDA Test: Law Catalogers’ Perspectives,” “Electronic Resources Management (ERM) Systems Showcase” (Lorna Tang and Julie Stauffer participated), “Anatomy of a License Agreement,” “Enhancing Library Services with Technical Services Skills: From the Backroom to the Front Lines,” “Catalogers Today: Skill Sets, Expectations and Challenges,” and “Getting to Yes for Your Library: Negotiating Vendor Contracts in Your Favor.” On July 22, 2012, AALL will present a program titled, “C2: Launching into RDA: The New Frontier,” and it will make the program available online.

A unique web-based service started in 2011 is the AALL Technical Services Special Interest Section’s “Ask an Expert”. It’s like the “Ask a Cataloger” version of “Ask a Law Librarian” reference services for users, but peer-to-peer. TS-SIS formally calls its service “Get Your Classification and Subject Heading Questions Answered!” and staffs it with TS-SIS member volunteers such as Jolande Goldberg, Cindy May, and Karen Selden. This opportunity to “Ask an Expert” promises to help and mentor new TS law librarians.

2. Local Learning Opportunities
Technical services law librarians also take advantage of local learning opportunities and people resources to
Four Strategic Ways Technical Services Law Librarians Use New Technologies cont. from p. 16

improve their technology competencies. The CALL Continuing Education Committee organized a brown bag lunch this past January with Pat Sayre McCoy on “RDA and Your Library”. And more recently in April, it presented a Half Day Institute on how CALL libraries are dealing with technology challenges.

3. Social Media
TS law librarians also use technology strategically to communicate with each other, other staff, and library users. In addition to the traditional email lists and discussion fora such as AUTOCAT, NEEDSANDOFFERS-L, and RDA-L, technical services law librarians use Facebook, Twitter, and other social media.

In 2011, Brian Striman started the “Law Library Technical Services Chat Group” or TSLAWCHATS on Facebook. He described the group’s purpose as follows:

[TSLAWCHATS] is for those interested in law library technical services who want to get to know each other, talk some shop, kibitz, commiserate. Our group’s chats can also go back and forth around the kind of work we do daily in technical services in all the types and sizes of law libraries worldwide.

TSLAWCHATS is a non-serious, informal social networking option for technical services folks. Group members share photos, but the chats have been the most fun. TSLAWCHATS has 80 members and is growing.

In 2008, three years before Brian, Andrea Rabbia created the Online Bibliographic Services Special Interest Section organization page. OBS became the first AALL SIS to have a presence on Facebook. The OBS SIS organization page now has about 80 “Likes”. Its status updates are mostly formal and informational, with announcements about OBS SIS elections, bylaws, AALL programs and networking events, links to OBS Legal Websites of the Month, and the like.

General technical services librarians have also formed groups on Facebook, such as the RDA Café (“Catalogers’ Chat Place”) (653 members!) and the “Troublesome Catalogers and Magical Metadata Fairies” group (114 members). RDA is a key topic on all four Facebook groups. And, of course, individual technical services law librarians are on Facebook such as Betty Roeske, Julie Stauffer, Anne Myers, Nancy Babb, and the aforementioned Brian Striman.

Facebook does not replace email lists and other traditional fora for TS folks. But it forms a part of the Web 2.0 social networking experience, along with other fora such as LinkedIn, Ning, and Google+. And Facebook provides exposure to how information is being displayed and served to potential users. Participating on Facebook for technical services librarians as with public services librarians is part of making ourselves available to our users, seeing how information is being delivered, and speaking a shared vocabulary.

Technical services law librarians are enabling users to access library catalogs via mobile devices, QR codes, and social media. Technical services law librarians have so much potential for more innovative uses of technology. This could include QR-coding the LC-K classification scheme so users can easily browse for relevant law call numbers while in the library stacks.

4. Blogs
Blogs have become increasingly important sources of current legal scholarship. TS law librarians continue to face the challenge of digitally archiving and indexing posts so that users can access the information in the future.

TS librarians have also started creating their own blogs for spreading information about technical services. One key blog is TSLL Tech Scans, a current awareness resource for sharing with other TS law librarians “the latest trends and technology tools.” TSLL Tech Scans started as a column edited by Corinne Jacox in the Technical Services Law Librarian Newsletter. Contributors to the blog include Andrea Rabbia, Chris Tarr, Jean Pajerek, Marlene Bubrick, Ellen McGrath, and Yumin Jiang. TSLL Tech Scans blog posts are usually about cataloging (for example, RDA developments), information technology, local systems, preservation, serials, and acquisitions. See also William Denton’s The FRBR Blog (Functional Requirements for Bibliographic Records).

Law libraries use new technologies to cope with their constant state of transition. Libraries must develop strategies for dealing with changes in the law library work environment as a result of shifts from print to electronic and user preferences, and technical services law librarians are doing just that. TS librarians have this much in common with fashion designers—they keep up with the latest technologies.

CALL’s half-day institute on technology addressed technology issues relevant to a diverse group of librarians such as encouraging patrons to use technology and finding cost-effective alternatives to expensive software. The Continuing Education Committee organized the event, which was held at IIT Chicago-Kent College of Law on Friday, April 27.

Attendees heard from three panels and participated in an interactive “technology petting zoo.” The IIT Chicago-Kent College of Law Library contributed some of its librarians’ favorite technologies to the petting zoo, including two iPads, two Kindles, an iPod touch, an iPhone, and a netbook. Participants had the opportunity to try everything, ask questions, and gather opinions from fellow librarians. Additionally, because the event was held in one of Chicago-Kent’s new “smart” classrooms, participants were given a tour of the new classroom technology. One of the panels even used the document camera for their presentation!

The first panel featured librarians and staff from John Marshall Law School, Louis L. Biro Law Library. Jessica Wittman, James Loesch, and Christopher Bevard discussed the challenges of getting faculty and students to adopt technology. JMLS is unique in its mandate that all instructors must incorporate technology into their classes. The library has taken the lead in providing technology and instruction and works closely with IT. They spoke about the Moodle open-source class management software, the YouSeeU software that allows instructors to comment on video of students’ oral arguments, and Tegrity’s lecture capture software, among other innovations. The panel stressed that, while there will always be individuals who are intimidated by new technology, or otherwise resistant to change, the key is to work with them and to show them how technology can be used to enhance their productivity, not slow them down.

The second panel featured librarians from Chicago-Kent. Clare Willis and Debbie Ginsberg discussed video creation and editing software. Clare based her discussion on a presentation the librarians at Chicago-Kent created to teach administrative law which featured Xtranormal videos. She explained the basics of making Xtranormal videos and the pricing structure based on “Xtranormal points.” Debbie discussed several options at different price points for editing audio and video. They then showed another clip of the presentation which highlighted how Xtranormal and video editing software like Camtasia could be used together to make an effective presentation.

The third panel featured librarians from law firm libraries around the city: Ann Morris from Skadden, Arps, Slate, Meagher & Flom, Katrina Perez from Drinker, Biddle & Reath, and Janet Smith from Latham & Watkins. All of the librarians come from multi-city and, in some cases, multi-national firms. They discussed their successes and setbacks in introducing new technology. All of the firm librarians seemed to agree that wikis were a non-starter and that email was still the best way to communicate with attorneys. The recurring theme throughout this panel was that, while newer technologies had been tested in all three firms, most were met with low adoption rates and were eventually abandoned. Communicating through email seemed to be the primary way that work flow was managed within each firm and between different office locations. The librarians also discussed different ways to use staffing and technology to answer questions over several time zones.

The CALL half-day institute provided a wonderful opportunity for librarians working in different settings to learn about and discuss technology issues. All of the panels answered interesting and thought-provoking questions from the audience. All attendees benefited from hearing the perspectives of both academic and firm librarians. The Continuing Education Committee thanks everyone who attended and presented for a wonderful morning. We also thank the Chicago-Kent College of Law for hosting the event.
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continued on p. 20
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CALL INTERNET COMMITTEE:  Who to contact about what

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CALL Meeting Schedule 2011-2012

**Business Meetings**
- September 22, 2011 (Thurs.)
- November 16, 2011 (Wed.)
- February 23, 2012 (Thurs.)
- May 16, 2012 (Wed.)

**Executive Board Meetings**
- June 14, 2011 (Tues.)
- August 9, 2011 (Tues.)
- September 13, 2011 (Tues.)
- October 11, 2011 (Tues.)
- November 8, 2011 (Tues.)
- December 13, 2011 (Tues.)
- January 10, 2012 (Tues.)
- February 14, 2012 (Tues.)
- March 13, 2012 (Tues.)
- April 10, 2012 (Tues.)
- May 8, 2012 (Tues.)

*Details will be posted as they become available. Dates subject to change.*
DISCUSSION FORUM POLICIES

GUIDELINES

The CALL Discussion Forum is provided for general discussion for members of the Chicago Association of Law Libraries. Only CALL members may post to the list. Appropriate topics for the list include:

- CALL committee news
- CALL meeting and education event reminders
- notices of CALL membership changes
- requests for volunteers for CALL activities
- discussions of issues related to our jobs
- hard to find ILL requests
- informal surveys
- news of interest to the Chicago law library community

Do not use the discussion list to promote or market commercial products.

CHICAGO ASSOCIATION OF LAW LIBRARIES DISCUSSION FORUM RULES AND CONDITIONS (updated 8/22/11)

The following are the rules and conditions of participation in the Chicago Association of Law Libraries Discussion Forums. By subscribing to and participating in this Discussion Forum, users hereby agree to be bound by and warrant their full compliance with the following terms of participation:

- This Discussion Forum is a service provided by the Chicago Association of Law Libraries in furtherance of its nonprofit and tax-exempt purposes. This Discussion Forum may be used only by Chicago Association of Law Libraries members and only for the purpose of discussing matters related to or arising out of the Law Librarian profession represented by Chicago Association of Law Libraries.

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- Do not post any defamatory, abusive, profane, threatening, offensive, or illegal information or material, and do not utilize the Discussion Forum in any illegal manner. Do not post any information or other material protected by copyright without the permission of the copyright owner. Do not use any words, logos or other marks that would infringe upon the trademark, service mark, certification mark, or other intellectual property rights of the owners of such marks without the permission of such owners. Do not post any confidential information or any information that would infringe upon the proprietary, privacy or personal rights of others.

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- Commercial use or any other unauthorized use of this Discussion Forum is prohibited. Do not use the Discussion Forum to solicit or conduct business, including the direct or indirect marketing of users’ products or services, in any manner. The Discussion Forum may not be used to provide information, materials, products, or services in exchange for compensation other than customary fees for interlibrary loan service.

- Chicago Association of Law Libraries does not generally monitor this Discussion Forum for inappropriate postings, and does not on its own undertake editorial control of postings. However, in the event that any inappropriate posting or unauthorized use of the Discussion Forum is brought to Chicago Association of Law Libraries attention, including but not limited to prohibited posting and usage as outlined herein, Chicago Association of Law Libraries will take all appropriate action, in its sole discretion. Chicago Association of Law Libraries reserves the right to terminate, without prior notice, the Discussion Forum access of any user who does not abide by these guidelines.

FORUM ETIQUETTE

DO add a descriptive subject line to all messages. For example: ILL request; Free books for postage, etc.

DO sign all messages. Please include your name, affiliation, and contact information.

DO remember to unsubscribe from your old address and re-subscribe from your new address whenever your email address changes.

DON’T use the list for longer items. Please use the CALL website and CALL Bulletin for those. You may e-mail out a brief announcement in which you include the URL for a longer item.

MEMBERS MAY send attachments, but these must be limited to text-type files (Word, PDFs, text files, HTML) which are under 3 megabytes.

DON’T use the discussion forum for personal opinions unrelated to CALL or the field of law librarianship.

DO remember to contact the CALL Discussion Forum administrators if you need any help.

CALL DISCUSSION FORUM ADMINISTRATOR

Gwen Gregory is the CALL Discussion Forum administrator. You may send her a message at 8Gregory@jmls.edu.

Updated 8/22/2011