

# Law Librarians

in the new millennium

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A publication from West Librarian Relations

## Medical Research That Won't Hurt a Bit

by Jay Shuck, *West Customer  
and Product Documentation*

The new Medical Litigator™ offers relief for your medical research woes.

*Medical research* is a phrase that strikes fear in many librarians and other legal researchers. And no wonder: Medical information is notoriously hard to find if your name doesn't end with M.D. Nor is medical information easy to understand—let alone explain to panicked associates.

Enter Medical Litigator, the new one-stop resource for medical information on Westlaw®. It provides quick access to a complete library of medical resources normally available to the medical profession, as well as a wide range of legal and news sources essential in medical malpractice, personal injury, and products liability practice. With a single search, you

*continued on page 4*

Medical Litigator search result (detail)

The screenshot shows a search interface for 'heart attack toprol'. The search bar contains the text 'heart attack toprol' and a 'SEARCH' button. Below the search bar, the results are categorized into several sections:

- Learn About**: A tree view showing 'Myocardial Infarction' with sub-items: First myocardial infarction, Inferior Myocardial Infarction, Lateral Myocardial Infarction, Microinfarction of heart, Myocardial infarction with complication, Non-Q wave myocardial infarction, Posterior Myocardial Infarction, Postoperative myocardial infarction, Silent myocardial infarction, Subsequent myocardial infarction, and True posterior myocardial infarction. Below this is 'Toprol XL' with the sub-item 'Metoprolol Tartrate'.
- Medical Guides & Summaries (100)**: A link to 'view all' and a snippet for '1, 3 Attorneys Medical Advisor 6 30:61' from the Attorneys Medical Advisor Database, updated October 2006.
- Medical Illustrations (11)**: A link to 'view all' and three numbered entries from Blausen Medical Illustrations, including Premier and Standard collections.
- Medical Journals & Abstracts (100)**: A link to 'view all' and a snippet for '1. Lower-cost heart drugs could help expand treatment to millions of Americans Heart Disease Therapy' from Cardiovascular Week.

### Inside this issue:

Putting Your Knowledge  
Where Your Mouse Is—pg. **3**

Hire Learning—pg. **5**

Make Their Business  
Your Business—pg. **6**

When Associates Come  
in Green—pg. **7**

# Dear Colleague

a letter from Lori



**Lori Hedstrom**  
Marketing Manager  
Librarian Relations

Once again Thomson West brings you the tools and content you need to simplify complex research! You told us that medical research is difficult and time-consuming for those without medical backgrounds (i.e., most of us). The terminology is unfamiliar, there are multiple ways to refer to one medication or condition, and tracking down full-text journal articles is arduous. Though even librarians resort to Google or other Web search engines to get a feel for a subject beyond our expertise—face it, we have all done it—those tools can bring back too many results from sources inappropriate to this caliber of research, including newsletters from law firms looking for clients and commercial enterprises trying to sell products. There is no shortage of free information, but our job is to find accurate, reliable information for a range of matters, including those related to medical malpractice, insurance, biotechnology, patents, and class action litigation.

Medical Litigator brings together the authoritative Westlaw content you use every day (e.g., cases, statutes, and regulatory materials), as well as medical dictionaries, illustrations, reference guides, drug and device information, and medical journals and abstracts. If you have not already discovered it, please take a look at Medical Litigator on Westlaw.

In our “Professional Edge” column this month, Cindy Chick shares some of her tricks for collecting and organizing knowledge with creative tools and tactics. Read her column to see how you, too, can manage your e-mail, store your research, and create a knowledge base that will retire those old 3-by-5-inch index cards once and for all.

Newer librarians can bring a fresh perspective to traditional tasks such as serving on a faculty search committee. Jennifer Behrens’ article describes what she learned and how she contributed to her institution. You may get some ideas on new ways to participate in your own organization!

In our continuing focus on print training and integrated legal research, we take a closer look at lawyers’ concerns about the legal research skills of new and summer associates. Thomson West has conducted extensive research in this area, and the results have implications for law students, academic law librarians, and anyone who provides legal research training at legal organizations. New attorneys are the ones who have the majority of the responsibility for research, and the concerns of partners or other senior counsel are universal, regardless of library type.

This month we welcome Craig Eastland to West Librarian Relations. Craig is based in Boston and is a key resource for law librarians in New England and upstate New York. Many of you have read his articles in *AALL Spectrum* and elsewhere, and we are pleased that such an experienced law librarian has joined our team. Craig’s special interest and experience in associate and librarian training at New York’s Fried Frank firm will serve him well as he shares his knowledge and ideas with the librarian community. Please feel free to call your West librarian relations manager for assistance with any aspect of library management.

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## Professional Edge

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# Putting Your Knowledge Where Your Mouse Is

by Cindy Chick



Here are some tools for organizing and searching the vast collection of e-mail, browser bookmarks, and electronic documents you've acquired.

You're sitting at your desk enjoying your morning coffee when a partner calls. He asks you to research whether S1 securities filings are used only for IPOs. The question sounds vaguely familiar. You're certain that you fielded this question about six months ago. You remember that it took several hours of research and that it ultimately required finding the right person at the SEC who could answer the question—not an easy task, even on a good day. Ah yes, it's all coming back to you. Everything, that is, except the answer and the name of the person at the SEC. You have to start at square one.

Librarians need the memory of an elephant, but not all of us are that lucky. Even those with minds like a steel trap need help now and then, as the work librarians are called upon to do is becoming increasingly more sophisticated and complex and the number of resources seems almost endless.

That's why there's so much to be gained by finding ways to store and retrieve the things that make up our world: useful sources, specifics on research you've conducted in the past, contacts, Web sites, even that obscure tip posted on law-lib. Tools to help you do this are common and, thanks to the Web, often inexpensive or even free. Finding just the right tool for your environment will require time to investigate, but trust me: It will be time well spent.

So how can you collect and organize your knowledge without turning the task into a full-time job? Let me make a few suggestions.

### Manage Your E-mail

I don't think we can overestimate the value of e-mail search tools when it comes to managing our own personal knowledge. After all, what could be more relevant to you than your own data?

But archiving your e-mails and finding them when you need them are two different things. To tap the knowledge in your e-mail archives, you'll need something more than

the Find function in Microsoft® Outlook. You need desktop search, a powerful, personal search engine designed for searching and retrieving your own e-mail, contacts, and files. Desktop search engines can open up a whole new world where just about any tidbit of information you've written in an e-mail message is accessible. Talk to your technology department about the desktop search tools approved for your environment. Yahoo! Desktop Search is free, as is Google Desktop. I use X1 and can often find the most obscure e-mail within seconds.

### Collect Your Bookmarks

Expand your horizons beyond your browser's bookmark function. With tools such as FURL ([www.furl.net](http://www.furl.net)) and Del.icio.us (<http://del.icio.us>), you can store, categorize, and share your bookmarks with your staff and co-workers. Your favorite links will be available at any computer at work or at home, and you can find new favorites by using the social networking features to see what other users have found helpful.

### Store Your Research

If you deliver and store your research electronically using products such as Adobe Acrobat, Net Snippets, or Onfolio, you'll find it much easier to retrace your steps later.

### Create a Knowledge Base

In the old days, reference librarians often kept facts and sources on 3-by-5-inch cards. You can create a virtual equivalent of these reference files using blogs or wikis. They're designed for ease of use and can be shared with others or provided with password protection. If you don't have blog or wiki software available at your firm, test some of the hosted (and sometimes free) solutions available, such as PBwiki. If you want more power than blogs and wikis offer, look for commercial knowledge base software that adds security, categorization, and version control options.

### Sharing

Once you've organized your knowledge, don't keep it to yourself. Share it with your staff so that they can be more efficient as well!

## Medical Research That Won't Hurt a Bit continued from page 1

can retrieve full-text medical journals and abstracts, medical illustrations, *Physicians' Desk Reference* entries, descriptions from medical encyclopedias, Food and Drug Administration documents, judicial opinions and administrative decisions, jury verdict and settlement summaries, briefs, disciplinary decisions, news articles, and more.

Perhaps the best part: Thanks to sophisticated assisted search features, you can find the right information without having to

- choose sources or databases
- formulate Terms and Connectors queries
- know cutting-edge medical terminology
- know generic names of pharmaceuticals

Just go to a single access point (i.e., the tabbed Medical Litigator page on Westlaw); type a description of a medical event, drug, treatment, or cause of injury, e.g., **heart attack toprol**; then click **Search**.

Then stand back.

You retrieve a single page with links to documents, organized under information categories such as *Drug/Device Guides and Summaries*, *Healthcare Industry Information*, and *Medical Illustrations*. Click a link, and you go right to the full-text document. To retrieve additional documents not listed at the result page, click **view all** next to a category name. Everything you need is brought together in one user-friendly location.

All of a sudden, your firm is more prepared to

- evaluate medical issues and claims
- decide whether to represent a client on a particular matter related to medical malpractice, insurance, biotechnology, patents, or products liability
- communicate with medical experts
- cross-examine medical experts
- explain medical terms to clients and other laypersons

Your search result is based not only on the terms you entered, but also on scientific terminology, generic drug names, and other terms provided for you behind the scenes via a new thesaurus-driven Westlaw search engine. It doesn't matter if

you had typed *heart attack* rather than *myocardial infarction* or *toprol* rather than the generic drug name *metoprolol*. You get the right information either way. (For extra precision, Medical Litigator provides you with a list of medical concepts directly related to your search terms. You can select any of these additional terms to include in your search.)

### The "non-search" feature

Moreover, to retrieve documents via Medical Litigator, you may not even *need to use* the Search page.

That's because medical terms and drug and medical device names found in selected documents from a wide range of medical and legal sources (including major medical journals, healthcare industry and medical guides, medical illustrations, cases and administrative decisions, selected news articles, litigation reporters, jury verdict and settlement summaries, *American Jurisprudence* publications, and briefs) contain special links. Click one of these links, and Medical Litigator retrieves hundreds of sources for you—automatically.

You get results similar to those retrieved by a search from the Medical Litigator page. No typing or database selection is involved.

### Example

If you retrieve the jury verdict summary for *Estate of Laurence T. Sheppard v. John J. Morley, M.D.* (JAS GA Ref. No. 225942WL), you will notice a link wherever the drug Methotrexate is mentioned. Click the link, and you instantly retrieve a full Medical Litigator result for the drug, including links to summary documents, briefs, cases and administrative opinions, FDA regulatory information, drug guides and summaries, medical guides, jury verdict summaries, and more. The document also contains links with similar functionality for the terms *psoriatic arthritis*, *inflammatory arthritis*, *cirrhosis of the liver*, *cirrhosis*, and *liver damage*.

To use Medical Litigator, select the tabbed Medical Litigator page on Westlaw. Click **Add/Remove Tabs** at the top of any page and follow the on-screen instructions. For more information or search assistance, ask your West librarian relations manager or call the West Reference Attorneys at 1-800-REF-ATTY (1-800-733-2889). <sup>2</sup>

# Hire Learning

by Jennifer L. Behrens



**A new reference librarian reflects on one of her first assignments: to serve on a search committee for new staff.**

In retrospect, my first job-seeking experience was relatively painless. I endured just three on-site interviews during law school, and only six months after sending that initial resume, I received an offer from Duke University. I arrived fully content to put the world of cover letters behind me. Or so I thought.

Two months after my start date, a colleague announced that she'd landed her own dream job, and I suddenly found myself tapped for her replacement's search committee. As I reviewed our pile of applications, I realized that all the common-sense wisdom I'd gleaned from LIScareer.com was somewhat uncommon. My crash course in all aspects of the academic law library hiring process left me eager to share my experience with job seekers and new search committee members.

## **To the job-seeker:**

- Your “secret” form letter is more obvious than you think. It's so easy to hit Ctrl+F and just swap a few key words on that letter you perfected a few months ago. But while most committee members will forgive a stray typo, nothing will kill your application faster than a lack of interest in our specific position. Spend extra time addressing the unique duties listed, and the committee will spend extra time discussing your application.
- It's like online dating for your career. Before meeting in person, you probably expect to be Googled. (FYI, you should also expect to be “MySpaced.”) For the first date, you dress up and behave impeccably. During dinner, you act intellectually engaged and listen as much as you talk. Just remember: If your behavior during the application process wouldn't get you a second date on Match.com, it won't get you a job offer, either.
- Mom was right about the p's and q's. No one is asking for a dozen roses, but keep in mind that interview days can be as hectic for the staff as they are for the candidate. A succinct thank-you note e-mailed to the search committee will effectively reinforce your interest in the position and leave a lasting impression of exquisite politeness.

## **To the recent-hire-turned-hirer:**

- Recall your experience. Your institution probably has a general interview schedule that they've used for years. Someone may have even asked for feedback on it during your own interview, when you were afraid to say anything remotely critical of your potential bosses. Now's the time. Was your presentation so late in the day that you just wanted to take a nap on the floor? Did the marathon agenda leave no time for bathroom breaks? Speak up and spare the next crop of candidates.
- Document everything. Take notes so copious that your fellow search committee members begin to wonder if you are secretly a federal investigator. Reference checks and preliminary phone interviews work best in teams of two, with one committee member transcribing in real time. Left to memory, details like a strange tone of voice or a candid comment will evaporate quickly. *Bonus:* Your obsessive documentation could prove helpful later, in the event of a discrimination complaint.
- Make yourself heard. Remember: You might end up hiring someone who annoys you for the next few *decades*. While that possibility may lead you to be timid, it's far better to speak up at this stage than to remain silent and resent an eventual colleague later. Voice concerns diplomatically, while acknowledging the positive qualities of your less-preferred candidates. A fair and neutral approach will minimize conflicts with the committee members as well as the future hire.

In the end, my time on the search committee was as positive as was my time job-seeking. I felt fortunate to help shape the library's staff and to be able to share the lessons learned with fellow professionals on both sides of the interview table.

Jennifer L. Behrens is a reference librarian at the Duke University Law Library and a 2005 recipient of a West Excellence in Law Librarianship Scholarship. Her e-mail address is [behrens@law.duke.edu](mailto:behrens@law.duke.edu).

# Make Their Business Your Business

by Jay Shuck, *West Customer and Product Documentation*

**West Librarian Relations Manager Craig Eastland believes law librarian training should include a healthy dose of substantive law—particularly as practiced by likely employers.**

Law librarians often wish that the associates joining their organizations were more prepared to “hit the ground running.” Law librarian Craig Eastland expresses the same wish about new librarians, too.



Craig Eastland

“As someone who hires reference librarians for a private law library,” he wrote when he was reference services supervisor at Fried Frank Harris Shriver Jacobson LLP, “I feel compelled to state the following opinion: library schools are failing aspiring private sector librarians. ... Overview legal research classes do nothing to prepare one for the level of specialized knowledge needed for law library reference.”\*

Eastland proposes a two-pronged response. First, library schools should not be afraid to teach substantive law to library students. “The hardest thing about being a law librarian, I think, is dealing with people who are so afraid. Junior associates are afraid all the time. Because they’re in the state of permanent panic, they need to be kicked a little bit to start thinking the way they were trained to think in law school. And you need to be able to say to them, ‘Hey, does this sound like a contract law question to you?’”

Second, Eastland wants librarian training that is specific to the needs of the community and firm in which the librarian will work. For example, he writes that in New York City, “[k]nowing that the Securities and Exchange Commission is part of the executive branch won’t do you any good when a partner calls, growling ‘Get me Reg. 13D’ and then hangs up.”

Law firms are especially well-positioned to deliver such training. At Fried Frank, Eastland decided his firm was no exception. “As the head of reference, I found that a lot of people coming out of library school weren’t up to doing the job,” he says. “I thought, why don’t I take some

responsibility for this? Library school instructors don’t necessarily have this specialized knowledge that I demand that they teach. So I thought I should put my money where my mouth is and come up with a class myself.”

As a West librarian relations manager serving law librarians in New England and upstate New York, Eastland believes he can still help the cause. He gives presentations to librarians on a wide range of substantive law and legal research matters. A recent success was the class he developed on researching expert witnesses. “It was very much about strategies,” he recalls, “and how to deal with lawyers who have asked for this information and how to help them understand what’s possible and what’s not possible.”

Eastland wants librarian training that is **specific to the needs of the community and firm** in which the librarian will work.

A job sharing knowledge with librarians was a natural fit for Eastland. At Fried Frank, he created and led legal training programs for the firm’s librarians, associates, and other staff. He also taught business and securities law to law librarians through the Law Librarians Association of Greater New York.

Eastland’s enthusiasm for training goes back to his days as a student at New York Law School. “When I was in law school, I worked in a library at Sullivan and Cromwell for three or four years. I worked for Christine Fisher, the smartest, most inventive law librarian I’d ever come across. She had a bunch of really great ideas about how to teach people to do the job. To see somebody who was not just good at her job but who was a really good mentor—that was very inspiring. It made me want not just to have a lot of expertise but to be able to pass it on to people.”<sup>2</sup>

\*Craig Eastland, *An Educational Wish List from the Private Sector*, 10 AALL SPECTRUM 16 (November 2005).

# When Associates Come in Green

by Jay Shuck, *West Customer and Product Documentation*

West researchers get an earful about new associate research skills—this time from senior attorneys.

Law librarians often express concern that the law clerks and new attorneys in their organizations lack basic research skills, especially with print materials. Not surprisingly, partners and senior associates have similar concerns.

These professionals not only rely on the work product of their junior staff, but they are also acutely aware of the firm's bottom line. "We have had some horrendous bills because new associates were just looking around without direction," observes one senior attorney.

In the fall of 2006, researchers from West conducted a series of in-depth interviews with partners, senior associates, and other training professionals at large and medium-sized law firms. From these interviews, West got a fuller understanding of the perceived gaps in associate legal research skills, of the changes senior attorneys hope to see in the future, and of opportunities for West to help facilitate such changes.

Key findings included the following:

## **Firms generally believe the research skills of new associates could be greatly improved.**

Regardless of role or firm size, participants overwhelmingly expressed dissatisfaction with the research skills of summer and new associates. A common complaint was that the newer colleagues were unfamiliar with print materials. Quipped one participant: "Books? They don't know what they are." Legislative history and regulatory research were cited as particularly weak areas.

According to participants, new associates are also unfamiliar with secondary sources and are thus slow to understand the major concepts and broad frameworks of their legal issues. "They have trouble getting started [on research assignments]," observes one. "Treatises should be given more attention in law school because that's where you get started. How are you going to get into the issue? It's rare you have the case."

## **To address these challenges, firms use formal or ad hoc training programs.**

Formal training programs tend to be used at large firms, particularly where a class of 10 or more new associates start in at least one location and where professional development personnel are on staff. Partners, mid-level and senior associates, staff trainers, or librarians provide the instruction; partners typically oversee the programs. Vendors may be involved. These programs attempt to bring the new associates to the same proficiency level. ("Everyone should be able to handle any type of request," says one interview participant.)

Ad hoc training programs, as the name suggests, are provided on an as-needed basis. As no professional trainers are involved, partners and senior attorneys act as mentors and play a central role in identifying program needs. "If I see something that needs to be addressed, I take the person aside and talk to them," says one such mentor. "Usually I can help them." Information vendors may also play an important training role. Ad hoc programs aim to bring associates to a relatively consistent level of performance.

## **Firms are receptive to training services from West or other vendors.**

Participants are generally happy with training West representatives deliver at their firms, whether those firms offer formal or ad hoc programs. Most firms already make use of on-site and classroom training options offered by West and other vendors. West is exploring additional ways in which it might help firms bring associate research skills up to speed. One such solution is West Integrated Legal Research (WILR), a service integrating print and online sources introduced to new associates through a combination of presentation, discussion, and hands-on activities. Participant reaction to WILR was positive, especially from partners and other mentors who regularly oversee new associate research.

With the guidance of librarians and their organizations, West looks forward to continuing the West Integrated Legal Research program and to exploring new avenues through which to help librarians improve research skills at their firms.

**We're Online!**



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# LiveNote®: Rescuing Litigators from the Deluge

A little information may be dangerous. But an ocean of information can be downright paralyzing.

Consider pretrial depositions. Depositions can generate massive amounts of testimony and highly specialized data essential for litigating or negotiating a legal matter. And the key word is *massive*: A single case may involve hundreds of thick transcripts to navigate. Further, even with real-time transcription, it's no easy matter to take notes, mark key passages in the transcript, categorize passages by issue, and search for past statements—all while concentrating on live testimony.

LiveNote can help.

LiveNote litigation software provides real-time transcript feeds at depositions or other proceedings. With LiveNote, your attorneys can stop and start the scrolling text, annotate passages, and do quick word searches at the time the text is typed by the

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For more information on LiveNote, ask your librarian relations manager or call LiveNote Customer Technical Support at 1-800-290-9378.

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