

Law Librarians

in the new millennium

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A publication from West Librarian Relations

Where Does the Time Go?

by Elaine Kehew



The law librarian profession has seen many changes in recent years, including how we allocate our time.

It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.

—Charles Darwin

Change is a constant in law librarianship, as in life. There are quotes about change that could fill pages.

A necessary aspect of libraries and librarianship is that there is a constancy and rhythm to the days. Each day the papers arrive and must be hung. The newsletters must be distributed. The supplements arrive and must be filed or inserted or replace those on the shelf. New books must be cataloged. Trade publications routed. Books borrowed via ILL. And, of course, new research must be accomplished.

In the last twenty years, a multitude of new tasks have been added to our routine. For a time, CD-ROM towers needed to be updated with new disks. Microfiche needed filing and microfiche readers needed repair. Some of these tasks have fallen by the wayside, as retro-tech as the eight-track tape. My first library kept a bank of tax forms that would have next to no value today, when up-to-the-minute tax forms are so easily downloadable from IRS.gov. But, of course, new technologies bring with them new routines. Intranet sites must be updated. Password lists must be managed and kept. Online catalogs need to be kept current. Many libraries now track each reference request electronically and generate regular reports for administration.

As a result of this evolution, how has the way a librarian spends his or her day changed?

continued on page 4

Inside this issue:

Reaching the e-Generation—pg. 3

Holding Down the Fort—pg. 5

Legal Compliance for Busy Practitioners—pg. 6

Dear Colleague

a letter from Lori



Lori Hedstrom

Marketing Manager
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Our recent move to electronic-only format gives us a good opportunity to take a fresh look at this newsletter's content and features. Please take a moment to use the SurveyMonkey link at the end of this issue and let us know what you like about *Law Librarians in the New Millennium*. Please share any suggestions you have for new topics or changes (e.g., in content or in newsletter usability) that you'd like to see. We have been very gratified at the number of readers who signed up for the electronic newsletter as soon as it became available. We will try our best to bring you columns and Thomson West information that interest you, as well as timely articles from your peers.

This month's issue kicks off with Elaine Kehew's overview of how librarians' use of time has changed over recent years. Regular readers know that change (including its many ramifications) is one of our favorite topics, as it is of daily importance to law librarians. See how your library compares to recent research findings on U.S. law libraries.

Rita Dermody of Seattle's King County Law Library walks us through the changes her library has made to reach out to more patrons using electronic means. As always, traditional means of serving patrons and teaching them what the library has to offer are supplemented rather than replaced. Her public law library affords Rita and her colleagues many opportunities to attract new library users and assist them with finding legal information.

Meet the newest member of the West Librarian Relations team, Lisa Barberio, who works with librarians in four Midwestern states. Thanks to her varied librarian background—including several years as a solo law librarian—she is well positioned to think creatively about different approaches to library management, reference, and research and to help librarians in her area make the most of opportunities available to them.

If your organization does legal compliance—particularly in the areas of banking, health care, or insurance—be sure to check out Westlaw Compliance AdvisorSM. From one convenient, user-friendly location, you can quickly gather current statutes, regulations, and other materials on a regulatory topic without lots of trial and error.

In addition to completing our short survey, please feel free to contact me at any time regarding law library issues or matters that you would like to see covered in our newsletter.

A handwritten signature in black ink that reads "Lori Hedstrom".

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Professional Edge

Rita Dermody is Collection Access Services Librarian at the King County Law Library in Seattle. Her e-mail address is Rita.Dermody@kingcounty.gov.

Reaching the e-Generation

by Rita Dermody



Here is how our public law library stays relevant in the Digital Age.

With the advent of the Internet, the King County Law Library (KCLL) has seen a decline in the number of people visiting its facility. Conversely, the number of people who access information available through the library Web site has increased exponentially. To adapt to changing needs and varying research skills, KCLL is exploring a variety of strategies to bring legal information to patrons and bring patrons to the law library.

Research guides

To help patrons who research frequently asked questions, we create research guides on specific topics, which we publish on our Web site and make available in print within the library. These guides suggest library or Internet materials appropriate to a particular legal procedure or legal issue (with hypertext links to electronic resources). Most guides link to existing guides from the King County Bar Association and the Northwest Justice Project, which cite governing law and describe how a process works, how the statutes and court rules work together, how you should conduct yourself in court, and what you might expect from the judge or commissioner.

Podcasts

A podcast provides another way to convey information about a particular topic, particularly for patrons who have reading difficulties.

A podcast usually involves the work of three or four staff members. They identify topics appropriate for inclusion; locate local experts; record comments from the experts, staff, members, and reviewers; edit recording sessions; and post commentary on our Web site. It is truly a collaborative project.

To make our monthly podcasts more interesting, we interview members of the legal community who have expertise in a particular area. We also include such features as reviews of DVDs in our Legal Eagle collection.

Screencasts

We have recently begun producing screencast tutorials. A screencast offers a full-service package, complete with a written guide on a particular topic, an audio presentation of the topic, and a visual demonstration how to follow links in the guide to additional resources on the Internet. Our staff uses the screencast as a training tool.

Our biggest challenge is to become proficient with the software for podcasts and screencasts, while continuing to publish information on topics relevant for our patrons.

Outreach and referrals

To reach another segment of the population, KCLL has taken another proactive step: training local public librarians in legal research, including when it is appropriate to refer the patron to the law library. We provide three hours of chat reference service each weekday, in addition to our e-mail reference services. We conduct classes for librarians from the Seattle Public Library and the King County Library System. We are active in the local consortium for virtual reference. Through these contacts we continue to see an increase in the number of referrals from public librarians to our law library.

The Legal Eagle DVD collection

Videos and DVDs can bring families into the library. Once there, the families continue to visit because of all the other services that the library offers. Hence our Legal Eagle DVD collection.

Our Legal Eagle collection consists of movies, television shows, and documentaries with legal themes. Library patrons borrow DVDs from our library, just as they borrow print materials. We subscribe to the Motion Picture Licensing Corporation in order to show these movies in our library, too.

While the services we offer aren't unique, KCLL has linked them together in a distinctive way, resulting in many options for our patrons. ♦♦

Where Does the Time Go? continued from page 1

The 2005 Law Library Benchmarks report from the Primary Research Group analyzes the use of librarian staff time in several categories: training, looseleaf filing, acquisition, remote (virtual) reference, walk-in (ready) reference, attorney research, executive research. The results are displayed in the following table:

Percentage of Library Time				
Library Activity	Mean	Median	Min.	Max.
Virtual Reference	11%	5%	0%	75%
Ready Reference	15%	10%	0%	50%
Resch. for Attys.	22%	20%	0%	70%
Training Users on Library Resources	8%	9.5%	0%	40%
Looseleaf Filing	8%	1.5%	0%	60%
Acquisitions	17%	10%	0%	50%

Does this balance work for librarians in large law firms? I asked Mindy Maddrey, national library manager at Sonnenschein Nath & Rosenthal, about time and library spend. I had theorized that management of electronic subscriptions, including password management and training, had supplanted the old-school library activities such as filing and shelving. Mindy was very clear:

With regard to password management, we find that the actual requesting and deleting of passwords is relatively manageable. Our problems arise when users forget their passwords, particularly after substantial software upgrades that delete “cookies” and require users to re-enter passwords. Several firms are investigating online tools such as OneLog and Precision Lookup, which incorporate password management into other aspects of electronic resource management.

With regard to training, we are not finding that we need to train more on electronic resources, but we need to train differently. When we used to do extensive training on how to use a looseleaf service or “the West Digest system and what it means to you,” more attorneys attended (and we could lure even more students by offering food). Now, given a variety of factors including greater assumed familiarity with electronic resources

(such as Google) and greater pressures to bill, we have trouble getting anyone to attend training—food or no food.

Maddrey’s well-considered opinion regarding training on electronic resources is further supported by the Law Library Benchmarks report. This table illustrates the Librarian’s Opinion on Patron Research Skills (broken out by level of materials expenditure):

Level of Mat’ls Expenditure	Uncomftble Using DBs	Need Help	Can Make Do	Proficient Searchers
<\$150,000	0.00%	35.00%	55.00%	10.00%
\$150K – \$350K	0.00%	35.71%	35.71%	28.57%
>\$350K	0.00%	52.17%	34.78%	13.04%

Have strategies for staff training been successful for private law librarians? One library director in Washington, D.C., withholds passwords for the major online providers until the new attorney undergoes training with the provider rep. Still others have mandatory training for summer and fall associates. But librarians perceive ongoing training as a growing problem. The challenge of training associates seems to vary from firm to firm: Where the firm culture requires mandatory attendance at training, the training does happen. Where this is optional, training may or may not take place.

In 2007, West Librarian Relations Senior Director Anne Ellis conducted librarian roundtables, which brought together librarians from academic, government, and law firm libraries to discuss the problem of training associates and research abilities of new associates. The pressure to bill has arisen again and again as a reason for lack of associate participation in the library.

The issue of change within the law firm environment and how that has affected library practice has been one that West Librarian Relations has investigated for several years. Our investigation continues as long as change continues. ♦

Knowledge management specialist Elaine Kehew was until recently a West librarian relations manager serving law librarians in Washington, D.C., Maryland, and West Virginia. You can contact her care of Lori Hedstrom at lori.hedstrom@thomsonreuters.com.

Holding Down the Fort

by Jay Shuck, *West Customer and Product Documentation*

West's newest librarian relations manager Lisa Barberio can put herself in the solo law librarian's shoes.

"No man is an island"—and no solo law librarian is truly solo, either. Colleagues, professional associations, library staff, even the firm's attorneys, all play a role when there isn't "enough of me" to go around, says onetime solo law librarian Lisa Barberio.

"When I was a solo, there was never enough of anything," she recalls, "so I spent a lot of time on ad hoc training. I also did a lot of work with groups and making sure all of the support staff knew how to pull cases, check citations, and perform other basic research tasks. Solo librarians, as well as those working as the sole librarian in the branch of a larger organization, face the same kinds of issues."

Barberio has held law librarian positions in large law firms and at DePaul University College of Law. Now a West librarian relations manager, Barberio often draws from her challenges and successes as a solo law librarian at an intellectual property firm in Indianapolis.

"I started as a solo at a firm that had not had a librarian in a very long time. So it took effort on my part going to every partner's office and every attorney and every secretary and talking to them about what their needs were and how I could help them achieve their goals. It was often one person at a time. It's very similar to my position at West, where I'm introducing myself to a whole city's worth of librarians who don't really know me or have any expectations for me generally. It correlates quite nicely."

She cites the training modules at the West eLearning Center (training.west.thomson.com) as a way West can help solo librarians and others who are unable to leave the office for training. "The eLearning modules take eight or 10 minutes, and they don't require you to leave your desk. Librarians can also direct attorneys to eLearning modules. Attorneys get the information they need in a nice, succinct form without losing a lot of billable time."

Barberio serves law librarians in Indiana, Ohio, Kentucky, and Michigan. (Fittingly, she's the sole West librarian relations manager in those territories.) She works to strengthen the relationship between West and law librarians, including serving as an informational resource on a range of issues, such as library marketing, cost recovery, and balancing online and print resources.

"I think one thing that runs through most of those conversations is how important it is to market yourself and your library and the different ways you can do that. During almost all of those visits, I ask what kind of marketing initiatives they do. You not only have to market the library as an organization, but you also have to market yourself as someone who has knowledge that the firm needs. For me, it didn't happen overnight. I'd stand in front of practice group meetings and talk for five minutes. At some point, people believed I was actually going to teach them something they really needed to know about."

She finds that a flexible approach works best with themes such as cost recovery. "What I've learned is that 50 firms do it 50 different ways," she says. "There is no one-size-fits-all. It really depends on the climate, the culture in the firm, and the mix of clients. Sometimes the key factor is which department runs the cost recovery machine, be it the library, the finance office, or the accounting office. I enjoy the challenge of working with librarians to find the right mix for their firms."

It helps that Barberio is an active listener, a trait she developed in numerous positions, including as a reference librarian at DePaul. "I've been a librarian for long enough that there's very little in the law library world that I haven't had to do at least once," she says. "It makes the conversation easier. Even if I've never done exactly what they're asking for, I have some frame of reference." ❖

Lisa Barberio's e-mail address is lisa.barberio@thomsonreuters.com.



Lisa Barberio

Legal Compliance for Busy Practitioners

by Jay Shuck, *West Customer and Product Documentation*

For professionals struggling to keep companies compliant with a regulatory scheme, Westlaw Compliance Advisor offers a time-saving solution.

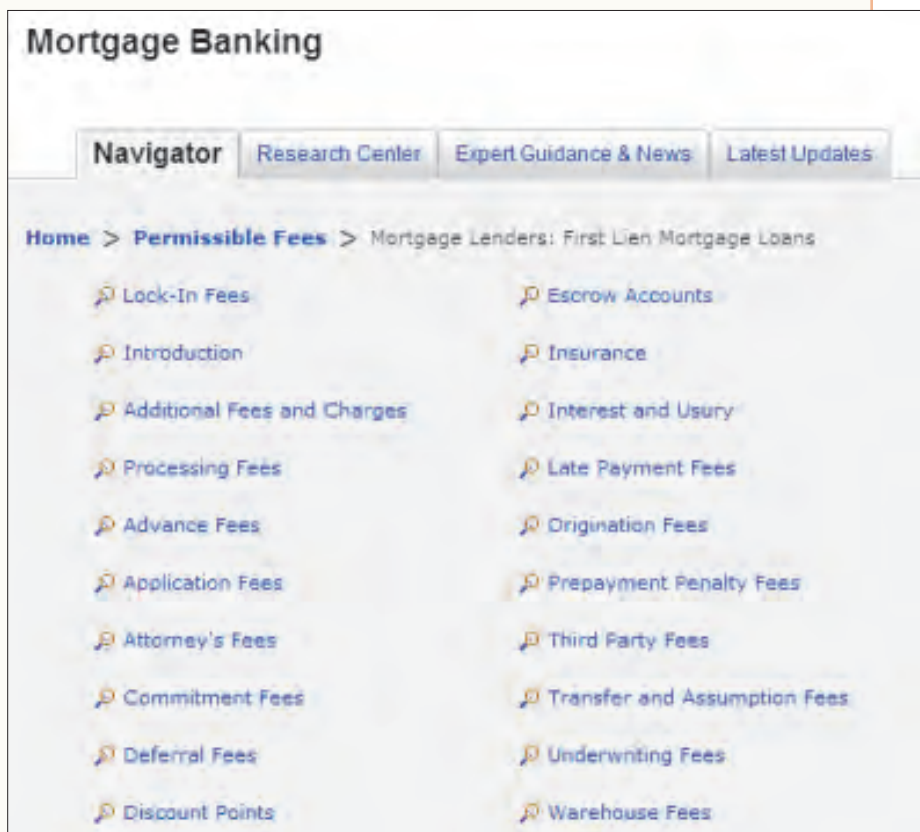
Some compliance professionals have law degrees, some don't. But they all have two things in common:

1. They must advise companies and bring them into legal compliance.
2. They can't spend all day tracking down the applicable law.

That's why West created Westlaw Compliance Advisor. This newly released research service was designed for a wide range of professionals—law associates, librarians, and paralegals—working to keep companies in legal compliance (i.e., out of trouble). Although Westlaw Compliance Advisor can help you retrieve laws governing many industries, it offers an especially easy and intuitive way to retrieve statutes, regulations, and pending bills in the banking, health care, and insurance industries. This service can also help you retrieve forms, manuals, expert guidance, and industry news essential for daily practice.

The key is simplicity.

Westlaw Compliance Advisor offers you a choice of simplified, user-friendly interfaces. Some of these interfaces provide expert-level searches supplied to you by West Reference Attorneys. Some interfaces allow you to type descriptions in plain English. (Terms and Connectors searching and search templates are also available.) From one location, you can easily



Compliance Advisor: Navigator tab

get results as current, relevant, and comprehensive as a seasoned Westlaw® researcher can.

For example, using the Navigator tab, you can retrieve documents related to a commonly researched topic simply by clicking the topic name. You don't have to supply a database name, identifier—or even a query.

To access Westlaw Compliance Advisor, go to compliance.westlaw.com, type your Westlaw password and project ID in the text boxes, and click **Sign On**.

The screenshot shows the Westlaw Compliance Advisor interface. On the left is a table of search results, and on the right is a detailed view of a specific statute.

State	Citation	Authority	Topic
Maryland	MD COML § 12-1009(c)(2)	Statute	Prepayments
Maryland	MD COML § 12-1009(c)(3)	Statute	Prepayments
Maryland	MD COML § 12-1009(e)	Statute	Prepayments
Maryland	MD COML § 12-103(a)	Statute	Other maximum rates
Maryland	MD COML § 12-105(b)(4)	Statute	Fees and charges not interest
Massachusetts	940 MA ADC 8.02	Regulation	Scope
Massachusetts	940 MA ADC 8.03	Regulation	Definitions
Massachusetts	940 MA ADC 8.05 (10)	Regulation	Prohibited Practices
Massachusetts	MA ST 183 § 56	Statute	Mortgage notes, provisions for prepayment
Massachusetts	MA ST 183 § 57	Statute	Home mortgage notes, prepayment
Massachusetts	MA ST 255 § 13L	Statute	Prepayment, refund of charges
Michigan	MI ST 438.31(2)(c)	Statute	Customer accounts of secured loan conditions
Minnesota	MN ST § 58.137	Statute	Interest, points, finance charges

The detailed view on the right shows the text of M.G.L.A. 183 § 56, titled "Mortgage notes; provisions for prepayment". The text states: "Any mortgage note secured by a first lien or second or subsequent lien on a dwelling house of 4 or less separate households or on a residential condominium unit, occupied or to be occupied in whole or in part by the mortgagor shall be subject to the condition that if said note is paid before the date fixed for payment, any additional amount required to be paid in that event shall be an amount which shall be the balance of the first year's interest or 3 months' interest whichever is less, except, that if anticipatory payment is made within 36 months from the date of the note for the purpose of refinancing such loan in another financial institution, an additional payment not in excess of 3 months' interest may be required; provided, however, that with respect to the mortgage loan insured by the Federal Housing Commissioner, the mortgagor may be required to reimburse the mortgagee to the full amount of any charges, premiums, or fees required by any statute or by any regulation of the Federal Housing Administration."

Navigator search result

To begin your research click **Capitol Watch** or one of the industry links at the top of the page. A row of research tool tabs is displayed, which may include Navigator, Research Center, Forms, Expert Guidance and News, and Latest Updates. The Research Center, Forms, and Expert Guidance and News tabs offer Terms and Connectors (Advanced) and Natural Language (Simple) search options.

Among the many materials you can retrieve quickly with Westlaw Compliance Advisor: Oden® summaries, National Association of Insurance Commissioners (NAIC) materials, health care judicial and administrative decisions, Health Policy Tracking Service (HPTS) issue briefs and snapshots, iComply® forms, Westlaw 50 State Surveys®, the full text of federal and state bills and proposed regulations, and e-mail alerts.

Search example

Suppose you need to retrieve federal and Massachusetts law governing permissible prepayment fees for first lien mortgage loans and you know nothing about this area.

Access Westlaw Compliance Advisor, click **Banking** at the top of the page and choose **Mortgage Banking**. The Navigator tab is displayed, which lists topics for which predefined searches are available; you can retrieve documents related to a topic simply by clicking the topic name. Click **Permissible Fees**. Click **Mortgage Lenders: First Lien Mortgage Loans**. Then click **Prepayment Penalty Fees**.

Navigator runs an expert-level search supplied by West Reference Attorneys and displays a page of links to federal and state statutes and regulations that govern the topic in each jurisdiction. To view the full text of a cited statute or regulation, click its citation. ☞

We're Online!



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Give Us an Earful

Take two minutes and fill out an anonymous survey about this newsletter.

West Librarian Relations wants *Law Librarians in the New Millennium* to meet your needs. Accordingly, we are interested to know how you use this newsletter, what works for you, and what doesn't work.

Please [click here](http://www.surveymonkey.com/s.aspx?sm=ZMRsLgg2ut7vakm_2f7Lynxg_3d_3d) (or go to http://www.surveymonkey.com/s.aspx?sm=ZMRsLgg2ut7vakm_2f7Lynxg_3d_3d) and complete a short online survey.

It will only take a minute or so. Your answers will be completely anonymous; we have no way of tracking your name, e-mail address, or other identifying information.

Of course, you are welcome to contact us at any time. We value your opinion!

Thanks in advance. ↔

LLNM survey April 2008 Exit this survey >>

1. Law Librarians in the New Millennium

Your honest responses will help us shape West publications to meet your needs. Please be assured that your feedback is completely anonymous.

Thank you so much for your help.

1. How long have you been receiving Law Librarians in the New Millennium?

Less than one year

One year or more

2. How would you prefer to read Law Librarians in the New Millennium?

	no interest	somewhat interested	interested	very interested
As a link to a PDF posted on the Web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As an e-mail message with a link to the entire issue on the Web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As an e-mail message with links to individual articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Via RSS feed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a printable Word document	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. What do you typically do with Law Librarians in the New Millennium upon receiving it?