

LLNE News

Newsletter of the Law Librarians of New England
Volume 23, Number 3, 2003



Becoming More Assertive: A Review of “Envisioning a Bolder Tomorrow: Getting to Yes by Saying No More Often”

by Raquel M. Ortiz, Head of Reference Services, Pappas Law Library, Boston University School of Law

Are librarians wimps? That is the basic question of this latest installment of the “Kelly Show”. According to this premise, assertiveness is not a trait exhibited by many librarians. Instead, librarians exhibit deference, passivity and self-effacement. Through the use of vignettes, audience participation, and personality assessment, the program provided the tools for librarians to become more assertive.

The presentation started with three vignettes that illustrate how librarians can be non-assertive. Stephanie Burke, John Pedini, and John Shear superbly acted the first vignette. It showed a librarian very quickly backing off her realistic salary and benefits expectations and ending up with a job that is nowhere near what she had in mind. The second video showed a librarian with multiple job responsibilities, seemingly unable to say no. This type of librarian says yes to every request, regardless of how unreasonable it may be, only to later feel resentment towards everyone. Finally, we saw the over burgeoning librarian who is forced to apologize to others because she reacts in an overly aggressive manner to the simplest requests.

Susan Freeman, President of Workwise Partners and frequent AALL presenter, began the second part of the program by asking whether the vignettes seemed realistic to the audience. She explained that the behaviors seen in the video are simply part of a continuum of communication where persons at both ends of the spectrum, non-assertive and aggressive persons, engage in one-way communication that benefits no one. Ms. Freeman suggested that becoming more assertive requires as a first step learning other behaviors in the continuum.

As a first step, a person needs to learn how to adapt their behavior to the situation. Assertiveness, Ms. Freeman stated, is not about acting in a particular way but being happy with the result. Thus, one must first ascertain the relative importance of the issue to others

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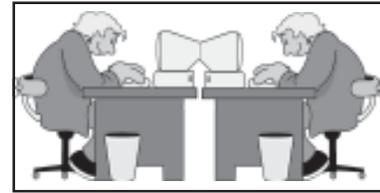
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CO-EDITORS' NOTE

Thank you to all of you who submitted contributions to this issue. We hope that this issue has effectively captured all of the professional activity of the LLNE membership for the past few months!

We enjoyed seeing those of you who were able to attend the Annual Meeting in Seattle. We hope that you were able to attend the LLNE Luncheon. For those of you who were unable make it to Seattle, check out this issue for news and photos from the conference.

Next year, Boston will be hosting the annual meeting. Keep your eye on LLNE for conference developments and ways in which you can get involved. We hope to have many items to get us excited about next year.

Anyone interested in submitting items for future issues should contact John Pedini (jpedini@sociallaw.com) or Michelle Pearse (mpearse@law.harvard.edu).

We look forward to seeing you at the Fall Meeting hosted by Vermont Law School on October 24th.

Co-Editors, LLNE News



PRESIDENT'S MESSAGE

My last message to you comes during my new status as Past President. From Orlando to Boston to Seattle, I have enjoyed serving you during a very exciting year for the Law Librarians of New England.

Our most recent gathering occurred at the 96th AALL annual meeting and conference in Seattle, Washington. Over 65 law librarians attended the LLNE/SNELLA Joint Chapter Lunch at the Sheraton Seattle Hotel & Towers, wherein we extended our appreciation to Mark Schwartz, Thomson/West Manager of Librarian Relations, for his generous support of the luncheon and conducted our LLNE affairs. (See the annual meeting minutes elsewhere in this newsletter.)

Let us hear a great cheer for the members of the Executive Board who stepped down from their positions at the meeting: Darcy Kirk, Past President; Cindy Landau, Treasurer; and Jeff Flynn, Education Director. They served with distinction and deserve our gratitude for a job well done. Once on board, one never really leaves, for Darcy, Cindy, and Jeff will continue to be a resource for the future as they continue to share their wisdom with us.

Congratulations to the newly elected LLNE Executive Board: Susan C. Sullivan, President; Raquel M. Ortiz, Vice-President/President-Elect; Juliana Hayden, Treasurer; and Sue Drisko, Education Director. Jeannine Uppgard continues as Secretary and Maureen Quinlan as the senior Education Director. Our organization will continue to thrive under Susan's dedicated direction, and with Raquel on board as VP, we are talking Dream Team! Together with all of the other hard-working committee chairs and members who diligently apply their energies to our organization, these people make LLNE one of the best chapters of AALL.

Ann DeVeaux, chair of the Nominating Committee, and members Lynn Randall and Cornelia Trubey, deserve our appreciation for assembling such a wonderful slate of candidates. My thanks also go to Ann and everyone at Quinnipiac for their assistance. Without the support of these people, we could not do what we do as well. I am grateful to these unsung heroes of our organizations for every contribution by them enriches us all.

My heartfelt thanks go to all of the LLNE members with whom I have enjoyed working during my presidency. I am looking forward to seeing you at our upcoming meetings in Vermont and Maine, as well as when we host AALL in Boston 2004. We can all look forward to more greatness ahead for our vibrant Law Librarians of New England.

Please consider making LLNE more a part of your world. Join the discussion list, write for the newsletter, volunteer on a committee, contribute in any way you can. The pleasure will be all yours.

Mike
Past President

EXECUTIVE COMMITTEE

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Calendar of LLNE Meetings

Fall 2003

Vermont Law School
"Leading Through Change for
Information Professionals,"
Friday, October 24, 2003
Woodstock Inn,
Woodstock, VT

Spring 2004

Maine State Law and Legislative
Reference Library and University of
Maine Law Library
Freeport, ME,
Friday April 30, 2004

Fall 2004

Mirck O'Connell (Worcester), Bowditch
& Dewey and the Worcester Law
Library - Massachusetts Trial Court
Old Sturbridge Village, Sturbridge, MA
Friday, October 15, 2004

Spring 2005

Harvard Law School Library

Fall 2005

Roger Williams University School of
Law Library

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and to oneself. Some important concepts to remember include respect for everyone involved in the situation, remaining in balance, proceeding “with malice toward none,” and knowing when the timing is right to act. Self-confidence clarifies the situation by making us happy with the way we do things.

So how does a person become more self-confident? First, we must acknowledge our successes as such and not pinpoint the flaws in those successes. This includes learning from the less than successful situations and simply letting go of them. More importantly, Ms. Freeman suggested, we must relearn our self-talk. Negative self-talk undermines a person’s self-confidence where there might not be any external criticism. The use of some well-timed behavioral conditioning, such as snapping a rubber band at one’s wrist, will result in less negativity.

To become more assertive, a person needs to analyze any situation in four steps, Ms. Freeman argued. First, the triggering event must be identified. Next, one must brainstorm about options for coping with the situation. Finally, once an option emerges as a preferred option, one must practice the chosen option in order to apply it to the situation when it reoccurs. Ms. Freeman also mentioned that a person must reassess the chosen option to make sure that it continues to be a viable option.

Finally, Ms. Freeman offered behavioral options to consider when faced with a situation when one should consider whether to say no: agreement, disagreement, and delaying. Agreement is the path of least resistance, but only when saying yes will not later feel painful. To a lesser extent, “fogging” allows a person to agree with the portions of the situation that are amenable while not quite agreeing with the rest.

Disagreement, on the other hand, is more direct. One can disagree in part or with criticism that is off-base. Disagreement does not have to be unpleasant, but rather, it should be based on respect and a person’s right to disagree. Delay tactics, instead of being a negative reaction, allow the person to step back and face the situation after some preparation. By delaying, a person may be able to choose the time and place for the conversation, prepare an appropriate response, and generally manage the outcome of the conversation.

When all else fails, Ms. Freeman said in closing, say no by using dull but minimal repetition. This tactic makes clear one’s intentions but does not express any feeling, so the other person has nothing to grasp onto in order to change one’s mind.

I disagree with the basic premise that librarians generally are not assertive, mostly because the behavior seems to be generally split along gender lines. Nonetheless, I found this program very helpful. Through the clever use of skits, audience input, and a dynamic presentation, the program provided the tools to help us achieve assertiveness by understanding the behaviors involved and by developing mechanisms to manage those behaviors.

Envisioning Virtual Reference. Cooperating to Maximize Service

By Rebecca Engsborg, Quinnipiac University School of Law Library

Virtual Reference; NELLCO; Library LAWLINE; LLNE. These terms do indeed have something in common! Read further to see how they relate.

In Seattle this past July at the American Association of Law Libraries’ (AALL) Annual Meeting & Conference, a panel of LLNE members presented a session on virtual reference. The panelists entitled the session “Envisioning Virtual Reference. Cooperating to Maximize Service” and described the New England Law Libraries Consortium’s (NELLCO) collaborative endeavor in providing virtual reference service.

You may have previously read about this virtual reference service, named “Library LAWLINE,” in the LLNE newsletter. Briefly, Library LAWLINE allows users to chat with legal reference librarians, in real time, over the web; librarians can also help patrons with resources on the Internet, including sending patrons URLs (called “pushing pages” in web speak).

In addition to being from among the eleven participating NELLCO libraries that staff Library LAWLINE, the five panel participants are also LLNE members: Panel Coordinator, Scott Matheson, Yale Law School; Panel Moderator, Tracy Thompson, NELLCO; Panelist, Jeffrey Dowd, Connecticut Judicial Branch Law Libraries; Panelist Diane Frake, Vermont Law School Library; and Panelist Joan Shear, Boston College Law Library. The panelists and moderator discussed in an abbreviated, dramatized format the issues inherent in a collaborative virtual reference service like Library LAWLINE

Several months before Library LAWLINE’s nine-month, academic-year pilot project began in September 2002, a task force began to develop policies and address issues relevant to a virtual reference service in a law library context. The task force also evaluated the pilot project near its end, modifying some policies and addressing issues that became apparent during the pilot project. Library LAWLINE then began service beyond the pilot program in June 2003.

Resulting from the experience of developing policies, addressing issues, and actually staffing Library LAWLINE, the panel offered many tips for doing virtual reference in a collaborative environment. The following tips were extracted from the program material (pp. 193-194) referenced below.

Tips For Doing Virtual Reference (VR)

Managing the Service

Set up a central web page that includes scheduling information, “how-to” information, and librarian log-in information. Select one person in charge of scheduling for the entire group. Create a listserv so that all group members can share tips, problems, and

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other information. Make the most of the statistics capabilities of the virtual reference software. Use them to figure out when the busiest and slowest times are. Be sure to market your VR service. Patrons won't use the service if they don't know about it.

Staffing the VR Desk

Look for volunteers to do VR first. Forcing a staff member to do VR when they don't want to may negatively affect interactions with VR patrons. Also, having a staff member cover a VR shift while also performing additional library duties is absolutely possible. Think ahead about how you would appropriately handle a variety of patron situations. Communicate with patrons (whether "in-person" or virtual) to let them know you're helping someone else and will help them soon. Use technology to help you manage multiple patrons and tasks: telephone answering machines (possibly directing telephone patrons to another librarian or another library during your VR shift), even a baby monitor so you can hear the computer ding from far away when a VR patron arrives. Multi-tasking is key. During some shifts you may get multiple patrons at the same time. Other days you may not get any patrons at all. Have some other work you can do while you're staffing the VR desk in case you have a slow spell.

Assisting Patrons

Build a collection of standard scripts that everyone in the consortium agrees on. Each library can also create local scripts; each librarian can develop a set of personal scripts as well.

Some suggested scripts include:

- Hello. This is the reference librarian. I'm reading your question and will be with you in just a moment.
- As a reference librarian I am not authorized to provide legal advice. However, I am happy to refer you to web sites and other resources that may assist you.
- I am currently working with another patron. Are you able to wait a few minutes or would you like to click back later?
- Thank you for using our service. Please come back soon.

Some tips for assisting patrons include: not all VR questions lend themselves to ready reference answers. One option is to follow up (with additional research) by email, phone, etc. Review transcripts of other sessions to gain insight on how other librarians have handled certain types of questions. With most VR software, a transcript of the session is e-mailed to the patron after the librarian logs off. So, the patron will be able to read what you have written even if the patron logs off first or gets cut off.

The program materials contained several documents relating specifically to Library LAWLINE including: timeline for Library LAWLINE pilot project; four sample scheduling documents; policies & procedures; privacy policy; publicity & marketing materials, (bookmarks, posters, publicity checklists); sample monthly statistics report; and a sample transcript of VR sessions.

In evaluating the pilot project phase of Library LAWLINE, the panelists reported that usage statistics revealed a sizeable difference in patron use. Patrons from public institutions, or patrons asking public institution-related questions, tended to use Library LAWLINE much more than patrons from academic institutions, or patrons asking academic institution-related questions.

The panelists also reported that usage statistics tended to be low in the mornings and on weekends. During the pilot project, Library LAWLINE's hours of service included mornings and weekends. But as a result of analyzing pilot project usage statistics, the task force decided to reduce Library LAWLINE's hours of service for the summer months (e.g. no service before 11 a.m. and on weekends) beginning in June 2003. At press time, the task force was surveying participating institutions in order to determine if morning and weekend hours of service for Library LAWLINE beginning in September 2003 was a viable option.

Tracy Thompson, panel moderator and executive director of NELLCO, emphasized the flexibility required when applying such cutting-edge technology in a collaborative setting. She said, "The most important point [the panel] wanted to convey was that it's never perfect and it's never done."

Thompson offered this concluding comment: "I hope we stick with this. I do think we'll see the user base grow in coming years, and I think we'll be well-poised to handle the demand when it arrives."

It seems that virtual reference is here to stay. What began a few years ago as a high-tech phenomenon has now become a standard public and undergraduate library service. For law libraries, Library LAWLINE has shown, and will hopefully continue to show, that virtual reference can be done collaboratively and done well.

Web Resources:

Library LAWLINE homepage, <http://www.nellco.org/librarylawline/>

General policies, <http://www.nellco.org/librarylawline/policies.html>

Privacy policy, <http://www.nellco.org/librarylawline/privacy.html>

NELLCO homepage, <http://www.nellco.org/>

Additional Resources:

Educational Program Handout Materials, Tuesday, July 15 & Wednesday, July 16. American Association of Law Libraries 96th Annual Meeting and Conference, July 12-16, 2003, Seattle, Washington. Booklet. Pages 191-215. 

AALL Seattle/2003: Library Tour The Marian Gould Gallagher Law Library, University of Washington

by Mary Rogalski (Co-Chair Library Tours / Excursions, AALL/ Boston 2004)

On Tuesday, July 15, I had the opportunity to volunteer as one of the escorts for the tour of the Marian Gould Gallagher Law Library / William H. Gates Hall at the University of Washington Law School. As Co-Chair (with Deanna Barmakian, Harvard Law Library) of Library Tours/ Excursions for Boston 2004, I thought this would be a great way to learn the ropes for next year. (It was also the only way I could get on the tour, since they were booked to their maximum by the time I realized I had missed the registration deadline...!)

Led by Susan Schulkin, (Lane Powell Spears Lubersky, LLP) Co-Chair of Library Tours for Seattle, the group of almost sixty librarians was greeted at the edge of the construction site by Penny Hazelton, Associate Dean for Library and Computing Services and Professor of Law.



Penny Hazelton greeting the tour.

Penny gave us a brief history of the project, informing us that she had been involved in the planning since the early '90s. She explained that the six-story Gates Hall included four above-ground floors housing the law school and two floors below ground housing the Gallagher Library. The prominent "crystal" skylights, surrounded by a wooden arbor and seating area, provide natural lighting to both floors of the underground Library and create a spectacular profile.



The Crystals (AKA skylights)

Joined by Jonathan Franklin, Assistant Librarian for Library Services, the tour split into two groups and proceeded through the various levels of the law school and library. After passing shrink-wrapped cartloads of books in transit to their new shelves, we visited a classroom, moot court, appellate courtroom and staff offices. As one would expect in a facility with "Gates" in its name, our guides were proud to reveal the state-of-the-art technology featured throughout, including custom-designed "smart podiums" in the classrooms and wireless access.



Jonathan Franklin (left) points out the rows of compact shelving that will house the periodicals, reporters and briefs. (Can you find Anne Acton in the photo?)

The new Library has 22% more shelving than the old library. Virtually all treatises will be in open stacks.

Unfortunately, deadlines for both me (heading off on vacation) and John Pedini (LLNE newsletter deadline) have forced a shorter than intended article but I hope you enjoyed this brief tour. For a more complete description of the new Gates Hall / Gallagher Law Library and to view more pictures, visit the University of Washington Law School web site and take a tour at: <http://www.law.washington.edu/NewBuilding/index.html> Gates Hall and Gallagher Law Library are scheduled to open in mid-September 2003.



William H. Gates Hall / Marian Gould Gallagher Law Library, University of Washington Law School 

Boston Local Advisory Committee Gets Up to Speed at AALL in Seattle

The Local Advisory Committee (LAC) for next year's AALL meeting in Boston starting to get into high gear out in Seattle at the AALL 2003 Annual Meeting.

Boston Hospitality Booth

Megan Carey, formerly of Suffolk University Law Library coordinated the schedule for staffing this active booth, near the registration area in the Washington State Convention. The location for the booth was great – anyone entering the exhibit hall or heading over to the registration area passed by the Boston booth first. The LAC members who staffed the booth answered questions ranging from what the weather is like in Boston in July (most everyone dodged that one, as that often baffles the TV meteorologists!) to what vacation options there are for post or pre conference.

In addition to handing out NECCO wafers and salt-water taffy, the LAC also donated many, many items which were auctioned off daily. Many people returned again and again to enter the daily raffles for some really great New England prizes. The following is a list of raffle winners (you will recognize some LLNE members among them!):

The Friday, 6:00 P.M. raffle winner was Cynthia Ruffin from NC Central who won, Boston sailboats t-shirt, Boston gummy lobsters, Boston scenic calendar, Boston Red Sox pencil.

The Saturday, 12:00 PM raffle winner was Mary Lu Linnane, DePaul University, Chicago who won, a Red Sox t-shirt, a Red Sox bumper sticker, and a Boston street map.

The Saturday, 4:00 PM raffle winner was Sue L. Center, University of Wisconsin, Madison who won the book *Yankee Talk*, NECCO wafers and a sailboat.

The Sunday, 12:00 PM raffle winner was Veronica Colley Cunningham of Western New England College School of Law who won lighthouse bookends, *Best of New England* cookbook and Polly's Pancake Parlor mix.

The Sunday, 4:00 PM raffle winner was Lisa Blackwell, Appalachian School of Law who won *New England in a Nutshell*, a lighthouse, scrimshaw bookmark and Gelart Gecandle.

The Monday, 10:00 AM raffle winner was Janet Katz, Harvard Law Library who won the *Cook's Report*, tea infuser, the book *Sylvester Marsh & the Cog Railway*.

The Monday, 1:00 PM raffle winner was Jane Moberg of Michael Best and Friedrich LLP who won the *Zagat Guide*, pewter keyring, 4 picture placemats.

The Monday, 2:00 PM raffle winners were Eloise Vondruska, Northwestern Law School who won a Sam Adams t-shirt and Carolyn Hayes, Seyforth who won the book *Make Way for Ducklings*.

The Tuesday, 2:00 PM raffle winner was Stephanie Edwards, Roger Williams School of Law who won a silver bracelet, and a pewter sugar & creamer w/tray.

Meeting with AALL Staff and LAC 2003 Co-Chair

The LAC met with staff from AALL headquarters, along with the co-chair for local arrangements for Seattle. The representatives from AALL headquarters outlined a rough time frame, and answered questions. Amy Eaton, LAC Co-Chair, for Seattle, also offered very useful information, and answered questions about how the LAC handled all of the tasks leading up to the meeting in Seattle. Many LAC members also "shadowed" or met with their Seattle counterparts, in order to learn the ropes and profit from the experience of this year's LAC for Seattle. Seattle was a great "classroom" for the LAC to learn what is in store as preparations get under way for Boston 2004.

How can you get involved?

Volunteer for AALL 2004! Watch for the LLNE listserv for more information about volunteering to help with local arrangements. Also, the online volunteer application is coming soon! Visit <http://www.aallnet.org/events/> to learn more about next year's AALL Annual Meeting. ☐☐



AALL Members flock to the Local Advisory Committee Table

LLNE Business Meeting Minutes, July 15, 2003

PRESIDENT'S REPORT

President Mike Hughes welcomed everyone to the joint LLNE/SNELLA luncheon and introduced Chris Graesser, representing Susan Scoville, SNELLA president. Special thanks were extended to Mark Schwartz, Thomson/West, for supporting the luncheon. LLNE is currently staffing the Boston table in the registration area. Darcy Kirk and Cathy Breen are co-chairs of the Boston local arrangements committee. Darcy mentioned the need for volunteers and asked that everyone interested contact one of the co-chairs via e-mail. There will also be a naming contest for the conference newspaper that will be described in the next issue of the LLNE newsletter.

EDUCATION DIRECTORS' REPORT

Jeff Flynn reported on the schedule and location of future meetings:

Oct. 24, 2003, Vermont Law School at the Woodstock Inn "Life in the Fast Lane"

April 30, 2004, University of Maine Law Library/Maine State Library at Freeport

Oct. 15, 2004, Mirick O'Connell (Worcester branch), Bowditch & Dewey (Worcester) and the Worcester Trial Court at Old Sturbridge Village

Spring 2005, Harvard Law School

Fall 2005, Roger Williams University School of Law

Diane Frake, Vermont Law School, encouraged everyone to make early reservations at the Woodstock Inn. Registration information with additional hotel listings will be available soon.

NOMINATING COMMITTEE REPORT

Ann DeVeaux, Chair, Lynn Randall and Cornelia Trubey presented the following slate of candidates:

Raquel Ortiz, Vice-President/President Elect

Juliana Hayden, Treasurer

Maureen Quinlan, Education Director

There were no nominations from the floor. The candidates were elected unanimously.

INSTALLATION OF OFFICERS 2003/2004

Susan C. Sullivan, President

Raquel M. Ortiz, Vice-President/President Elect

Juliana Hayden, Treasurer

Jeannine Uppgard, Secretary

Maureen Quinlan, Education Director

Sue Drisko, Education Director

Mike Hughes, Past President

COMMUNICATIONS COMMITTEE REPORT

Raquel Ortiz reported that John Pedini and Mike Hughes will oversee the activities table and the hospitality desk will be in need of volunteers for Boston. December 1st is the deadline for

submitting articles for the next issue of the Newsletter. The Internet committee continues to welcome input from members for the web site.

INTRODUCTION TO LEGAL RESEARCH

It is expected that the program will be offered in the Boston area in the fall.

SCHOLARSHIPS

Awards to attend AALL, Seattle went to:

Katherine K. Coolidge, Bulkley, Richardson & Gelinas, Springfield, MA

Christine I. Hepler, University of Maine School of Law

SERVICE COMMITTEE REPORT

Mike Hughes summarized the committee's report of activities completed during the past year. Upcoming activities being developed include an environmental cleanup in both the Boston area and Connecticut. The committee is planning to work with the AALL Social Responsibility Committee for projects during next year's annual meeting in Boston.

FAREWELL AND RECOGNITION

Mike Hughes expressed everyone's appreciation to outgoing officers and presented certificates of recognition: Cynthia Landau, Treasurer; Darcy Kirk, Past President; and Jeff Flynn, Education Director.

Raquel Ortiz presented Mike Hughes with a duck hat in recognition of his work as President during the past year. 

"What's In A Name?"

Daily Newspaper Name Contest

Thank you to those of you who submitted entries to our AALL 2004 Annual Meeting, daily newspaper name contest. (The deadline was September 15th.) We received some great suggestions! The name of the winner (who will receive a gift certificate to a Boston restaurant) will be announced at the LLNE Fall Meeting in Vermont. The winning entry will be announced in the next issue of the newsletter, as well as on the LLNE discussion list and the LLNE website.

Stephanie Burke and Michelle Pearse

Co-Chairs

Boston 2004 Local Advisory Committee, Daily Newspaper Subcommittee

LLNE Service Committee Annual Report 2003

The Service Committee completed numerous service projects over the past year, including collecting books for holiday book drives, sorting books with the Prison Books Program, serving meals at the Pine Street Inn and once again taking part in the Walk for Hunger. At the Walk for Hunger, the LLNE group raised over \$700 which will help feed the hungry.

The Committee also coordinated the Strait Minority Scholarship campaign for LLNE: the final amount sent to AALL was \$1040, \$520 in donations from individuals and a matching \$520 from LLNE. Also, in an effort to expand to other areas of New England, the Committee is working with SNELLA to coordinate simultaneous park improvement projects in Connecticut and Massachusetts.

Currently, the committee is working to build a partnership with a local legal services agency which hopes to offer e-mail legal reference assistance to the public with which LLNE members could assist on their own time and from any location in New England. Additionally, the Committee is forging a relationship with the Perkins School for the Blind. The Service Committee was also featured in a recent *Spectrum* column on public relations (June 2003).

The Committee thanks LLNE members for their support this year, and looks forward to building on this year's success in 2003-2004. ☐

NELLCO and The Berkeley Electronic Press Create Legal Scholarship Repository

The New England Law Library Consortium (NELLCO) and The Berkeley Electronic Press recently announced the launch of the NELLCO Legal Scholarship Repository, a major new scholarly publishing initiative. The NELLCO Legal Scholarship Repository will improve dissemination and visibility of a variety of scholarly materials throughout the academic and legal research communities.

The NELLCO Legal Scholarship Repository (<http://lsr.nellco.org>) provides a free and persistent point of access for working papers, reports, lecture series, workshop presentations, and other scholarship created by faculty at NELLCO member institutions. Five NELLCO members, Yale, Cornell, University of Connecticut, Suffolk, and Fordham, have created publication series within the repository for launch. Over 75 freely available publications have been posted to date, in series such as Yale's Occasional Papers and Cornell's International Speaker Series. Based on the results of early adopters, the NELLCO Legal Scholarship Repository may expand to include other participants from NELLCO's membership roster of sixty-five law libraries.

Every publication series within the NELLCO Legal Scholarship Repository has its own unique identity, including a description of the sponsoring research unit, logos, and links back to relevant faculty pages. These series feed into a single, searchable collection. Visitors to the site can easily browse papers by subject, author, and so forth. Because of Open Archives Initiative (OAI) compliance, content is discoverable from a variety of locations and methods, including search engines like Google. Readers can also sign up to receive custom email notifications of newly posted papers. Citations are delivered directly to their desktop, with links to full text.

"The NELLCO Legal Scholarship Repository creates a highly visible, open access path to important research," said Tracy Thompson, Executive Director of NELLCO. "Allowing centers and research units within our member institutions to create dynamic publication sites will provide them with a valuable recruitment and profile-raising tool. Of perhaps greater importance, the average Web user with an interest in a legal issue will be able to easily access important scholarship."

The NELLCO Legal Scholarship Repository runs on technology developed by The Berkeley Electronic Press. The Berkeley Electronic Press software facilitates efficient electronic distribution of text documents, as well as multimedia files and other non-static resources. In addition to powering this digital archive, The Berkeley Electronic Press also provides the technical infrastructure for the University of California's eScholarship Repository.

About The New England Law Library Consortium

NELLCO is a non-profit corporation composed of academic (ABA accredited), private non-profit, and government libraries. Founded in 1983, NELLCO is a cooperative network designed to enhance research and educational opportunities among member law libraries through a variety of collaborative initiatives and resource sharing programs. The NELLCO Legal Scholarship Repository embodies the vision that NELLCO founding members established 20 years ago: To be the leader of resource sharing and networking in the legal community through cutting-edge research and technology.

About The Berkeley Electronic Press

Three University of California, Berkeley, professors founded The Berkeley Electronic Press (www.bepress.com) in 1999. The Berkeley Electronic Press develops technologies to improve scholarly communication. Other projects include ExpressO, a service for law review manuscript delivery serving more than 300 publications; the University of California's eScholarship Repository and ProQuest electronic thesis and dissertation system, both of which run on Berkeley Electronic Press technology; and a slate of peer-reviewed electronic journals published under the bepress imprint. ☐

Documenting Digitization

By Matt Ball, Project Image Cataloger, Harvard Law School Library

In 2001 the Harvard Law School Library decided to standardize how it approached digitizing materials from its special and general collections. To help with that process the Library created a one-year term position, a Digital Projects Analyst, whose job it would be to look at the Library's existing projects and make recommendations on how future projects should be carried out. What resulted from that process were three documents - a comprehensive report on the current state of the Library's digital projects with recommendations for the future, as well as two other documents, the *Manual for Digital Reformatting Projects*, and a condensed version of that manual, the *Guidelines for Digital Reformatting Projects*. (The *Guidelines* can be found on the Library's web site at <http://www.law.harvard.edu/library/digital/guidelines.htm>.) Both of these documents approach digital projects (which for the context of this article refers to reformatting projects) from a project management perspective and are quite light on technical gobbledygook.

As the Digital Projects Analyst in question, I began the process (as any good librarian would) with research, looking at not only what our library had been doing in terms of digital projects but what other institutions were doing as well, ferreting out best practices and other guidelines, and generally trying to get an overall feel for what was going on in the field. I quickly discovered that, due to the wide variety of digital projects, it would be very difficult to define just one best way of implementing digital projects. Most if not all digital projects do share three common needs: digitization, storage, and access; that is, there must be a way to digitize the source materials, there must be a way to store the resulting digital files, and there must be a way to provide access to those digital files. Beyond this, however, projects can vary greatly.

When writing the *Manual* and the *Guidelines* I was able to break down the process of implementing digital projects into six categories: Selection and Project Planning; Access; Storage; Cataloging and Metadata; Digitization; and Project Rollout and Evaluation. (Some of my colleagues have pointed out that there are actual eight categories since I combine two topics in the first and last, but I believe that the two topics in each of those categories are related enough to warrant putting them together. And besides, eight just seemed like too much. Nobody wants a set of guidelines with eight categories.) Each of the categories, some of which are quite long, provide a list of issues and/or questions that might need to be considered when planning a digital project. To keep from being overwhelmed by the size of these documents, however, it's helpful to remember that they were written to cover every possible contingency no matter what kind of digital project one was working on, and that not every item need be addressed. For example, for the project that I'm working on right now, *Legal Portraits Online* <http://www.law.harvard.edu/library/special/collections/portraits/index.htm>, only about one third of the items mentioned in the *Guidelines* actually apply to the project. But for another project, a

different one-third might apply. So the way one should approach the guidelines is to go through them and for each item ask, "Is this something that we need to be concerned with for this project?" and if the answer is "no" then simply move on to the next item.

In the end, I believe that the value of the *Guidelines* will be two-fold: to give project managers a general sense of what they might need to do when planning a digital project; and to offer helpful reminders for all those little things that sometimes get forgotten, but can hold up or drastically affect a project if they are not addressed. And for anyone who wishes to use the *Guidelines* for their project, I would offer the sage advice that comes with every set of instructions, whether putting together a bicycle or attaching a new VCR: read through the entire *Guidelines* first, then, go back to the beginning and start. It's best to know where you're going before you head out. 



Introduction to Legal Research Course

The LLNE Introduction to Legal Research Course will be held on Tuesday evenings from September 23, 2003 to November 4, 2003. Classes will be held at the Boston College Law School, 885 Centre Street, Newton Centre, MA.

Course fee: \$125.00
Registration deadline, September 19, 2003

To reserve your place, or to receive more information, contact Chris Swan at (603) 271-3777.

For more details, see <http://www.aallnet.org/chapter/llne/ilr/index.htm> 

AALL/Aspen Publishers Grants Program Seeks Applications

The Research Committee of the American Association of Law Libraries is accepting applications through Oct. 27 for research grants from the AALL/Aspen Publishers Grants Program, totaling up to \$5,000.

The committee will award one or more grants to library professionals to conduct research that affects librarianship. The grants program funds small or large research projects that create, disseminate, or use legal and law-related information. Projects may range from the historical (indexes, legislative histories, bibliographies, biographies, directories) to the theoretical (trends in cataloging, publishing or new service models in libraries) to the practical (implementation models for collection, personnel or infrastructure management).

The Association's Research Agenda offers suggestions for research projects that cover the profession of law librarianship, law library patrons, law library services, legal research and bibliography, legal information resources, and law library facilities. However, projects are not limited to those described in the agenda; the committee will consider all applications and research projects. AALL's Research Agenda may be reviewed at <http://www.aallnet.org/committee/research/agenda.asp>

The AALL/Aspen Publishers Grant Program was established in 1996 with a generous contribution of \$50,000 from Aspen Publishers, a New York-based legal publisher. Aspen Publishers considers its contribution as an investment in research that will provide a prospective look at the role of librarians, researchers and legal information providers and will yield results to which publishers can respond. Aspen's goal is to sponsor research that will have a practical impact on the law library profession and inspire products and changes in the marketplace.

To apply for the grants, all applicants must provide resumes and statements of their qualifications for carrying out their projects. The applications must demonstrate experience with research projects and an understanding of the dissemination and use of legal and law-related information. Priority will be given to practicing law librarians and AALL members, working individually or in partnership with other information professionals. The grant application and guidelines are available at http://www.aallnet.org/about/aspen_grant_application.asp

The submission deadline for applications is Oct. 27, 2003. Grants will be awarded and announced in December. Allocation of the grants will be at the sole discretion of the AALL Research Committee. For more information, contact Ellen McGrath, Chair of the AALL Research Committee, at emcgrath@buffalo.edu

The members of the AALL Research Committee are:
Ellen McGrath, Chair, University at Buffalo
Scott Childs, University of North Carolina at Chapel Hill
Edwin Greenlee, University of Pennsylvania
Michael Jeffrey Slinger, Cleveland State University
Trina Tinglum, University of St. Thomas
Susan Tulis, Southern Illinois University 

LLNE Scholarship Committee

For many years Susan Sullivan (Boston College Law Library), Karen Moss (U.S. Court of Appeals 1st Circuit Library), and Martha Sullivan (Connecticut Judicial Department Law Library) have volunteered their time to run the LLNE Scholarships Committee. Each year they have promoted the availability of scholarships for LLNE Meetings and for the AALL Annual Meeting, reviewed applications, and selected recipients, but the time has come for each of them to move on to other responsibilities. All LLNE members should join in thanking them for their dedicated service in helping members meet the cost of attending meetings.

The new members of the LLNE Scholarship Committee are Margaret Cianfarini, Chair (Harvard Law School Library), Mary Ann Neary (Boston College Law Library), and Diane Frake (Julien and Virginia Cornell Library, Vermont Law School). Since Susan Sullivan is currently LLNE President, she will be right at hand to guide us as we learn our new jobs.

Our first task is to encourage applications for the fall meeting that will be hosted by Vermont Law School on Friday, October 24. The topic is Leading Through Change for Information Professionals. We will offer at least one scholarship covering registration and some of the hotel cost if the recipient is traveling a distance to the meeting. Many libraries are suffering from budget cuts this year. If professional development money is limited at your institution, please think of applying. Application forms are on the LLNE website.

Margaret Cianfarini

Editor's Note: By the time this issue went to press, the deadline for scholarship applications for the Fall Meeting had passed. Please visit the LLNE Scholarship Committee web page (<http://www.aallnet.org/chapter/llne/committees/scholarships.htm>) and watch the LLNE discussion list for information about applications to the LLNE Spring Meeting and the AALL Annual Meeting in Boston. 

Member News

Massachusetts

Mary Ann Neary is now **Legal Information Librarian and Lecturer in Law** at **Boston College Law Library**. She was formerly Legislative Coordinator and Counsel, Massachusetts Office of the Senate Clerk.

Sarah Hooke Lee has joined the **Northeastern University School of Law Library** as the **Associate Dean and Director of Information and Research Services and Assistant Professor of Law**. She was most recently Director of the Law Library and Associate Professor of Law at the Florida International University College of Law.

Susan Vaughn is the new **Reference Librarian** at the **Suffolk University Law School Moakley Law Library**. She has most recently been Reference Assistant at the Harvard Law School Library.

Sharon Persons is now the **Faculty Research/Legal Instruction Librarian** at **Northeastern University School of Law Library**.

Kim Dulin is now the **Associate Librarian for Research Services** at the **Harvard Law School Library**. She was formerly Associate Director of Information Services at the Northeastern University School of Law Library.

Michelle Pearse is now **Bibliographer for Anglo-American Law** at the **Harvard Law School Library**. She was previously Faculty Research/Legal Instruction Librarian at the Northeastern University School of Law Library.

Karen Storin is the new **Head of Anglo-American Reference Services** at the **Harvard Law School Library**. She worked for ten years at the Georgetown Law Center as Faculty Services Librarian, earning her law degree during her tenure. She was most recently employed at Ropes and Gray as a labor lawyer. ☞

Simmons Alumni/ae Reception in Seattle

On Sunday, July 13th, approximately 20 Simmons alums gathered for fine food and conversation at the AALL Annual Meeting in Seattle. Pictures of the event are available on the LLNE website at <http://www.aallnet.org/chapter/llne/2003gallery4.htm>.

Raquel Ortiz and Stephanie Burke, both of Boston University Law Library, plan to organize another alumni reception at next year's meeting in Boston. They hope to see many of you Simmons alums there! As the meeting draws near, keep your eye on the LLNE discussion list and next year's program schedule for details. ☞



The Fall LLNE Meeting, 2003

Fall in Vermont!

Save the date....Friday, October 24th!

Vermont Law School is hosting the Fall LLNE Meeting, at the Woodstock Inn in beautiful historic Woodstock, Vermont. The program, "Leading Through Change for Information Professionals," will be sponsored and presented by Thomson University. Watch your email for registration and meeting information sent via the LLNE listserv. The registration form and other materials about the Fall LLNE Meeting are available at http://www.vermontlaw.edu/library/index.cfm?doc_id=794 ☞

Grants To Recruit And Educate Librarians

The Institute of Museum and Library Services (IMLS) is accepting applications for grants to recruit and educate librarians.

IMLS is a federal grant-making agency that promotes leadership, innovation, and a lifetime of learning by supporting the nation's museums and libraries. Created by the Museum and Library Services Act of 1996, P.L. 104-208, IMLS administers the Library Services and Technology Act and the Museum Services Act. The Institute receives policy advice from two Presidentially appointed, Senate confirmed entities: the National Commission for Libraries and Information Science and the National Museum Services Board.

Who is eligible for these grants: public and private nonprofit libraries and institutions of higher education.

Deadline for grant applications: January 15.

Total amount to be awarded and number of awards: up to \$9.9-million for an unspecified number of awards.

Amount of individual awards: \$50,000 to \$500,000 for up to three years.

View the full text of the announcement on the Institute's web site at <http://www.imls.gov/whatsnew/current/071503-3.htm> ☞

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