

LLNE News

*Newsletter of the Law Librarians of New England
Volume 23, Number 4, 2003/2004*

LLNE Fall Meeting October 24, 2003 Woodstock, Vermont

For pictures from the meeting, go to
<http://www.aallnet.org/chapter/llne/pictures/Fall03/index.htm>

Change Management Overview

*by Kelly Browne, University of Connecticut School
of Law Library*

Things are never going to go back to normal. We're just going to have to get used to it. And what's more: as librarians and leaders, we're going to have to learn to help our staff and patrons get used to constant change, too. That's what Jill Teersteg of Thomson University told us at the Fall 2003 LLNE Meeting and Workshop October 24 at the Woodstock Inn & Resort in Vermont. The workshop, "Leading Through Change for Information Professionals," was a reprise of the very popular program at the 2001 AALL Annual Meeting in Minneapolis and was generously sponsored by West. Jill began the program by giving us work to do right away. The participants at each table had to introduce themselves to each other, choose a spokesman and a scribe, list their expectations for the day, and explain what the meaning of a quote on a placard centered on their table meant. Our table's quote was, "When you blame others, you give up your power to change," by Dr. Robert Anthony. We decided that the quote meant several things: that you have to take responsibility for your actions, that declaring yourself to be powerless means that you can never change, that blaming is about the past and we need to focus on the future, and that you can't change other people, just yourself. Some other quotes included: "When you're through changing, you're through," by Bruce Barton; "Only in growth, reform, and change, paradoxically enough, is true security to be found," by Anne Morrow Lindbergh; "Your current safe boundaries were once unknown frontiers," [unknown]; "Nothing endures but change," by Heraclitus; "Progress is impossible without change, and those who cannot change their minds cannot change anything," by George Bernard Shaw; and "If the rate of change outside the organization is greater than the rate of change inside the organization, then we are looking at the beginning of the end," by Jack Welch. Participants' explanations of these quotes were certainly food for thought. (I have to admit one of my favorite expectations of the day was "get out early enough to enjoy Vermont.")

After discussing the quotes and expectations we turned to the topic of "Communicating Change." All too often the Agent of Change makes others feel that everything they've been doing before is all wrong. What we should be doing instead is acknowledging the contributions everyone has made in the past. You can't just say, "Just do it!" You have to realize that people have to go through a psychological reorientation before change can work. Change is external, transition is internal. Your job is to help people through that transition phase. It is important to inform people about the change and the benefits they will receive from it. Effective ways to do this are to keep the message simple, remain consistent, state the change's goal and provide examples, explain the reasons behind the change, tell the truth no matter how unpleasant, state your feelings about the change, and listen effectively. Daryl Conner defined change as "a significant disruption to our expectations that produces a crisis." But crisis doesn't always have to be a bad thing, and it is our task to communicate that to others. Did you know that the Chinese character for crisis is actually made up of two characters: one signifying danger, and the other opportunity?

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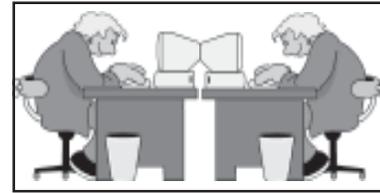
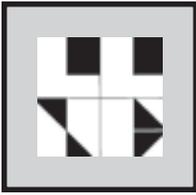
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CO-EDITORS' NOTE

Welcome to the final issue of *LLNE News* for the year. Our thanks to all who contributed items. We greatly appreciate your support!

We hope you had the opportunity to make the Fall Meeting hosted by Vermont Law School at the Woodstock Inn in Woodstock, Vermont. If you were not able to make it, please check out this issue for reports and pictures.

As the AALL Annual Meeting in Boston approaches, make sure that you read *LLNE News* for recent developments and information about ways in which you can get involved!

If you are interested in contributing an article or announcement for the next issue, please contact Michelle Pearse (mpearse@law.harvard.edu) or John Pedini (jpedini@sociallaw.com).

Hope you had a safe and happy holiday season!

Michelle Pearse and John Pedini,
Co-Editors



PRESIDENT'S MESSAGE

Greetings! Although Winter has not yet officially arrived - at least not as of the writing of this message - I know many of us have already dug ourselves out of several major snow storms. It looks to be a year when the cold temperatures and inclement weather descend on us early and probably will not depart until well into April. Not too long ago, however, we were enjoying the warmer days of Fall and those of us who attended the LLNE Fall Meeting in Woodstock, Vermont were treated to an excellent program, "Leading through Change", hosted by Vermont Law School. I want to take this opportunity to thank Diane Frake and the staff of the Vermont Law School for planning the meeting. They provided a wonderful environment for attendees to think about and discuss how to communicate, facilitate and manage change in our libraries, our profession and maybe even our personal lives. I would also like to thank Jill Teersteg of Thompson University for developing the workshop and guiding a lively group of librarians in the discussions and interactive exercises throughout the day.

The Executive Board and Committee Chairs met at the Fall meeting to discuss a number of items. Now that the membership approved the changes to the LLNE Constitution and Bylaws, the LLNE Procedures Manual needs to be reviewed and changes made to bring it into conformity with our other governing documents. Vice President Raquel Ortiz and I will be reviewing the manual and presenting proposed changes to the Board at the Spring Meeting. The LLNE Service Committee continues to identify community projects that need member participation. Stephanie Burke, Chair of the Service Committee, has done a terrific job of making these service opportunities known through the listserv. A task force of the Communications Committee which includes Sue Drisko and Stephanie Burke has organized visits to area library schools in order to promote law librarianship as a library career choice. I would like to thank all LLNE committee members who volunteer

As all of you know, Boston is the site of the 2004 AALL Annual Meeting and Conference, "Boston to Mumbai: The World of Legal Information". Darcy Kirk and Cathy Breen are the co-chairs of the Local Arrangements Committee. Many LLNE members are chairs or members of LAC subcommittees. The LAC subcommittees have been working hard planning a spectrum of interesting and fun events for meeting attendees. My sincere hope is that many members of LLNE will be able to attend the AALL meeting given that it is in Boston. The LLNE Scholarship Committee is planning additional funding opportunities to help members defray expenses. In this newsletter or through the LLNE listserv you will hear of opportunities to volunteer at the AALL meeting. Please consider taking the time to help make the Boston meeting a resounding success.

Finally, the Spring LLNE meeting will be held in Freeport Maine, hosted jointly by the Maine State Law and Legislative Reference Library and the University of Maine Law Library. The program, "Looking for the Information Needle in the Haystack", should be of interest to all of us who are challenged with finding information in the overwhelming number of electronic information sources. I hope to see many of you at the meeting.

Susan C. Sullivan
President

EXECUTIVE COMMITTEE

2003 - 2004

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Change Dynamics & Communicating Change

by Christine Hepler, University of Maine School of Law

Calendar of LLNE Meetings

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

The autumn leaves had changed from green to all shades of yellow, orange and red, and the Law Librarians of New England (LLNE) held a day of meetings in Woodstock, Vermont to discuss change and how to provide leadership through a change. Most of the attendees were dealing with a major change within their organization or were going to be dealing with some significant change. Two of the major topics of discussion that day were (1) the several types of change dynamics, i.e. the feelings induced by change, and (2) the importance of good communication in implementing change. This article summarizes the major points discussed at the LLNE seminar regarding Change Dynamics and Communicating Change.

Change Dynamics

In order to implement change effectively, it is important to recognize that there are different dynamics associated with change. Not everyone will react to change in the same manner and not everyone will be as welcoming to changes, especially when they feel comfortable in the old system.

There are seven dynamics or feelings associated with change. One feeling some experience during change is the feeling of awkwardness. Others focus on what they have to give up rather than on what they will gain. Still others feel alone. In addition, many feel overwhelmed. Some people are often concerned with whether there are the resources available to implement the change. Different people are often at different levels of readiness when it comes to accepting change. Finally, people will revert to their old ways if the pressure is off.

It must be recognized that people can handle only so much change and that changes should be implemented accordingly. Constant and effective communication will ease these concerns and allow a smooth transition from the old ways of the organization to its new ways.

Communicating Change

It was once assumed that change was an easy process. Put a committee together, develop a plan for the change, and implement the plan. Voila, change! As those who have tried to implement a change can attest, it is not that simple. Many people resist change for the very reason that there is a lack of communication between the leaders of the change and those who need to implement the change. The leaders of the change may have a vision of what will be accomplished by a particular change; but if this vision is not adequately communicated to the people who will implement the change, there is more likely to be resistance to the change making it an arduous process for all involved.

Most change is external. For example, the company wants to implement a new leadership structure or reorganize a department. Consequently, the employees are placed in a state of transition which is the internal aspect of change. Transition is the psychological reorientation that people have to go through as a result of the change.¹ The transition from the old to the new is the most crucial aspect of change.

Upcoming Newsletter Deadlines

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no. 1 - March 26, 2004

no. 2 - May 14, 2004

no. 3 - August 6, 2004

no. 4 - November 19, 2004

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There are three aspects of this transitional phase: the “losing, ending, letting go” phase, followed by the neutral zone and ending with the “new beginning.” Typically, the higher a person is in the organization, the faster that person goes through this transitional process. As such, it may take the people lower in the organization longer to embrace the changes and complete the transition from the old to the new.² By understanding this process and where everyone is in the process, it will make it easier to implement the change and have everyone accept this change.

To adequately manage through this transitional phrase the leaders of the change must constantly communicate with those implementing the change. The leader must succinctly describe the change and why it should be implemented. The details of the plan have to be carefully planned out and insure that someone is responsible for each detail. The leader must understand who has to let go of what and make sure that steps are taken to help people let go of the past.³ Leaders must help people through the neutral zone by communicating the purpose of the change, what it will look and feel like when the goal is reached, reiterate the plan step by step, and what that person’s part is in executing the plan and reaching the goal. The leader must create temporary solutions to temporary problems and help people launch the new beginning by discussing the attitudes and behaviors needed to accomplish the change and then model those behaviors and reward those who practice those behaviors.⁴

In sum, the best way to manage change is to make it a collaborative effort between the leaders of the organization and those who are implementing the change. The leaders must send a clear, succinct message of why the change is needed and what is needed from those who are implementing the change. Furthermore, those who are implementing the change must communicate to the leaders what parts of the plan are working and what parts of the plan are not working. This will allow the leaders to make adjustments to their plans so that there can be a smooth transition from the old ways of the organization to its new ways.

Footnotes

1 From page 4 of the Conference reading [Leading Transition: A New Model for Change](#). William Bridges & Susan Mitchell. Published in *Leader to Leader*, No. 16, Spring 2000.

2 From page 6 of the Conference reading [Leading Transition: A New Model for Change](#). William Bridges & Susan Mitchell. Published in *Leader to Leader*, No. 16, Spring 2000.

3 From pages 7-8 of the Conference reading [Leading Transition: A New Model for Change](#). William Bridges & Susan Mitchell. Published in *Leader to Leader*, No. 16, Spring 2000. 

Developing Resilience

by Rebecca Engsborg, Quinnipiac University School of Law Library

“Developing Resilience” was the title of the last session of the LLNE Fall Meeting held at Woodstock Inn in Woodstock, Vermont at the end of October. Thomson Publishing Group sponsored and Vermont Law School hosted the meeting. The theme of the entire meeting was “Leading Through Change,” presented by Thomson University.

In the “Developing Resilience” session, participants explored ways in which they could support the development of resilience in their colleagues as well as themselves. In a workshop context, participants interacted in small groups. First, participants identified and discussed five characteristics effective in maintaining resilience: being **flexible**, **organized**, **positive**, **focused**, and **proactive**.

Being **flexible** means being open to different options and demonstrating a special pliability when faced with uncertainty. **Organized** people develop structured approaches to managing ambiguity. **Positive** people develop the ability to view life as challenging, dynamic, and filled with opportunities. **Focused** people determine where they are headed and stick to that goal so that barriers along the way do not become insurmountable. **Proactive** people work with change rather than defend against it.

Self-talk plays a large role in developing a positive outlook. Participants learned several tips for changing self-talk from negative to positive. For example:

Instead of saying:	Say this instead
There’s nothing I can do.	What are my alternatives?
That’s just the way I am.	I can always try another approach.
He/she makes me so mad.	I control my own feelings.
I can’t.	I choose.
I must.	I prefer.
If only.	I will.

Becoming more focused and more proactive means becoming more self-aware regarding where we focus our time and energy. To get a mental picture, imagine a circle about the size of a water ring (the kind of mark a sweaty glass can leave on wood furniture). That is your Circle of Concern, representing a wide range of concerns with which we have mental or emotional involvement. Some things that we are concerned about we no real control over.

Now imagine a smaller circle inside our Circle of Concern. That smaller circle represents the things we can indeed do something about, called our Circle of Influence. Proactive people focus their efforts in, and try to enlarge, the Circle of Influence.

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Leading Through Change for Information Professionals

by Kristy Moon, Boston University School of Law

Module 4: Understanding Colleagues and Employees;
Module 5: Strategies for Managing Change Transitions

The afternoon session, which was to focus on the practical aspects of dealing with change, was cut short because the morning session was extended into the afternoon. Hence, the following information is taken from the training packet.

In “Understanding Colleagues and Employees,” the author describes four stages that a staff may experience during the Endings Phase (as covered in an earlier part of the article). The four stages are *Disengagement*, *Disidentification*, *Disorientation*, and *Disenchantment*, referred to as the Four D’s.

In the *Disengagement* stage, the staff reacts to change by “quitting and staying.” Typical behaviors of employees in this stage are avoiding responsibility and involvement, being mentally checked out or emotionally disconnected from the process, and being unavailable, quiet, or removed.

In the *Disidentification* stage, the staff reacts with the feeling, “I used to be somebody.” Typical behaviors include complaining about the present, focusing on the past, associating with previous work groups, and resisting new superiors, procedures, or tasks.

In the *Disorientation* stage, the staff reacts with the question, “Where do I fit in?” Typical behaviors include being confused or worried about one’s role and priorities, making poor decisions, having more questions than answers, needing assurances and help, and becoming very detail-oriented.

In the *Disenchantment* stage, the staff reacts with the attitude, “Ain’t it awful?” Typical behaviors in this stage include expressions of negativity, feelings of victimization and self-pity, anger, frustration, worry, and trying to get others on one’s side.

Being aware of the Four D’s helps us to anticipate and to prepare for our reactions during the Endings Phase and to facilitate the successful transition from the Endings Phase to the Neutral Zone and the New Beginnings Phase.

In “Strategies for Managing Change Transitions,” strategies were presented for leaders to employ in managing employees through the three change phases (Endings Phase, Neutral Zone, New Beginnings Phase) as well as the overall transition process.

In the Endings Phase, leaders are encouraged to provide information about the change that is taking place, to expect overreaction to the change, and to acknowledge and compensate for losses. Leaders should define what is to end and what is (Depression) during the change process.

for losses. Leaders should define what is to end and what is not, to show a connection between what is to end and what is to come, to mark each ending symbolically, to treat the past with respect, and to allow employees to take a piece of the old way with them. Leaders should also understand that the transition process is unique to each individual and expect employees to experience the seven stages of grieving (Denial, Anger, Bargaining, Anxiety, Sadness, Disorientation, and Depression) during the change process.

In the Neutral Zone, leaders can ensure that employees are not isolated by keeping them connected through project teams, newsletters, emails, and meetings. Other strategies include keeping the channels of communication open through sharing with employees as much information as allowed, closely listening to employees’ concerns and fears, and encouraging innovation through soliciting suggestions and rewarding experimentation. In this phase, leaders should focus on the Four P’s: clarifying and communicating the *Purpose* behind the outcome sought, painting a *Picture* of how the outcome will look and feel, creating a step-by-step *Plan* for accomplishing the outcome, and providing a *Part* to play for each employee in both the plan and the outcome.

In the New Beginnings Phase, leaders should work to rebuild trust from employees since this is often the stage when new people are brought into the change process. Rebuilding of trust requires sharing oneself honestly, listening and understanding others, and doing what one said one will do. It is also important to acknowledge when one makes a mistake and to ask for feedback. Trust is mutual in that one must extend trust in order to earn it. Other strategies in this phase include ensuring that one’s messages are consistently reinforced, giving employees opportunities to be successful, and celebrating each progress in a fun and special way.

For managing the overall transition process, some suggestions for leaders are: being able to describe in one minute or less the change and why it must happen; ensuring that the details are planned, responsibilities are assigned for each detail, timelines are established, and a communications plan is in place to explain the change; and having an understanding of who will have to let go of what and what is ending (or not ending) for employees.

By utilizing these techniques, leaders can help their staff to transition successfully in times of change. ■■

LLNE Business Meeting Minutes

OCTOBER 24, 2003

PRESIDENT'S REPORT

President Susan Sullivan thanked those who contributed to making the meeting a success. She especially thanked Thompson/West and Jillellen Tersteeg and Mark Schwartz; Diane Frake and the staff of Vermont Law School Library and the William S. Hein Co.

Susan thanked Mike Hughes for his service as President in 2002/03 and introduced new officers and committee chairs: Juliana Hayden, Treasurer; Sue Drisko, Education Director; Ed Hart, Government Relations Committee; Margaret Cianfarini, Scholarship Committee and Diane D'Angelo, Public Relations Committee.

In the coming months the Executive Board will be updating the Procedures Manual and will continue discussions on how best to announce upcoming meetings. Committees will be working to expand membership with outreach programs, offering the Legal Reference class and working with the AALL 2004 Local Arrangements Committee. As many as 200 volunteers may be needed for the conference and anyone interested should contact Judy Gire, jgire@piercelaw.edu, at Franklin Pierce Law Library.

REPORTS

TREASURER - Juliana Hayden noted that the dues notices for 2003/04 were mailed the week of Oct. 20th.

COMMUNICATIONS - Raquel Ortiz reported that the library outreach group will be contacting students at Simmons, Simmons - West, URI and SCSU. A new brochure is available and was distributed at AALL/Seattle.

GOVERNMENT RELATIONS - Ed Hart is the new chair and reported on information recently received from Mary Alice Baish relating to a proposal in Ohio to no longer provide government information free of charge. Members should be watchful for similar proposals in their states.

SCHOLARSHIPS - Recipients of scholarships for the fall meeting are Kelly Browne, UConn, and Rebecca Engsborg, Quinnipiac. Margaret Cianfarini noted that since AALL 2004 was local, there may be some changes in the number and amount of awards.

SERVICE - Sue Drisko reported for Stephanie Burke that upcoming projects will include the Prison Book Program, the Perkins School for the Blind, holiday gift drives and work with the Social Responsibility SIS for AALL 2004.

EDUCATION - The spring meeting, "Finding the Information Needle in the Haystack," will be held in Freeport, Maine, April 30, 2004 sponsored by the Maine State Library and the University of Maine Law School Library. 

Spring Meeting in Maine

Please join us in Freeport, Maine on Friday, April 30 for a program focused on Finding the Information Needle in the Haystack. Featured speakers include Ran Hock of Online Solutions on improving your search effectiveness with the right strategy and the right tools; Karen Calhoun, Associate University Librarian at Cornell University on lists, catalogs, and portals as tools for electronic resource access; and Jim Henderson, Maine State Archivist on preservation of electronic information. The meeting will be held at the Stone House Conference Center, a former estate property located on the water just a short drive outside Freeport. Your hosts are the University of Maine School of Law Library and the Maine State Law and Legislative Reference Library. For more information, please consult the meeting web page at <http://www.state.me.us/legis/lawlib/llne.htm>. We look forward to seeing you! 

Scholarship Committee

The Scholarship Committee is pleased to report that we awarded three scholarships of \$150 each for the Fall LLNE Meeting held at the Woodstock Inn on Oct. 24. The recipients were Kelley Brown of the University of Connecticut School of Law Library, Rebecca Engsborg of the Quinnipiac University School of Law Library, and Christine Hepler of the University of Maine School of Law Library. All three recipients have contributed articles about the meeting that you can find elsewhere in this issue.

Scholarships will be available for the Spring LLNE Meeting which will be held on April 30. The program for the meeting is "Finding the Information Needle in a Haystack," sponsored by the Maine State Law & Legislative Reference Library and the University of Maine School of Law Library. It will be held at The Stone House in Freeport, Maine. The deadline for scholarship applications will be March 26, 2004.

Since the AALL in 2004 is local to many members of LLNE, the Committee and the Executive Board have been discussing offering some different types of scholarships for this meeting. More information will follow as the summer gets closer.

Margaret Cianfarini, Chair 

LLNE Goes Back to School...

On November 8th, the Law Librarians of New England (LLNE) worked with the President of the SLA Student Group at Simmons Graduate School of Library and Information Science to present a career panel for LIS students who wanted to learn more about law librarianship. Eight LLNE members representing firm, court and academic libraries spoke to the students, providing information about the profession and fielding a variety of students' questions. LLNE Members attending included Margaret Cianfarini, Sue Drisko, Sarah Hooke Lee, Carolyn Michaud, Raquel Ortiz, Michelle Pearse, Andrea Rasmussen and Laura Scott. Thanks to all of our participants and to Stephanie Burke and Sue Drisko for organizing the event. 

Volunteering with LLNE's Service Committee

Looking to get involved and volunteer some time to help your local community? Did you make a new year's resolution related to helping others? Want to share your librarian talents? Take a look at Volunteer Opportunities in New England (<http://www.aallnet.org/chapter/llne/resources/volunteerlinks.htm>) to get your new year started on the right foot!

Pie in the Sky

By Andrea Rasmussen, LLNE Service Committee

The scent of a hot apple pie. Or the spicy flavor and creamy texture of a pumpkin pie. No two families celebrate the holidays in exactly the same way, but almost everyone enjoys a slice (or two) of pie with a traditional holiday dinner.

Now imagine 13,000 pies - apple, pumpkin, pecan, and sweet potato. That's how many pies Community Servings has sold this year in its annual Pie in the Sky fundraising drive, which helps fund nutritious meals for the agency's 700 clients every week. Clients are people with HIV as well as their dependent children. The agency serves families living in Boston, Cambridge, Somerville, and Lynn.

I spent a recent Saturday morning at the Greater Boston Food Bank helping to prepare for this gigantic bake sale. Thirteen thousand boxes and pie tins needed to be prepared for delivery to the 150 restaurants that bake and donate the pies. I was assigned to apple - by far the most popular flavor - and I spent the morning labeling away, chatting with my fellow volunteers, and enjoying a donated breakfast. Other volunteers counted out pie tins, counted the boxes, and sorted both into the correct numbers for delivery to deluxe dinner destinations like Biba, Chez Henri, and Ambrosia. Any labelers who had the time and the vehicle could finish their volunteer gig by choosing a convenient delivery route. My own consisted of the Cambridge School of Culinary Arts (30 of each) the Blue Ribbon Barbecue in Arlington (60 sweet potato). Yippee, an excuse to eat barbecue!

Because Pie in the Sky is an entirely volunteer effort, 92 cents on every dollar paid for the pies goes directly to the meals for the clients. It's a fun few hours and it's great to know that your efforts are making the meals happen. ☞

LLNE Member News

Sue Drisko of Northeastern University School of Law Library has been promoted to Head of Reader Services. She was formerly Reference/Electronic Services Librarian.

Government Relations Committee Need to Keep State Legislation Under Surveillance

by Edward T. Hart, Chair, Government Relations Committee

Last April, I received a call from Mary Alice Baish of the AALL's Washington, DC office regarding some pending legislation in the Massachusetts General Court. She wanted someone local to follow up on its status and the needed to prepare a response to the proposed legislation. The legislation was two bills filed in both the House (No. 1768) and the Senate (No. 1674). They call upon the state government "to protect the growth of private enterprise by further regulating the electronic services provided by governmental agencies." This was to be done by prohibiting "state government entities from providing electronic commerce services to the public in direct competition with the private sector." Gratefully, it appears both bills died in committee where no one came forward to speak on their behalf during a public hearing April 14, 2003. Both bills were filed at the request of a James Ruda.

Similar legislation was filed in Ohio and a wave of protest was fielded by the library community. There was some discussion on the law-lib listserv and news articles appeared in Ohio newspapers. While legislative and court materials were to be exempt, other state agencies would no longer be allowed to publish information for which there were at least two private sector publishers. One example given in Ohio was that the state parks department would no longer be allowed to publish guides to state parks since there were private publishers also publishing the same information. There was no such attention paid to the Massachusetts legislation, and it would have probably slipped under all of our radar if it not been for Baish's call.

While AALL and the American Library Association keep surveillance over Federal legislation and executive actions, all librarians need to keep tabs on their local and state governments regarding access to government information. The members of the Government Relations Committee cannot do it alone and need all the members of LLNE to share news of any legislation or moves to restrict access to government information with the committee and the greater law librarian community.

If you have any comments or suggestions about this issue or any other that you feel the Government Relations Committee should address, please feel free to share them with me (617-422-7293 or ehart@nesl.edu).



NELLCO NEWS

by Tracy Thompson, Executive Director of NELLCO

Library LAWLINE Recognized

NELLCO's virtual reference service, Library LAWLINE, received the Virtual Reference Desk Exemplary Service Award for 2003. The following is an excerpt from the e-mail I received from VRD notifying me of the honor.

Just to put this into context - we received a record number of nominations this year, and Library Lawline is one of two services selected this year. All of us on the review board were very impressed by the consistently high level of service demonstrated by Library Lawline, so this reward is richly deserved. Kudos to you and your staff!

Congratulations to all of the LAWLINE staffers who have worked so hard to make this a quality service!

Strategic Planning

As we usher in a new year NELLCO is busy planning for the future. Our strategic planning process began in the late spring of 2003. The planning committee includes Filippa Anzalone (BC), Claire Germain (Cornell), Darcy Kirk (U Conn), Terry Martin (Harvard), Kent McKeever (Columbia), Betsy McKenzie (Suffolk) and Marnie Warner (MA Trial Courts). The committee has met 4 times throughout the year and, as part of the information gathering and consensus building process, we held an additional 4 meetings open to all members; one at Columbia, one at the University of Connecticut, one at Boston College and one at Suffolk. Members were also asked to complete a survey to assist the committee in evaluating NELLCO. The committee will meet again in mid-December to synthesize and analyze the results of those meetings and to begin developing a draft plan. The final 3-year plan will be presented for a vote at the spring NELLCO directors meeting planned for April 28-29 in Freeport, ME.

New Web Site

The new NELLCO web site will be ready for launch soon. The new site will still be at <http://www.nellco.org>, but with a new look and feel. Once the new site is in place please contact me if you are unable to locate any content, experience any problems using the site, or if you have questions, concerns or suggestions. The new site will continue to develop over the coming months and will be much more dynamic than the existing site. In December I will be asking all NELLCO library staff members to complete individual profiles on the new NELLCO web site. The new site will employ individual passwords, rather than the generic password system that we have had to date. The new site is organized around the existing NELLCO liaison group structure. When you complete your profile you will be asked to self-select the liaison groups to which you wish to belong. Once you fill out the profile, the system will generate an e-mail to your library director for review and approval. After your director responds you will be able to access the secure side of the server using your new password. When a NELLCO library welcomes a new staff member please remember to have that person complete a profile at the NELLCO web site. 

Upcoming NELLCO Workshop

On Friday, March 19 the Yale Law School will host **From Selection to Access: Managing to Maximize Your ILS and Streamline Workflows**. The seminar will be held in room 120 from 9:30 a.m - 3:00 p.m. The registration fee is \$50.00 for for NELLCO members and \$75.00 for non-NELLCO members. Snacks and lunch will be included. To register, go to <http://www.nellco.org> and click the link! 

Charleston Conference: 23rd Annual Conference: Issues in Book and Serial Acquisitions

Edward T. Hart, *New England School of Law*

This year's Charleston Conference had the theme "Games People Play," which seems appropriate since it sounded like many libraries are playing a game of roulette in selecting monographs to purchase and serial titles to continue. The two clear messages made in nearly every presentation at the conference was that books are far from dead but that the days of print serials are numbered. The only real debate was over how to manage electronic serials.

For books, the wave of e-books and portable electronic readers are not living up to the desires of most readers. Physical books are still more durable and easier to access. Publishers claim every year that more books are being printed than previous years and the number of new titles increasing. Some publishers are beginning to market databases of their monographs, but this electronic access is seen as a reference tool and ways to give new life to out-of-print titles which lack the market for new printings.

Serials, on the other hand, are in a race to go electronic. Major university libraries, such as those at the University of Tennessee and Rutgers University, are canceling their print subscriptions in favor of electronic ones. They cite as support for their shift the ability to access more titles for the same cost as print and the escalation of the usage of electronic serials, especially where remote access for users is possible. The debate now is how to manage these electronic serials. How do librarians track the full inventory of information resources to which their communities have access? Where do library catalogs and the internet fit in the equation and what role do catalogers, serials librarians, agents, and publishers play?

The Charleston Conference is an annual meeting of library acquisitions, serials, and collection development librarians; subscription agents; and publishers and scholarly societies. Librarians hear the points of views of the industry producing and delivering information resources and learn about trends and directions that are being taken by the industry. The industry gets a chance to hear the issues, complaints, wants, and needs of end users and the information professionals who guide these users.

While most of the presentations and following discussions were not directly related to law libraries, the conference is an excellent chance to see what is going on in the acquisitions and serials departments in the wider spheres of general libraries. ☐

Innovative Users Group Comes to Boston!

In addition to hosting the AALL Annual Meeting, Boston will also be welcoming the 2004 Innovative Users Group, April 2nd-April 5th. For more information, see <http://www.innopacusers.org/iug2004/index.html> ☐

LIBRARIES IN CUBA April 17-24, 2004

How does a country with a long literary history and scarce resources organize its libraries for its universities and general population? The first research trip to Cuba in a new series, The Libraries of Cuba, will be led by a librarian from the Boston area and allow those in the library and information sciences to see first hand the libraries and archives of Cuba, and meet with its librarians. Includes visits to:

The National Library

Municipal and university libraries in three cities

Document conservation projects, including the Hemingway papers

Excursions to Matanzas, Cienfuegos, and around Havana

Guided information sessions providing historical context.

For more information, registration, and documentation go to: www.commongroundtravel.com and click on Libraries in Cuba. ☐

continued from page 6

Participants also learned about using the MAP (Managing, Accountability, and Performance) model to develop resilience in colleagues and employees. The MAP model was developed in-house at Thomson. While the LLNE newsletter is not able to reproduce here the graphically complex model, three key areas include Set Expectations, Perform, and Review. These contribute to Results. Two-way communication is a key component of the model, with coaching and feedback potentially influencing every part of the model.

Information professionals in general, and LLNE members in particular, have experienced firsthand dramatic changes in our work world. We do things much differently than we did a decade ago. Change, even in the last few years, in our professional situations has become ubiquitous.

Developing resilience is an important part of effectively and successfully dealing with change, which may include shrinking budgets and advancing technology. And as resilient information professionals, being more flexible, organized, positive, focused and proactive can serve us well. ☐

What Are You Reading?

edited by Diane Murley, Southern Illinois University Law Library

At the Chancery Bar * Or Legal Life on the Other Side of the Pond

Sarah Caudwell, a barrister in England, has a quartet of delightful murder mysteries: *Thus Was Adonis Murdered*; *The Shortest Way to Hades*; *The Sirens Sang of Murder*; *The Sybil in Her Grave*. It's Rumpole of the Bailey, but at the Chancery bar. Daily life for these barristers at New Square chambers in London is a far cry from the American law firm grind as depicted by John Grisham. Billable hours do not rule their lives. The sordid business of fee negotiation is left to the rather fierce "clerk" of chambers, who is motivated by the fact that his compensation is ten per cent of whatever the members of chambers bring in. Members of these particular chambers spend an enormous amount of time having elevenses, going out for liquid lunches, indulging in tea at 4:00 p.m. Of course, they do stay on into the evening and usually meet at 8 p.m. or later for dinner and drinks at a wine bar or restaurant. Thus they have time for the odd murder mystery, despite the fact that they are at the chancery bar. And despite the fact that excursions into murder mysteries enrage Henry the clerk.

They are assisted most ably in the solution of murder mysteries by Hilary Tamar, an Oxford law don, who is a chum of theirs and who employs the "scholarly method". The characters are all endearingly eccentric, especially Julia, a tax expert who forgets to pay her own Inland Revenue.

*Hilary T. Frye, Connecticut State Library

***Feeling Sorry for Celia* by Jaclyn Moriarty**

This story about an Australian teenager begins with a letter she writes to a pen-pal as part of an assignment her English teacher hopes will rekindle "The Joy of the Envelope." The entire book consists of letters, postcards, notes, and diary entries to and from Elizabeth, whose best friend Celia has run away again and may need rescuing – again. Elizabeth's diary entries take the form of communications from The Cold Hard Truth Association, The Association of Teenagers, The Best Friends Club, and other imaginary organizations, alternately praising and criticizing Elizabeth, depending on her mood. In the course of the book, Elizabeth learns much about her relationships with Celia, a boy on whom she has a crush, the pen-pal who will become a good friend, and her divorced parents.

New Column Editor

Sadly, Diane Murley will no longer be editing this column as she has moved on to a position at Southern Illinois University Law Library. She will be sorely missed.

Hilary Frye of the Connecticut Library has graciously agreed to assume editorship of the column. Please send all review items to her at HFrye@cslib.org.

***I Don't Know How She Does It* by Allison Pearson**

For any working mother, especially a professional woman, this book will really resonate. The author perfectly captures the internal conflicts of someone trying to balance the demands of a high-profile career with the desire to raise well-adjusted children, and still make time for herself, her partner and her friends. The book begins with Kate, the central character, "distressing" a store bought pie in an effort to escape the harsh scrutiny of the moms who stay home and actually bake. In Kate's dreams these women morph into the unrelenting and endlessly judgmental "court of motherhood," constantly decrying Kate's parenting skills as lacking in the extreme. By the end of the story Kate learns what is really important and finds her way back to herself. While a bit formulaic with its happily-ever-after ending, the book provides lots of laugh-out-loud levity offset by many been-there done-that moments.

*Tracy L. Thompson, New England Law Library Consortium (NELLCO)

***Lies and the Lying Liars That Tell Them* by Al Franken**

Besides being very funny, the book is a great look at propaganda and its influence over the American public. I really enjoyed how Franken illustrated the way baseless "facts" found their way from the conservative imagination to mainstream media.

*David Kolpin, Goodwin Procter LLP

***Inspector Rebus series* by Ian Rankin**

This popular British series about a police detective based in Edinburgh was highly recommended to me by a British government librarian when I attended the 2002 IFLA meeting in Glasgow. Over the series there is a development of Rebus as a personality with a troubled soul but an unstoppable thirst for truth regardless of career, family, friends, or self. Edinburgh and the surrounding area are described in clear and crisp language that makes readers want to go there and see it for themselves.

*Edward T. Hart, New England School of Law

Make Way for Law Librarians... LLNE Gets Ready for AALL Boston 2004

This year's AALL Annual Meeting is in Boston! Your Local Advisory Committee and LLNE will be looking for your support in helping to make this meeting one of the best ever!



Annual Meeting Local Advisory Committee (2004)

Be sure to keep your eye on the Local Advisory Committee website: <http://www.aallnet.org/events/local04/>.

For more information about the AALL Annual Meeting, visit <http://www.aallnet.org/events/>.

Cathy Breen (Catherine.Breen@usdoj.gov) and Darcy Kirk (dkirk@law.uconn.edu),
Co-Chairs

Subcommittees

Association Luncheon, Karen Moss (karen_moss@ca1.uscourts.gov)

Closing Banquet, Gina Lynch (gina.lynch@bingham.com)

Daily Newspaper, Stephanie Burke (sjburke@bu.edu) and Michelle Pearse (mpearse@law.harvard.edu)

Excursions and Library Tours, Deanna Barmakian (barm@law.harvard.edu) and Mary Rogalski (mrogalski@choate.com)

Exhibits, Joan Shear (joan.shear@bc.edu)

Family Social Hour, Kelly Browne (kbrowne@law.uconn.edu)

Hospitality and Restaurant Guide, Anne Acton (aacton@nesl.edu) and Raquel Ortiz (rmortiz@bu.edu)

Publicity, Marlene Alderman (alderman@bu.edu), Michael Hughes (michael.hughes@quinnipac.edu) and John Pedini (jpedini@socialaw.com)

Registration, Bonny Koneski-White (cfwblw@aol.com)

Volunteers, Judy Gire (jgire@fplc.edu)



Volunteers Needed for 2004 AALL Annual Meeting and Conference

We need you! The 2004 AALL Annual Meeting and Conference will be held in Boston from July 10-14. There are many opportunities for LLNE members to volunteer their time to help make this meeting run smoothly. Volunteers are needed to stuff conference bags and staff the Registration Desk. Volunteers with a flair for news gathering and reporting are needed for the daily newspaper. Volunteers familiar with the Boston area, activities and transportation system are needed to staff the Hospitality Desk and to escort groups for local library tours and dining events. Volunteers who enjoy working with kids are needed to set up games, blow up balloons, and staff game booths for the Family Social Hour on July 10th. Volunteers are also needed to help with final details for the Opening Event, the Association Luncheon and the Closing Banquet. So consider donating some time to make the 2004 Annual Meeting and Conference in Boston a great success. If you are interesting in volunteering, please select activities that interest you most and complete and return this form by May 31, 2004. Alternatively, you may register online at <http://www.bu.edu/lawlibrary/surveys/LLNE/volunteer.htm>. Questions? Contact Judy Gire (see below). **Thanks for your help!**

Are you a member of AALL? YES NO
(Volunteers do not have to be AALL members)

I will help with:

- Registration Desk
- Conference Bag Stuffing (Friday, July 9 only)
- Hospitality Desk (familiarity with Boston area, activities and transportation required)
- Family Social Hour (Saturday, July 10 only)
- Daily Newspaper
- Main Events (Opening Event, Association Luncheon or Closing Banquet)
- Escort for library tours and dining out
- Anywhere I am needed!

Please complete this form and mail, fax, or e-mail it by May 31, 2004 to:

Judy Gire, Volunteer Chair, Franklin Pierce Law Center Library, 2 White Street, Concord, NH 03301 ; Phone: (603) 228-1541 ext. 1129 ; Fax: (603) 228-0388 ; jgire@piercelaw.edu

Name

Firm/Institution

Address

City, State, Zip Code

Daytime Telephone Number

Fax Number

E-mail Address

Hospitality Committee

The Hospitality and Restaurant Guide Subcommittee have already been hard at work putting together resources. Have a favorite spot in the area? Send them your suggestions!

Lisa Arm (arm@bu.edu): For Families and Kids

Margaret Cianfarini (cianfari@law.harvard.edu): Arts & Music

Ed Hart (ehart@nedl.edu): Outdoor Activities, Transportation, Parking

Janet Katz (katz@law.harvard.edu): Shopping Guide

Rodney Koliha (Rodney.Kolina@LibertyMutual.com) : Dine Arounds

Katie Monroe (katherine.munroe@usdoj.gov): Restaurant Guide

Raquel Ortiz (rmortiz@bu.edu): Places of Worship

Joe Pollender (jpollender@palmerdodge.com): Bookstores, Music stores, Books & Movies set in Boston

Anne Acton (aacton@nesl.edu) & Raquel Ortiz (rmortiz@bu.edu), co-chairs

Do You Shop?

Janet Katz invites you to share your favorite local shopping haunts as she writes a guide for law librarians attending AALL in Boston in July 2004. The guide will cover stores in the following categories:

- Boston souvenirs
- Discount shopping
- Clothing: women's, large sizes, children's, men's
- Shoes
- Home furnishings
- Food/flowers
- Sui generis: crafts, antiques
- International/imports
- Stationery
- Specialty
- Museum stores
- Music/musical instruments
- Toiletries/body products
- Toys
- Outlets throughout New England

As you went about your holiday shopping, did you notice any places that you would recommend to visitors from out of town? Send your tips to katz@law.harvard.edu or call 617.496.2126. Many thanks for helping the Hospitality Committee welcome our colleagues to Boston.

Hungry for suggestions...

What is your favorite restaurant or bar in the Boston area and what is your favorite thing about it? Please send any suggestions to Katie Monroe at katherine.monroe@usdoj.gov and I will try to include it in the Restaurant Guide for this summer's convention.

For the Young at Heart...

Are you a Boston area parent of children or teens? Besides the obvious museums and attractions for kids, if you have an undiscovered gem in the Boston area, please pass it on to Lisa Arm at larm@bu.edu . I'll be creating a list of Boston area children's attractions for the convention website. Please include any great day trips in the area for those vacationing around Boston.

EXTRA, EXTRA... "The Hub" selected as winning title for daily newspaper!

It was a close contest, but the Local Advisory Committee selected "The Hub" as the name for the daily newspaper for the Annual Meeting. Thanks to all members who entered. (We received more than 50 suggestions!) Congratulations to Roseanne Shea (Law Library at New Haven Courthouse) and Kim Dulin (Harvard Law School Library) who both suggested the winning title. Each winner will each receive a \$50 gift certificate to Legal Seafoods.

Those interested in volunteering for working on The Hub during the annual meeting should contact Stephanie Burke (sjburke@bu.edu) or Michelle Pearse (mpearse@law.harvard.edu).

Supporting New Professionals: AALL Annual Meeting Grants

The AALL Grants Program provides financial assistance to law librarians or graduate students who hold promise of future involvement in AALL and the law library profession. Funds are provided by vendors, AALL, and AALL individual members. Grants are awarded to cover the Annual Meeting registration fee or the registration fee for workshops presented at the Annual Meeting. Preference is given to applicants who are new to the profession and active in AALL or one of its chapters.

The AALL Grants Program began in 1952 and is one of the oldest and most successful AALL programs. More than 1,000 librarians have received funding to assist them in attending AALL educational activities. Many of those recipients are leaders in the profession today. For additional information, check out the application on the Association's web site. <http://www.aallnet.org/committee/grants/grants.asp>

In 2001, the Minority Leadership Development Award was created to assure that AALL's leadership remains vital, relevant and representative of the Association's diverse membership. The Award provides up to \$1,500 toward the cost of attending the Annual Meeting, an experienced AALL leader to serve as the recipient's mentor, and an opportunity to serve on an AALL committee during the year following the monetary award. For additional information, check out the application on the Association's web site. http://www.aallnet.org/about/award_mlda.asp

Applications for both AALL Grants Programs must be received at the Association's headquarters by April 1, 2004.

Iris Lee
AALL Grants Committee Chair

Travel Grant to Attend AALL'S 2004 Annual Meeting in Boston Now Available

The AALL Social Responsibilities Special Interest Section's Standing Committee on Lesbian & Gay Issues is offering a grant to travel to the 2004 AALL Annual Meeting in Boston. The grant is funded by a special bequest to the Standing Committee from former Ohio State University Law Library Director Alan Holoch, who died in 1991. The Alan Holoch Memorial Travel Grant is to assist individuals with travel expenses for the purpose of attending the Annual Meeting. An applicant must be a member of the Social Responsibilities Special Interest Section at the time of the submission and review of the application. Completed applications must be postmarked, faxed or e-mailed by May 1, 2004. To obtain a copy of the application form, please visit the Standing Committee on Lesbian & Gay Issues' web site, <http://www.aallnet.org.sis/srsis/lgbt/> or contact the Chair of the Standing Committee, Scott Fisher at 732-855-6160 or sfisher@wilentz.com.

AALL OBS/TS Joint Research Grant Funding Available for 2004

The Online Bibliographic Services/Technical Services Joint Research Grant, to provide support for technical services law librarians to perform research that will enhance law librarianship in service to our clients, is available each year. Applicants must be members of AALL, and must show evidence that the research will benefit technical services law librarianship. The goal of the Joint Research Grant Committee is to award grants in a single year ranging in amount of no more than \$1,000.

Additional general information about the grant is available at: <http://www.aallnet.org/sis/obssis/research/researchinfo.htm>.

The agreement form for grant recipients can be viewed at: <http://www.aallnet.org/sis/obssis/research/agreement.htm>.

Grant recipients will be announced at the annual AALL meeting. Award amounts will be mailed to successful grant recipients as soon as final approval is received by the JRGC Chair. For additional information, please contact this year's chair of the committee, Eloise Vondruska, by email at: e-vondruska@law.northwestern.edu.

AALL Commemorates 50th Anniversary of Brown v. Board of Education

On May 17, 1954, The United States Supreme Court changed the course of American history by unanimously agreeing to outlaw racial segregation in national public schools. That decision ignited the civil rights movement and engaged our country in debates about rights and race that continue today. To celebrate this historic decision, the Committee on Diversity has planned a variety of events to take place now until the Symposium at the Association's Annual Meeting in Boston. To start off, the April issue of *AALL Spectrum* will be dedicated to *Brown*; articles will highlight the legacy of *Brown*, the impact of the decision on American education, and recent changes to affirmative action and higher education. For the next few months, be on the look out for celebration updates and announcements on the Committee on Diversity's web page. And consult the June issue of *Spectrum* for highlights of the Symposium and an outline of activities scheduled for the Committee on Diversity's Annual Meeting information table.

Please read the announcement in the upcoming February issue of *AALL Spectrum* for more information about *Brown* anniversary celebrations.

The AALL Mentor Project Wants You

The AALL Mentor Project:

- * Provides an informal, personal source of information for newer members
- * Provides an avenue by which experienced law librarians may meet promising new members of the profession
- * Provides a network for members who are contemplating a move to another type of library

Who should participate?

- * All experienced law librarians willing to share their time and wisdom
- * All enthusiastic newer members
- * AALL members considering a move to another type of library

Comments from the 2003 mentee survey:

- * "It was a wonderful opportunity to meet an interesting and enjoyable person in the profession."
- * "I feel that [my mentor] will be a good resource in the future."
- * "I was delighted to have [my mentor] and think he was just the perfect match."
- * "Overall, spending time with my mentor was one of the highlights of the AALL convention."

LLNE member Stephanie Burke participated as a mentor in 2002 and 2003:

"For the past two years, I have had wonderful mentees who are interested in foreign, comparative and international law librarianship. As many times a newer FCIL librarian is the only subject specialist at his or her workplace, a mentor and professional connections are vital." – Stephanie Burke, Senior Reference and International Law Librarian, Pappas Law Library, Boston University School of Law

How can you join the Mentor Project?

To learn more about the AALL Mentor Project and to become a mentor or mentee, visit our website at: http://www.aallnet.org/committee/mentoring/mentor_project.html.

Mentors and mentees will be matched as closely as possible based on submitted applications.

AALL Research Grants Available

The Research Committee of the American Association of Law Libraries is accepting applications through April 12, 2004 for grants from the AALL Research Fund. The Committee will award one or more grants totaling up to \$5,000 to library professionals who want to conduct research that affects librarianship.

Established with an endowment from LexisNexis in July 2000, the annual grants fund projects that create, disseminate or use legal and law-related information. The AALL 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. To review the AALL Research Agenda, please go to: <http://www.aallnet.org/committee/research/agenda.asp>.

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 complete guidelines are available at: http://www.aallnet.org/about/grant_application.asp. The submission deadline for applications is April 12. Grants will be awarded and announced by July 1. Allocation of the research grants will be at the sole discretion of the AALL Research Committee.

For more information, please 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

TRIALl applications are now being accepted! (close date: March 19, 2004)

As a pre-conference to the AALL Annual Meeting, LexisNexis, in conjunction with AALL, will offer Teaching Research in Academic Law Libraries (TRIALl) Conference on July 8-9 in Boston. TRIALL provides an excellent professional development opportunity for law librarian who want to learn more about instruction in academic settings. There is not registration fee to attend the TRIALL Conference, and more information can be found at <http://www.aallnet.org/press/press040304a.asp>.

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