



NOCALL NEWS

Newsletter of the Northern California Association of Law Libraries

A Chapter of the American Association of Law Libraries

Volume 12 Number 3

November/December 1991

FROM THE PRESIDENT

*Nora Skrukrud
Crosby, Heafey, Roach & May
1999 Harrison Street
Oakland, CA 94612
510/763-2000*

Did you receive a copy of the San Francisco Daily Journal on or about Thursday, November 21st? Were you surprised to see your name on the mailing label? Well, the article describing the NOCALL Fall Workshop in the corner of page 6 should have cleared up the mystery.

The Daily Journal, particularly through the efforts of its publisher, Randy Goldner, is now publishing quarter page newsletters on a monthly basis. These newsletters reflect the (existence of) and activities of various legal professional and support staff associations in the Bay Area. The National Association of Law Firm Administrators, The San Francisco Association of Legal Assistants, The Association of Legal Administrators, The San Francisco Legal Secretaries Association, and NOCALL are now represented on a routine basis, the third week of every month, free of charge. NOCALL's contribution will run the third Thursday of every month, and, on that date, each NOCALL member will receive a free issue of the paper.

Now, the more difficult part. Writers are needed. Our first issue was a report by Joan Howland on the excellent Fall Workshop co-chaired by Joan and Leslie Hesdorfer. Our second

article, scheduled to run on December 19th, is a report by Cynthia Papermaster on a recent presentation to the Association of Legal Administrators. In future issues we hope to inform the legal community of other relevant activities and issues. If there is a topic of interest to you, I urge you to consider making a contribution. Please give me a call if you would like to be involved in this effort. In the meantime, I hope you enjoy the "publicity."

In other news, thanks to Joan Howland and Leslie Hesdorfer for the excellent job they did producing this year's Fall Workshop, and to the NOCALL members who participated as panelists or moderators. Feedback from both librarians and others who were in attendance was uniformly enthusiastic.

Work on the Membership Directory continues, and the Directory should be mailed out in the first quarter of the new year.

Vice-President Judy Janes is in the midst of preparing the program for the Spring Institute. Details are included in this issue of the newsletter.

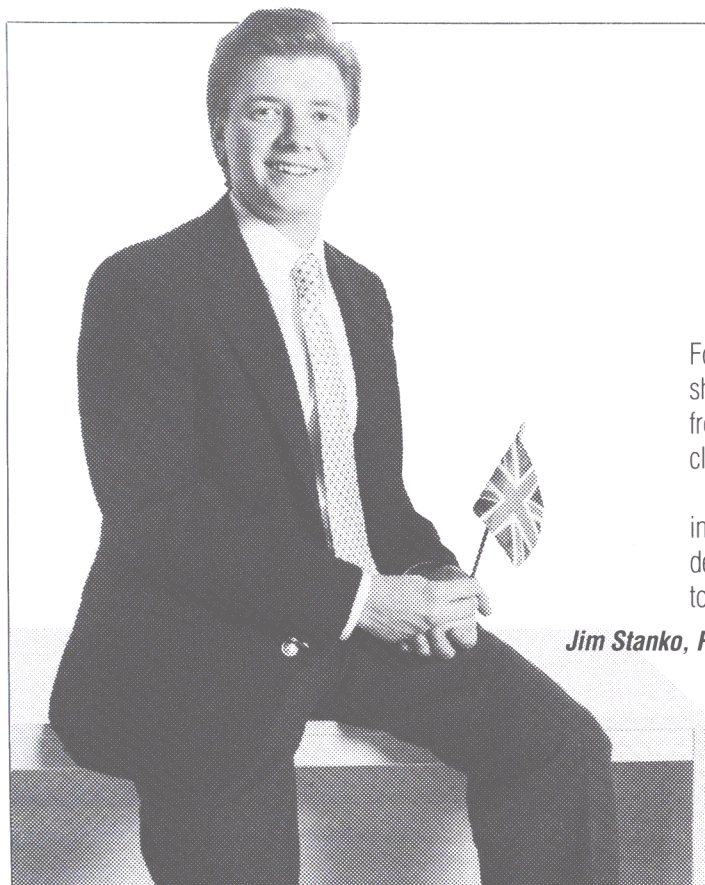
Finally, I'm always interested in hearing about what members expect from NOCALL. If you have ideas concerning future workshop, institute or other presentation ideas, topics for newsletter articles, or ideas about other activities appropriate to our organization, please drop me a line. NOCALL, and the Executive Board, strive to represent the interests of its membership, and can only do so if we know what is important to the membership.

NOCALL NEWS EDITORS

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Membership News	Jean Aronovitz Cooley, Godward, Castro, Huddleson & Tatum (415) 494-7622
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EDITOR'S BOX

Copy deadline for the 1991-1992 issues are:

January/February

January 24, 1992

March/April

March 27, 1992

May/June

May 29, 1992

July/August

August 7, 1992

NOCALL NEWS is published six times a year by the Northern California Association of Law Libraries, a chapter of the American Association of Law Libraries. Membership is \$25 and includes a subscription to NOCALL NEWS.

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Chapter News

MANAGING IN A TIME OF CHANGE

Fall NOCALL Workshop

By Joan Howland

One of the major challenges facing law librarians during the next decade is continuing to provide superior service and efficiently managing staffs and collections while effectively responding to changing legal and economic situations. The NOCALL workshop entitles "Managing in a Time of Change: Management Issues of the 90's" was held on November 13, 1991 at the Hotel Nikko in San Francisco. Coordinated by Leslie Hesdorfer, Head Librarian at Hancock Rothert and Bunshoft and Joan Howland, Deputy Director of the Boalt Hall Law Library, the day-long program focused on the issue of how librarians can most effectively and cost efficiently respond to the increasing information needs of attorneys, judges, faculty and students. The workshop also focused on legal and ethical issues facing law librarians.

The workshop, which attracted over one hundred participants, opened with a keynote address by Robert C. Berring, Professor of Law and Law Librarian at Boalt Hall School of Law. Professor Berring discussed the management and motivation of library staff in times of economic change. He emphasized that during periods of layoffs, delayed pay raises and decreased budgets, librarians need to devise creative methods to keep employees interested in their work and motivated to provide the highest quality of work possible. By being as open as possible with staff about the economic realities connected with acquisition costs and operating expenses, Professor Berring felt that staffs would be more willing to help find solutions to the situation rather than feeling victimized by it. He also emphasized that the 1990s is a time for creative thinking and for librarians to break away from traditional organizational and management patterns.

Law librarians are becoming increasingly concerned with the legal aspects of management such as disciplining employees, providing references, and implementing sick leave policies. Michael Loeb, a partner at Crosby, Heafey, Roach and May, offered a substantive presentation outlining the legal guidelines for dealing with such situations. He encouraged librarians to stay current with the ever-changing law in this area and to pay particular attention to the differences between state and federal regulations in regard to such matters as maternity/paternity leave.

A session entitles "Responding Effectively to Our Bosses--What Do Deans, Partners, Legal Administrators and Judges Want from Their Libraries and Librarians?" challenged librarians to look at services and operations from the perspective of their employers. George Marley, chief Operating Officer from the Sacramento firm Kronick Moskowitz Tiedemann and Girard, emphasized that especially during these times of economic uncertainty, librarians need to increasingly analyze their operations in terms of cost-benefit. He also encouraged librarians to think like entrepreneurs running their own service business.

Chapter News

Librarians are continually being forced to recognize and handle sensitive ethical situations. A panel of librarians from various types of libraries and with a variety of responsibilities discussed issues ranging from accepting expensive holiday gifts from vendors to inter-office dating, to discovering that a colleague lied on his/her resume. The panelists, Edward Hosey from the U.S. Court of Appeals, Lee Ryan from the University of San Francisco, Marci Hoffman from Boalt Hall, Myra Saunders from UCLA, Leslie Rosenfeld from Graham and James, and Maureen Sirhall from Littler Mendelson et al., offered a spirited discussion which illustrated that the response to many ethical dilemmas is far from clear cut. The discussion also revealed that the practical response to an ethical situation is not always the ideal response.

The workshop ended with four concurrent roundtable discussions on topics of growing concern to librarians. Alice McKenzie of Brobeck Phleger and Harrison, and Leslie Rosenfeld led a discussion on branch libraries. With an increasing number of firms establishing offices in several cities, library administrators are faced with staffing, collection development, and general management problems. Kay Starkweather of the University of California, Berkeley University Library coordinated an interactive session on techniques for managing difficult employees. The discussion focused on the need for establishing clear guidelines and standards for employees who are exhibiting disruptive and/or non-productive behaviors in the work environment. Myra Saunders led the roundtable on effective recruiting, interviewing, and hiring. This is an especially timely topic due to the closure of library schools throughout the nation and the difficulty law librarians are experiencing in finding qualified candidates for posted positions. The fourth concurrent session, led by Marci Hoffman, focused on legal assistants as library users. Ms. Hoffman led a discussion on the particular problems encountered in firm, academic, and public libraries when legal assistants approach librarians with difficult research questions which have been assigned by supervising attorneys. The discussion focused on the role librarians can take in training and supporting legal assistants and researchers. (This article first appeared in the November 21, 1991 San Francisco Daily Journal.)

Joan Howland moderates a panel discussion on ethical issues facing law librarians. Panelists were Maureen Sirhall, Leslie Rosenfeld, Myra Saunders, Edward Hosey, Lee Ryan, and Marci Hoffman (not pictured).



GRANT APPLICATION INFORMATION

The NOCALL Executive Board has approved two grants of up to \$100 for the NOCALL 1992 Annual Institute on March 7, 1992. The Grants Committee's guidelines are as follows:

1. Candidates must be members of NOCALL.
2. Grants will be made on the basis of:
 - a. proven ability
 - b. financial need
 - c. promise of future usefulness and permanence to the law library field.
3. Members may receive only one NOCALL grant to an AALL event and one NOCALL grant to a NOCALL event in their lifetime.

The application form for the March 1992 Annual Institute is printed on the following page. Please follow instructions carefully. Applications must be received by January 22, 1992. In fairness to others, incomplete or late applications will not be considered.

The 1991/92 Grants Committee,
Marian A. Sawyer, Chair
Marlene Harmon
Debi Mazor
Mary Ann Parker

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Name: _____ Phone: _____

Address: _____

Please describe your involvement with NOCALL (e.g. length of membership, meeting attendance, committee participation, other).

Please describe your financial need for a NOCALL grant.

If you will be requesting lodging reimbursement, please explain why (e.g. distance you will have to travel to attend the Institute).

Please describe below how attendance at this Institute will benefit your career.

Please send four copies of this application to:

Marlene Harmon
University of California Law Library
Boalt Hall
Berkeley, CA 94720

DEADLINE FOR RECEIPT OF APPLICATION IS JANUARY 22, 1992

Committee News

GRANTS COMMITTEE

Marian A. Sawyer, Chair

The Grants Committee is pleased to announce that Amelie Brown and Suzy Campbell were awarded grants of \$95 to attend the Fall Workshop. Congratulations, Amelie and Suzy.

The NOCALL Executive Board has approved two \$100 grants for the NOCALL 1992 Annual Institute to be held March 7, 1992 in Napa. The Grants Committee's guidelines and a Grant Application Form are included in this newsletter. The deadline for receipt of grant applications is January 22, 1992. NOCALL members are encouraged to apply.

DAILY NEWS BULLETIN COMMITTEE

Judy Janes, Chair

The Daily News Bulletin Committee for AALL San Francisco would like to share with you some of the ideas submitted in response to our request for help in naming the bulletin. Here they are in random order;

Bay Breeze Bugle	Bay Bulletin
Golden Gate Gazette	The San Franciscan
Gold Rush Fever	Cable Car Courier
Gold Rush Gazette	Faultlines
Foggy Edition	Golden Gate Bulletin
California Reports	Sourdough Sampler
California Daily	Cable Car Tadler
Cable Car News Network	The 49er Informer
Cable Car Chronicle	Barbary Coast Bulletin
Bay Bridge Beacon	Nob Hill Times
Bay Bridge Banner	Grubstake Gazette
The Fog Horn	Bayview Briefs
The Sea Gull	Foglifter

The Committee will be meeting soon to propose a name to Joan and Virginia, the San Francisco Local Arrangements Co-chairs. Thank you for all of your great suggestions!

Committee News

UNION LIST COMMITTEE

Mary Staats and Jaye Lapachet, Co-Chairs

Once again, it's time to update the directory portion of the 1992-93 NOCALL Union List. Apart from being a place in which to show off your firm's toney address, the directory is a useful resource for keeping current as to who and where we are.

The Union List Committee asks that you follow these simple guidelines:

1. Photocopy your current listing from the directory section of the 1991 NOCALL Union List (6th edition).
2. Note any corrections or additions to your firm name, address, telephone number, fax number, messenger pickup information, or library staff names.
3. Indicate after your fax number that your library is willing to accept ILL requests via fax (if you haven't done so already).

Return the corrected listing as soon as possible, and **ABSOLUTELY NO LATER THAN JANUARY 15, 1992** to:

Mary Staats, Co- Chair
NOCALL Union List Committee
Farella, Braun & Martel
235 Montgomery St., 19th Floor
San Francisco, CA 94109

For those who recently submitted changes or additions to the Municipal, State and/or Foreign law sections of the Union List, we applaud you. If you made directory changes at that time, you do not need to do so now.

If you have any questions, please contact Mary or Jaye.

CONSULTING COMMITTEE

Cynthia Papermaster, Chair

ALA SMALL FIRM MANAGEMENT SECTION; "WHAT TO DO WHEN YOU DON'T HAVE A LIBRARIAN"

Cynthia Papermaster and Mary Staats gave a presentation on November 21 to a group of about 16 small firm administrators on the above topic. The presentation covered the basic but essential library tasks which can be performed by a trained staff member, such as recordkeeping, bill paying, collection organization, and ordering, then went on to discuss the additional tasks that a professional or paraprofessional can perform--such as interlibrary loan, research, and cataloging. The group seemed to appreciate this information as well as the opportunity to discuss some problems and solutions in the attempt to handle their libraries.

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Association News

AALL NOMINEES TO APPEAR IN FEBRUARY NEWSLETTER

In order to insure accurate and equal coverage of all candidates for AALL office, the February 1992 AALL Newsletter will feature candidates' photographs, biographical sketches and personal statements prior to balloting by the membership. Please note a change in the deadline for return of ballots to TUESDAY, MARCH 31, 1992. Ballots will be counted on Wednesday, April 1, 1992.

The Nominations Committee presents the following slate:

For Vice President/President-Elect

Patrick E. Kehoe, Director
The American University
Washington College of Law Library
Washington, D.C.

Kay M. Todd, Senior Legal Researcher
Paul, Hastings, Janofsky & Walker
Atlanta, Georgia

For Treasurer

Mary Smith Forman, Director of Library Services
Akerman, Senterfit & Eidson
Orlando, Florida

Judith A. Meadows, State Law Librarian
State Law Library of Montana
Helena, Montana

For Executive Board

Margaret Maes Axtmann, Assistant Director of Technical Services
University of Minnesota Law Library
Minneapolis, Minnesota

James S. Heller, Director
Marshall-Wythe Law Library
The College of William and Mary
Williamsburg, Virginia

James L. Hoover, Director
Law School Library
Columbia University
New York, New York

Patricia Patterson, Director of Legal Information Services
Schiff, Hardin & Waite
Chicago, Illinois

Program/Product News

REFERENCE TRIAGE or. . . THE FINE ART OF QUESTION HANDLING AND DECISION MAKING

The Professional Development Committees of the San Francisco Bay Region and San Andreas Chapters of Special Libraries Association are jointly sponsoring a seminar on "Reference Triage" on Thursday, march 26, 1992 at Information Access Company in Foster City.

The seminar will be led by Barbara M. Robinson, a nationally known library management consultant and a member of the SF Bay Region Chapter of SLA. She brings to this seminar years of experience advising libraries and other organizations on cost effectiveness, organization, and efficiency, as well as team building. Her recent article on this topic, "Reference Service: A Model of Question Handling" (RQ Vol. 29 (Fall 1989)) has been selected for inclusion in Library Lit 20: The Best of 1989.

In these times of tight budgets, it's more important than ever for library managers to maintain accountability and quality control over reference services, while maintaining staff creativity and independent decision making. Ms. Robinson will provide tools with which to practice "Reference Triage", or the fine art of question handling and decision makings, all with an eye toward providing the best reference service possible within the confines of limited resources.

When the hours in the day seem to be decreasing, and our tangible resources are shrinking around us, a day spent in a professional development seminar can expand your own greatest assets--your mind and your creativity. Ms. Robinson's insights, and an opportunity for interaction with colleagues on this topic, can focus and invigorate your efforts.

Please consider this opportunity. Two sessions will be offered, morning and afternoon, both on Thursday, march 26,1992. The fee is \$35. Space is limited to 25 per session, so please enroll early. Registration deadline in March 2, 1992. For further registration information, contact Marlowe Griffiths (415)434-1600.

PLI PLANS PROGRAM ON "MANAGING THE PRIVATE LAW LIBRARY"

Although the details of the program are not yet finalized, Practising Law Institute announces that they will be holding two sessions of their program "Managing the Private Law Library' in 1992. The West Coast program will be held in Los Angeles on May 4-5, 1992. Co-chairpersons of the program will be Lucy Curdi-Gonzalez of Morgan and Finnegan and Sharon French of Pacific Bell/Pacific Telesis. As a special feature, PLI is offering the seminar free to unemployed librarians. For more information, contact Karen Gillis of PLI at (212)765-5700.

PENINSULA LIBRARY SYSTEM WORKSHOP ON PROMOTING YOUR LIBRARY

The Peninsula Library System will be sponsoring a workshop entitled "Getting Your Message Out - Building Clout and Power for Your Library" to be held at Redwood City Public Library on February 26, 1992. The presenter will be Emmy award winner Kare Anderson. Kare is a very dynamic speaker who makes good use of humor in her workshops. Kare's focus will be on communicating with style and skill. It has been said about Kare Anderson that "her practical and often startling style makes people laugh as they learn." For more information, call Peninsula Library System (415)349-5538.

SCALL WORKSHOP ON AUTOMATION-RELATED TOPICS

The Southern California Association of Law Libraries (SCALL) will host their 20th Annual Institute on February 21-22, 1992. The topic will be "Online, Offline, In-line: Computer Law for the 1990's." Speakers will deal with such issues as Access vs. Privacy, Health and the Computer, Accuracy of Information, Federal Legislation on Computers and Libraries, Electronic copyright, and Ethics of Information Online. The 1992 Institute will be held at the Universal Sheraton, adjacent to Universal Studios in Universal City. Speakers will include a consultant on computer-related injuries, a news producer from KCET, and a California licensed private investigator. The \$85 registration fee includes a buffet reception, breakfast, and lunch, as well as tons of information. For more information, contact Kathleen Smith (213)669-7819 or Eleanor Gonzales (213) 239-0358.

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Program/Product News

U.C. BERKELEY EXTENSION COURSES

Two UC Berkeley Extension course of special interest to law librarians will be offered this spring. "Environmental Information Online II: Business and Law" will be held Thursday, April 9, 1992 from 9-4:30 at the UC Extension Center, 55 Laguna St., San Francisco. Linda Sunnen, head librarian, Environmental Protection Agency Region 9, and Sharon Brunzel, research librarian at Failure Analysis Associates, will discuss new approaches and effective strategies for using commercial and EPA databases to answer environmental business and law questions. Cost for the course is \$135, including course workbook.

"Accessing Medical and Health Information: Strategies for Legal and Special Libraries" will be taught by Rochelle Perrine Schmalz, director of library services at St. Mary's Hospital and Medical Center. The course will be held on Thursday, April 30, 9-4 at St. Mary's Hospital and Medical Center, Stanyan and Masonic, San Francisco. The course fee of \$150 includes a hands-on tour of the medical library.

Other UC Berkeley Extension courses offered this spring include "Cataloging in an Online Environment," "Information Brokering: Is This Career for You?" "Stress Management for Librarians and Library Personnel," "Careers in Library Technical Assistance," "How to Find Clients: Marketing an Information Business," "An Introduction to Online Searching" and "Hands-On Introduction to Online Searching." For information on any of these courses, contact the UC Berkeley Extension office at (415)323-8141.

FORTHCOMING SEMINARS BY AJ SEMINARS

Joan Howland of Boalt Hall will be teaching a course on "Introduction to Legal Research," a basic course on the sources of law information and the techniques of legal research on February 25, 1992 at the National Maritime Museum Library at Fort Mason, San Francisco. Other AJ Seminars in Northern California this spring are "Cataloging-With Copy" on January 28, 1992, and "Indexing for Libraries and Information Centers" on March 17. For more information about these programs, contact AJ Seminars at (301)881-4996.

NEW PHONE NUMBER FOR IGS

The Institute of Governmental Studies Library at the University of California Berkeley has a new phone number. They can now be reached at (510)642-1472.

Program/Product News

COPYRIGHT SUIT SETTLED

Washington Business Information Incorporated, publishers of the Product Safety Letter, have settled their suit with Collier, Shannon & Scott for an undisclosed amount. The publisher sued over the issue of the firm photocopying entire newsletters and routing the copies to members of the firm. In addition to a monetary settlement, Collier, Shannon & Scott will assist the American Bar Association and American Newsletter Publishers Association to develop a policy to clarify photoduplication policies.

In a related note, the publication Law Office Management and Administration Report noted in their November 1991 issue that "LOMAR's policy has been to assist firms in improving management by allowing reasonable photocopying and distribution within subscribing firms." They also give a large discount for multiple subscriptions within the same firm.

LOCAL MEMBERS PARTICIPATE IN PLI PROGRAM

PLI's publication "Managing the Private Law Library 1991: Management Challenges, New Technology, and Planning for the 1990's" featured two NOCALL members. Leslie Ann Forrester Sherren of Murphy Weir & Butler discussed a trend toward greater administrative responsibilities, many of them unrelated to library skills. Sharon French of Pacific Bell presented information on marketing the library. This publication is available from the Practising Law Institute, 810 Seventh Avenue, New York, NY 10019 (212)765-5700.

PUBLICATION TO FUND AWARD

Fred B. Rothman & Co. recently published The Spirit of Law Librarianship: A Reader, compiled by Roy M. Mersky and Richard A. Leiter. In lieu of paying royalties to the compilers, the publisher has agreed to fund an annual award beginning in June of 1992 to a member of the American Association of Law Libraries who, through his or her position, makes a contribution toward the improvement of a social condition or to the increased awareness of a social concern. This award will not be monetary, but will be in the form of a memento.

Nominations with a statement of justification should be submitted to:

Professor Roy M. Mersky
Hyder Centennial Professor of Law and Director of Research
University of Texas at Austin
Tarlton Law Library
727 E. 26th Street
Austin, TX 78705.

Nominations for the 1992 award will close on May 1, 1992.

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Please send all NOCALL membership update information to Jean Aronovitz at Cooley, Godward, et al., 5 Palo Alto Square, 4th Floor, Palo Alto, CA 94306.

We welcome our new members and look forward to their participation in NOCALL activities. NOCALL now has 384 members.

NEW MEMBERS

BELL, MARCIA R.
San Francisco Law Library
436 City Hall
San Francisco, CA
Phone: (415)554-6823
FAX: (415)554-6820
NOCALL: Active Member

BORGER, RUTH
Library Technical Assistant
California Department of Justice
1741 Bidwell Way
Sacramento, CA 95818
NOCALL: Student Member

BURKE, ROBERT
4602 Dana Street
Oakland, CA 94609
NOCALL: Student Member

DEL CASTILLO, EDUARDO
Library
Littler, Mendelson, et al.
266 San Vase Ave., #1
San Francisco, CA 94110
NOCALL: Active Member
AALL Member: No

FLEEK, MELANIE
425 N. First Street, #45
San Jose, CA 95113
Phone: (408)268-7476
NOCALL: Student Member

GORDINIER, RILEY J.
25 Las Moradas Circle
San Pablo, CA 94806
NOCALL: Student Member

HARDY, CATHERINE
Librarian
Golden Gate University Law Library
536 Mission Street
San Francisco, CA 94105
Phone: (415)442-7260
FAX: (415)512-9395
NOCALL: Active Member
AALL Member: Yes

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For information, contact Janice Stuter, Principal Librarian, California Department of Corrections, Education and Inmate Programs Unit, P.O. Box 942883, Sacramento, CA 94283-0001; (916)445-8035.

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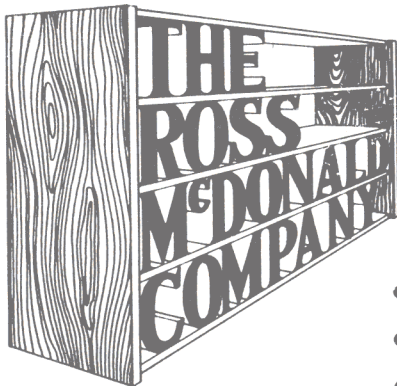
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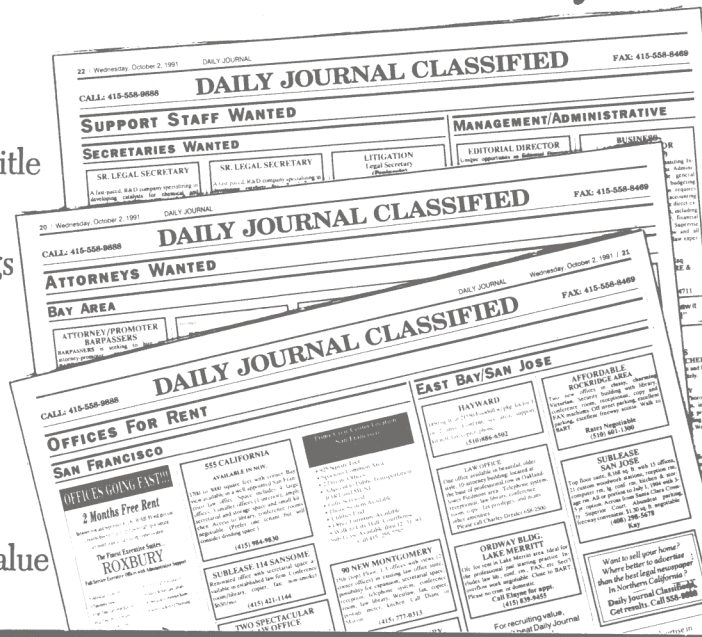
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