President’s Message

by Donna Williams
NOCALL President

At the AALL Annual Meeting in Philly I had the chance to attend Leadership Training and Roundtable Discussions in addition to the regular conference. It was a very good opportunity to learn how other chapters are organized, what they are doing and how they accomplish their goals. In attending the various meetings, I have to honestly say that I was very proud to represent NOCALL and be a part of the "California Chapters" (SCALL, NOCALL & SANDALL).

It was a proud moment for the California chapters as Mary Alice Baish spoke of the wonderful teamwork between our chapters' Government Relations Committees and Executive Boards. Thanks to Sam Trosow & his committee! They work together to get results and realize that collaboration is the key to getting business accomplished.

I was also very proud because in almost every discussion, it was clear we have already put things in place, have committees working on things, cooperate with other chapters, and basically have the best chapter in AALL. We have great people in our chapter and are nationally recognized as leaders in the association. I just wanted all of you to know that you are part of that! It's a great feeling to know how respected we are professionally!

On to other business...

The Executive Board held a Planning Meeting on September 9, 2000 at Orrick, Herrington & Sutcliffe in San Francisco. All chairs and members of committees were invited. We discussed how to make sure that NOCALL meets the needs of its members. It's always a good idea to get together to discuss if we are on the right track or not. We also wanted to follow up on areas that were discussed at last May's Town Hall meeting. I will report on the Planning meeting at the

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President's Message

(Continued from page 1)

September 27 Business Meeting at Boalt Hall. [Editor's Note: Minutes from the Planning Meeting appear on page 24.]

Next, have you checked out the Web page yet? Leslie Forrester and her team did a fantastic job of updating our Web page. They even put our logo on in color. Don't forget to contact them if you know of a favorite site that you use for work. We have many experts in various subject areas and it's great to share the knowledge with our peers.

On an educational note, Erika Wayne, chair of the Education committee, is planning an interesting workshop at Stanford on October 26. She has an enthusiastic committee working on a program that will discuss the variety of alternative products we have in today's legal research market and how they are impacting our libraries.

Also, Sue Welsh and her committee are busy planning the Spring Institute in Sacramento on March 16 & 17. We again have the honor of having an AALL presidential visit. At the time of this writing however, we do not know if we will be hosting Bob Oakley or Barbara Bintliff.

Finally, I think all NOCALL members deserve a pat on the back! With so much happening in our libraries today, our members always find the time to be involved. Thanks to all the people who make our committees work and help make NOCALL nationally recognized as the finest in our profession!

NOCALL News

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NOCALL Grant Recipients Reports from AALL & SLA!

By Anne Dana
Fenwick & West

In July I attended the American Association of Law Libraries (“AALL”) annual meeting and conference in Philadelphia. It was AALL’s ninety-third annual meeting and my first. Philadelphia greeted AALL with thunderstorms and lots of red, white & blue bunting. (Well, actually, the bunting was in place for the Republican convention that followed AALL by two weeks and I’m told that the thunderstorms are a normal summer weather pattern.) Although I’ve been in the legal profession for over 14 years, I’ve only been a librarian for a short while, have never before worked for a law firm, and have never attended a library conference. It was a great experience.

I spent my first full day in Philadelphia attending the Conference of Newer Law Librarians (“CONELL”) program where I met new law librarians from all over the United States. The day long CONELL program provided an overview of AALL and an opportunity to meet and talk with members of the AALL Executive Board and representatives from all the AALL special interest sections. The “meet and greet” was followed by a breakout session called “Ask The Experts” where I learned about the software used to create, maintain and track usage on one of my favorite on-the-job resources, the Law Librarians Resource Exchange (www.llrx.com). The breakout session was followed by a panel presentation of tips and advice for job success from rookie and veteran librarians. A common theme among the panel speakers was that success comes with having a passion for what you do.

CONELL offered lots of opportunities to talk with my fellow new law librarians: during an early morning “icebreaker” led by AALL Executive Board members where we introduced ourselves in small groups; again at lunch at Old Bookbinder’s Restaurant (a Philadelphia institution); and during an afternoon tour of colonial homes. It was encouraging to talk with others who face similar challenges and share the same excitement for our new profession.

The AALL schedule over the next four days included programs from the practical to the theoretical to the political with lots of opportunities to learn. I attended programs on foreign patent searching, lobbying Congress on copyright legislation, working with law firm IS departments, leadership, and using proprietary databases to enhance the library intranet. The President’s Program on Monday morning featured Dr. Carole Leland, a dynamic speaker who woke us all with a song, literally. Dr. Leland then went on to talk about the difference between “management” and “leadership” and the qualities required for a successful leader. She emphasized that research shows most successful leaders possess a passion for what they do and use collaboration to get it done.

Of course attendance at AALL included non-meeting activities as well. Socializing and networking made my first library conference particularly enjoyable. My desk now has a pile of librarians’ business cards from all over the United States that I can call on for help. Those cards are stacked next to trinkets collected while roaming the vendor exhibits and mementos from the Association luncheon and reception and from vendors’ cocktail parties. It was nice to step away from the day-to-day challenges of the reference desk and gain some perspective on my new profession with such an enthusiastic group. Many of Philadel-

(Continued on page 6)
Musings From Mark

by Mark Mackler
Sonnenschein Nath & Rosenthal

L.A. LAW...Remember “L.A. Law”? It ran for a number of years on NBC. According to some law school admissions officers, the series was responsible for a deluge in law school applications. The series glamorized the practice of law, but it also dealt with heavy-duty social and legal issues. While I was attending AALL this summer, I caught one of the early episodes. (Let me explain. I don’t have cable at home, so I watched L.A. Law on A&E while I was in the hotel room!) So here’s the deal: A couple adopts a young boy. The boy, who they love very much and who loves them, turns out to be much more than they can handle. He terrorizes their other children, is impossible in a classroom situation, and even tries to set fire to their house. In desperation, the parents file a lawsuit to force the County to take the child back. At the conclusion of the story, I felt absolutely drained. Let’s face it: Although it portrayed the practice of law in an inaccurate manner, “L.A. Law” made for good TV.

“PTAN”? WHAT’S A “PTAN”?... In the jargon of the San Francisco Public Library, PTAN stands for Part Time As Needed. Back in April, I began working weekends for the SFPL. The way it works is that I choose the weekends on which I want to work, and then the Chief of Branches office makes the assignments. The work is fun, the pay is good, and if anyone wants to know more, just give me a call. In any event, here are some off-the-cuff observations about the SFPL:

- Each branch serves the needs and interests of its own neighborhood. For example, the Richmond Branch has a large Russian collection. The Western Addition Branch has a large Japanese collection. The Harvey Milk Branch has a large lesbian and gay collection.
- What works in one branch might not work in another. What would happen, for example, if a number of the lesbian and gay-oriented books from the Harvey Milk Branch found their way to the West Portal Branch?
- The Internet has made it necessary for branches to offer online access to patrons. At the Mission Branch, for example, there are no fewer than six PCs available for patrons to access the Net. People are limited to 30 minutes, and the line forms before the doors open.
- Filtering is a real issue. At the Mission a few weeks ago, a father came up to us and told us how angry it made him that his children were looking at the porn that the guy at the next PC was looking at.
- Social problems don’t respect the boundaries of the libraries. In one branch, people shoot up in the restrooms.
- Branch managers set the tone for their branches, but I bet you knew this already.

I’ve made my share of mistakes. They’ve been unintentional. For example, a patron called in and asked me to check the shelf to see if a certain book was there. I did not find it, and I recommended that she try calling another branch. Later, I realized that we actually did have the book, but because of the particular configuration of the branch, the book was not where I expected it to be.

On another occasion, I had given the patron a number of reference resources in answer to his particular question. He was happy, did his research, and left. It wasn’t until later that I realized that I had failed to lead him to what could have been the best resource.

Now, I don’t begin each shift with the intention of making mistakes. But I have made my share of mistakes. There have been no consequences as a result, but I can’t help thinking that in the law library environment there would be serious consequences.
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NOCALL Grant Recipients—con’t

Philadelphia’s historic sites were within close walking distance to the convention center and AALL sponsored tours of several nearby libraries. I toured the Library Company of Philadelphia where the staff told us the Library Company’s fascinating history and gave us a close up look at some of its treasures (including first and second drafts of The Constitution) in a room containing some of Ben Franklin’s science equipment.

The AALL annual meeting and conference was a busy, well-organized, fun, educational experience. I came away with an even greater appreciation for the profession I have entered. I am very thankful to NOCALL for helping me attend by providing me with a generous grant.

SLA Annual Meeting
by Nancy Adams
Navigant Consulting, Inc.

First of all, I would like to thank NOCALL for awarding me a grant to help defray my expenses at the SLA annual meeting this year. It was a wonderful experience, and just what I needed to be renewed and inspired for the year ahead.

Since many of you went to Philadelphia a month later for AALL, I won’t describe the architecture, food, and weather that makes the East Coast a foreign country to us Californians. Not quite so foreign, but still quite different, was the conference atmosphere, which is not nearly so cozy as AALL. The large size of the group (over 8,000) and my newness to the SLA national group accounted for some of the difference, but the great diversity of libraries and subject areas was also a major factor. There were programs such as “Historical Nautical Charts Scanning Project” and “Telecommunications in Latin America” as well as more familiar business and legal topics.

And of course, there are many new and unfamiliar vendors to meet. It seems strange not to recognize most of the sales people and all of the publications, and it brought home the vast array of information and technology there is out there to master.

I always figure that if I come away with a few totally new resources or hints as well as a reminder of a lot of things I had forgotten, my conference experience has been a success. Here, in no particular order, are some of the things I learned that I will keep from this meeting.

- Have you ever wanted to file a FOIA request without revealing your identity? FOI Services <foiservices.com> will file the request for you, so their name is all that appears on the public record.
- Trademark filings and URL registrations often precede new product releases, so they are a good source of advance information on a company’s otherwise secret plans.
- Other good places to find elusive company information are: job listings on the company’s site (where they may specify technical expertise they are developing); local zoning and building departments; OSHA reports; and the local Chamber of Commerce.
- S-1 filings with the SEC have a lot of good information, but they can be withdrawn, so if you are interested in a company, print out the filing as soon as it appears.
We'll be there.

The Librarian Relations Group is dedicated to supporting and serving the critical role you play as librarian. We bring the full power of LEXIS-NEXIS' products and services in the legal research tools, technologies and services that meet your needs. As your librarian liaisons, located across the nation, we understand the pressures on you, the challenges you face every day in a changing and more complex legal market. Think of the Librarian Relations Group as your partner, people you can rely upon.
NOCALL Grant Recipients ~ con’t

Memories of the AALL Annual Meeting
by Ruth Nunez-Schalbach,
Sacramento County Law Library

It had been many years since I had gone to an AALL Annual Convention. This year, with gentle prodding by my director, a panel to participate in, and grant in hand, off I went to “The City of Brotherly Love.”

I checked into the Hilton Garden Inn late Saturday. A neat hotel, built atop the seven story garage of the Convention Center!

Sunday at 7:00 am, I attend the SCPLL SIS breakfast. Many people told their travel horror stories; my flight was wonderful! Shirley David, chair of the SIS, and the director of the library in which I am employed, soon had us energized with her quick-paced program. The enormous breakfast was delicious; could I ask for anything more?

Later, a trip to the Exhibit Hall netted me a nifty Lexis case, while introducing me to many of the new Lexis products. Next, I met with my fellow presenters for a few hours. It was good to finally meet the librarians I had been busy E-mailing, faxing, and talking with on the phone during prior weeks. Opening Reception time arrived quickly. The Convention Center ballroom was gargantuan and of very interesting design – just what were those decorations near the ceiling? Lexis put on a good spread. Good food and pleasant conversation made for an enjoyable close to the first day.

Monday, the first program I attended, “Opening the Gateway: Mastering Assertive Communications Skills” with Dr. Paulette Dale, didn’t start till 10:15 am I got to sleep in! A quick trip to the Exhibit Hall found me talking with a librarian I had not seen for a while instead of looking at the exhibits. It was then time to rush off to see the program.

Did you know that women need to avoid indecisive, weak sounding speech patterns? We should use a downward intonation as much as possible, make direct statements – avoiding emotional verbs and qualifiers. Dr. Dale had some other words of wisdom: ask for what you want directly, ask questions, and ask for clarification if needed. Assert yourself from the start in any situation. You deny yourself as a person if you do not speak up. We need to teach people how to treat us and we need to give them the time they need to learn. I really liked her line: “Beauty fades, dumb is forever!” This was the most fun program I attended.

The Association luncheon was held from 11:45 am–1:30 pm. Recognition and awards were given; by 1:30 only half of us were left.

On to “Some Like It Hot: Leading with ‘Hot Groups’.” The speaker was Timothy L. Coggins. The audience was small, so Mr. Coggins spoke to us from the floor instead of the podium. He was charged! I enjoyed his energy. The closeness and the smallness made for an intimate group. Then it got even better – he divided us in to four groups and assigned us particular questions. We were the “Hot Groups!” It was over ever so quickly.

From 2:45 pm – 3:45 pm, the schedule included an Exhibit Hall break. I attended the RIPS SIS meeting at 5:00 pm Then, being a “Bender Baby”, at 6:15 pm, I was off to dinner and tour of the Ben Franklin Museum compliments of Lexis/Matthew Bender.

I could go on and on, but you get the drift. There is so much to do, so many programs, exhibits and functions to attend and colleagues to kibitz with that the time just flies! I enjoyed it all. I thank the NOCALL members and the Grants Committee for making it possible.
Web? Paper? 
Sunnyside up? Over-Easy? 
How would YOU Like your Newsletter?

There have been suggestions that the NOCALL News go live on the Web. This could take the form of publishing it exclusively on the Web and sending all members an email notification (and a handy URL). The newsletter on the Web could look similar to its current format or the content could be disbursed logically throughout the page with the newsletter linking to stories, columns, minutes, etc. Our goal should be to publish the information folks want in a way they find useful and enjoyable, without incurring unnecessary cost or making it too burdensome to produce.

Take a minute, ponder the future of the NOCALL News and let us know what you think & what are your preferences. If it is an easy answer—circle the option you like below and send this form to Leslie Campbell, Zief Law Library, University of San Francisco, 2130 Fulton Street, San Francisco CA 94111. Or call Leslie (415) 422-2252 or email Leslie ~ lcampbell@usfca.edu or Lille ~ koski@usfca.edu with your concerns, preferences, suggestions.

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What Are YOU Reading?

by Nora Levine
Crosby, Heafey, Roach & May

Every once in a while you read a book which strikes a chord -- one that leaves such an impression that you think about it days after you've read the last page -- one that you want to tell everyone about. Such a book is Of Time And Memory: A Mother's Story, by Don J. Snyder. In this touching memoir the author sets out to discover the life and death of his mother who died shortly after he was born in 1950 Pennsylvania. It reads like a suspenseful mystery as he unfolds what he learns about her from people who knew her and hospital records. Some of the story is left to his imagination because he is unable to know everything about her. All of this, along with the author's great writing, makes for a very enjoyable read, especially if you like biographies. It might even make you want to do some "research" on someone in your family! Highly recommended. ~ Jo Caporaso, McCutcheon, Doyle, Brown & Enersen

I just finished a really good, though dense, book called The Long View by Elizabeth Jane Howard. I had a hard time getting into the first chapter and think that it was not the most well written. If it hadn't been the only book that I had with me on vacation, I probably would not have finished it. But the second chapter really sucked me in. Once I finished the book I re-read the first chapter and understood it more clearly. This book could have used more of a flashback approach to writing than a purely reverse chronological style; it is the kind of book to read twice - the second time right after the first.

I also recently read I Capture The Castle by Dodie Smith and LOVED it. Dodie Smith wrote 101 Dalmations. It concerns an aristo-

ocratic family that has run through all of its money and would be homeless if it were not for the fact that the landlord doesn't bother to collect the rent. Fortunes turn when their landlord dies and his heirs are thrilled to discover that the father is the author of one of their favorite books. It doesn't have an expected ending, but the book was really wonderful, which made the ending sort of incidental.

Finally, I just finished Café Nevo by Barbara Rogan. There was a lot that I couldn't relate to, because of the setting (Israel) but I really enjoyed the depth and detail of the descriptions of interpersonal relationships. The waiter/owner of the cafe is a kind of father/uncle figure to everyone, but always telling people what they need to hear rather than what they want to hear. He is very intuitive, and could look at someone and know what was happening; he was a good reader of faces and body language. The book tracked multiple characters without getting confusing. I think that was because Rogan kept the focus on the waiter/owner, Sternholz as well as on the Cafe Nevo itself. ~ Jaye Lapachet, McKenna & Cuneo

When you work for the Department of Water Resources like I do, you learn that the film Chinatown is required viewing. I've seen it three or four times, so I can discuss it reasonably well when it comes up in conversation. However, I have been negligent in the required reading department, so I sat down a couple of weekends ago with Marc Reisner's Cadillac Desert: The American West And Its Disappearing Water, first published by Viking in 1986. The DWR library copies of that first edition have long since vanished, so I recently bought two copies of the revised and updated edition, published in 1993 as the companion volume to the PBS documentary

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of the same name (more required viewing, by the way).

Reisner’s style is narrative and colloquial, not scholarly. There are no footnotes to distract the reader from the story. He’s obviously done a lot of research and includes an extensive bibliography for each chapter at the end of the book. His account of William Mulholland’s quest for water for Los Angeles in the Owens Valley at the turn of the 19th century is filled with colorful characters. They were motivated by greed and civic duty, and engaged in deceit and trickery, but they also built a 250 mile aqueduct across the Mojave Desert on a shoestring budget, an amazing financial, logistical and engineering feat. Water projects in other western states are described in other chapters and the U.S. Bureau of Reclamation has plenty of copy, but I liked the California chapters the best. The liner notes proclaim this book the definitive work on the West’s water crisis and I agree. For sheer readability and information about water in the Golden State, I recommend CADILLAC DESERT. Even though it’s not required. ~~ Mary Ann Parker, Department of Water Resources

For those of you following my book group’s decade by decade selections, here’s the last couple of months: Ray Bradbury, Fahrenheit 451 (50’s) – definitely worth re-reading in this day of large screens, small electronics and CBS’s Big Brother; Philip Roth, Portnoy’s Complaint (60’s) – oy; James Mccpherson, Elbow Room (70’s) – Pulitzer Prize winning short stories about race relations.

If you’d like to contribute a description of what’s currently residing on your reading table, please contact Nora Levine, via e-mail, at nlevine@chrm.com.
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Thursday, October 26, 2000, 9:00 am to 2:30 pm
Stanford Law School & Faculty Club

New Choices ~ Presentations by vendor representatives from Courtlink, FindLaw, LoisLaw, QuickLaw America and VersusLaw. Learn about their products and how they might help your library.

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Faye Jones - Director, Law Library, McGeorge School of Law
Janice Milliken - Director, Stanislaus County Law Library

Lunch at the Stanford Faculty Club
Speaker: Kathleen Vanden Heuvel, Deputy Director, Law Library, Boalt Hall

Questions? ~ Please contact: Erika Wayne evwayne@stanford.edu (650) 723-2471

http://www.nocall.org/fallworkshop00.html

Mark your calendars for:
Pre-Institute Legislative Advocacy Workshop
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NOCALL Spring Institute
2001: A Capitol Odyssey
March 16-17, 2001
Sacramento Holiday Inn Capitol Plaza
Details to follow for an educational and fun-filled two days!
Professional Reading in Review

by Jaye A. H. Lapachet
Kirkpatrick & Lockhart LLP.

This article is about the logistics of shipping in e-commerce. But what the article says can be readily applied to libraries, because we are delivering "products" (information, interlibrary loans, books, passwords, free trials, etc.) all the time. Librarians should be branding our products and selling our services. We may even be doing all of this via the Web.

The first things to think about are how your products are being presented (packaging). Do your clients know who the information is coming from? Do they know what they are getting? Do they know when and to whom they have to return it? Even in our business, packaging is important.

Is there too much "velocity of change," creating errors, missed deliveries and other problems? "Velocity of change is when time-sensitive items are in constant flux" (added, dropped, received, "shipped" and returned)." Demand for a product (seminar, new service like client tracking, interlibrary loans, research results) that you feature may increase while other product demand falls by the wayside. This phenomenon shifts and strains your normal operations to the point where delivery is affected.

In this rat race to keep up, you need plan for velocity of change issues, train your staff, put systems in place to track requests. Are you using e-mail, fax, Web, Blackberry and voicemail deliveries of information? Are you filtering and pushing information to your attorneys. If not, get on it, but do it well and plan for what to do when problems occur; you want the library to be in turmoil, but the attorneys never to know a thing.

This article is also about outsourcing. As much as you may think outsourcing is a dirty word, used wisely it can expand your staff without expanding your budget. By hiring an outsourced employee, you are shifting your operations costs. You may pay a higher per hour price, but you are paying someone to do a job and get out and you may be paying a company to intervene on human resource issues. No outsourced situation is going to work unless you take advantage of what you are paying for. If you don’t tell the agency that the employee is working out, not only will the agency think all is well, but they will send you similar employees in the future!

The bottom line is check before you buy and make sure you have the best resources, the most innovative people and the best planning in place as your organization evolves.

A list of IRS rates, with common name and search tips for finding the relevant revenue ruling or procedure on Lexis and Westlaw.

I know that the Love Bug virus has faded from your mind, but this is an article that you may want to pass on to your MIS group. The

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article talks about the functionality that is lost in Outlook if you use the patch. It also gives an alternative (http://www.woodyswatch.com/special) to the official Microsoft patch and a pointer to a newsletter called Woody's Office Watch. You might want to pass the URL on to your word-processing department. http://www.woodyswatch.com/


Bob Berring once again puts the benefits of having a librarian into a neat package and as an added bonus discusses having a librarian while the information landscape changes. Pass this article on to your various attorneys. The great thing about this article is that he is not preaching to the choir. Good, informative side-bars as well.


Do you want to greatly increase budget potential, boost library usage, customer satisfaction and create dynamic relationships that encourage repeat business? According to Peter Lisker, the way to do it is to employ proven sales techniques. I, for one, cringe at this prospect, because my father always told me I would never make any money unless I became a sales person, but Lisker does have a point. To help us integrate sales techniques into our library service activities, Lisker goes through ten key selling points from "sell the solution, not the problem" to establishing long term relationships, getting it right and practicing exclusivity. Although associated with sales, these concepts can help us solidify support and gain ground on budget and staffing issues.

"A Strategy for Becoming a Better Boss."

Need to refresh your idea of what it was like to have a horrible boss? This column gives some ideas on what makes a good boss. One missing skill/tactic, though, is to be direct; not mean, but direct. If someone is coming in 15 minutes after their appointed starting time, tell them they are coming in 15 minutes after their appointed starting time and you need them to be ready to work at their appointed starting time. Don't beat around the bush.


DTL&type=tech_article

This article is not about how the Sesame Street character can protect your privacy on the Web, nor can chocolate chips help you in that arena. This article is an updated 'all you ever wanted to know' article. If you have been reading the papers and worrying about your privacy, this article tells you what exactly you should worry about and how to
protect yourself. This is especially helpful if you are doing sensitive work for your firm. The information in this article would make a good basis for a presentation as well.

Did you think that you could escape Survivor in the NOCALL News? No such luck. Murphy uses the "hit" TV show as an example of a show that teaches excellent workplace-related skills. What follows are some examples of things to ponder for your every day worklife.

The Martyr: "I've been working my a__ off while a lot of you've been lying on you're a__es watching me." If you think resentment might be building up against you, then ask yourself how long you would last if your subordinates got to decide whether you stayed or were booted out of the department.

Moral: If you are leading, then delegate and let people do the job their way. There are many ways to get one task done.

Diversity: "Different contests reward different skills...so sometimes the wispiest woman is more valuable than the most muscular man." This is not about ethnic background. In a library, diversity of skills and experiences are very important. Who knows when an attorney's case hinges on knowing about tarot and your interlibrary loan assistant will be able to supply the answers. Moral: Look at different skills and life experiences to enrich your department. Get to know your staff's interests, so you can use them as a resource. Think about what will you miss if you create a department where everyone looks like you.

The Fisherman: "The other tribe got protein by eating BBQed rats." It is amazing how productive people can be if you give them the tools they need. Moral: Look at each work station/job description, talk to the peo-

I am beginning to think more of this column and tend to turn to it now, even in my rush to get through the most important (comics, croswords, Joan Ryan's column, etc.) parts of the Sunday paper. I find most bureaucracy articles to be too generic to be really useful, but this one has some excellent points, such as "information is power." How many times have you heard that? Well, in this case it is true and as librarians we have the power to gather the information. Another part of the article talks about asking strategic questions and letting people know you appreciate their efforts. It all takes time, but may yield results.

This is a brief examination of the roots of the problems that often occur between MIS/IT departments and the Library department. One of the author's theories is that libraries gradually came into technology because of the change in formats, but notes that we have always been in the content business. I really like that comment and think it would be a good one to use for many situations. The article discusses strategies for dealing with both departments from both points of view. Unfortunately, he suggests that MIS communicate and I think that would be a difficult departmental attribute to change.

Other items of Note:
MEMBERSHIP NEWS

New & Continuing NOCALL Members

The names of members who have joined NOCALL since publication of the 1999-2000 NOCALL Directory are listed below as well as changes and corrections for continuing members. Any corrections, changes or additions to the Directory should be sent to me via email or snail mail at:

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New NOCALL Members:

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MEMBERSHIP NEWS
New & Continuing NOCALL Members

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NOCALL EXECUTIVE BOARD
MEETING MINUTES
Thursday, March 30, 2000

The meeting was held at McCutchen Doyle Brown & Enersen, Palo Alto. Present: Cathy Hardy, Donna Williams, Jane Metz, Mary Ann Parker, and Nancy Adams. Absent: David Bridgman and Lauri Flynn. President Cathy Hardy called the meeting to order at 2:20 PM

1. Approval of Minutes from the January 28, 2000 Meeting The minutes were approved as read.

2. New Business

- **Treasurer’s Report (Nancy):** The treasury balance is $32,700.05 including two $5000 CDs. Nancy distributed a preliminary Spring Institute report and a year-to-date expense report. The Spring Institute will make a profit. The chapter is in good financial shape.

- **Report on Spring Institute (Donna):** The Spring Institute was a financial and educational success. The evaluation forms are very positive. Many people commented on the 20th anniversary celebration at the California Culinary Academy. Donna received a thank you letter from a vendor, John Babigian of Metropolitan News. Donna thanked her committee for their help.

3. Liaison Reports

- **AALL Liaison (Mary Ann):** Shirley David hosted AALL President Margaret Axtmann on Thursday before the Spring Institute. Shirley and Margie visited UC Berkeley (School of Information Management and Boalt Hall), the Bernard E. Witkin Alameda County Law Library, and Crosby Heafey Roach and May. Shirley reports that Margie was very impressed with the Spring Institute, especially the program on government relations. Margie appreciated the chapter’s hospitality. She will be writing a report for the AALL Board, and will forward a copy to Shirley.

- **Awards (Mary Ann):** The Awards Committee has received two nominations for the chapter’s Award for Professional Achievement. The award will be presented at the May Business Meeting.

- **Membership (Nancy):** Marlene Harmon reports that the membership directory is in the mail.

- **Grants (Nancy):** Grants Committee Chair Lille Koski has asked for information on the SLA and AALL grants. The board discussed the grants budget and decided that there should be four grants: One $200 grant for a member attending the AALL Advocacy Leadership Training Session; one $1,000 travel & hotel grant for the newer member who receives the AALL registration grant; one $915 AALL grant ($415 registration + $500 travel); and one $400 SLA registration grant. Lille reports that we gave one Spring Institute grant to a student at SIMS. He will be writing an article for the next newsletter. Lastly, Lille expressed concern that not all members received the Grants Committee e-mail. The board discussed setting up an e-mail mailing list (similar to the local SLA chapter’s reflector list) which reaches all members. Cathy will talk to the Technology Committee about setting this up.

- **Education (Donna):** Jenny Kanji reports that 42 people attended the February customer service video. The AALL program “From Books to Bytes” will be held at the Bernard E. Witkin Alameda County Law Library and the USF General Library on April 13th.

- **Next Year’s Committee Chairs:** Cathy asked all of the board members to contact their committee chairs before the May Business Meeting. Committee chairs should be asked if they are interested in continuing next year, or if they can recommend a committee member who can take over. Also, year-end reports should be prepared for the May business meeting. Committee chairs (Continued on page 21)
should be encouraged to attend.

4. Other Business
   • NOCALL Rep at Advocacy Leadership Training Workshop (Cathy): Sam has a list of people who are interested in the Government Relations Committee. One of them may be a good candidate for the AALL Advocacy Leadership Training session. If more than one person is interested, we may be able to provide grants for two attendees.
   • California Millennium Conference on Libraries (Cathy): Donna will represent NOCALL at the California Millennium Conference on Libraries on November 11th in Santa Clara.
   • SCALL Bylaws (Cathy): Cathy distributed a recent SCALL bylaws amendment. The amendment contains language suggested by AALL to retain nonprofit status. Cathy will ask the bylaws committee to look at the language and consider adopting it for NOCALL.
   • AALL Time Capsule (Cathy): AALL has asked the chapters to contribute to a 25 year time capsule, to be filled and sealed at the annual meeting in July. The board suggested that we submit our 20th Anniversary brochure from the Spring Institute and some NOCALL tattoos. Cathy will also solicit ideas from Coral Henning, Public Relations Committee Chair.

5. May Business Meeting and next board meeting (Cathy) The May Business Meeting will be held on May 18th at Golden Gate University, Room 510, at 2:30. The Award for Professional Achievement will be presented, and a town hall style meeting will follow. The Board will meet at 12:30, before the business meeting

6. Election Results
   The ballots were counted, and the election results are:  
   Vice President / President-elect: Sue Welsh  
   Treasurer: Debi Mazor  
   Member at Large: Faye Jones and Janice Kelly

7. Adjournment (Cathy) Cathy adjourned the meeting at 3:30 PM.

NOCALL EXECUTIVE BOARD MEETING MINUTES  
Thursday, May 18, 2000

The meeting was held at Golden Gate University, San Francisco. Present: Cathy Hardy, Donna Williams, Jane Metz, Mary Ann Parker, Nancy Adams, David Bridgman, Lauri Flynn, and Sue Welsh. President Cathy Hardy called the meeting to order at 12:30 PM.

1. Approval of Minutes from the March 30, 2000 Meeting. The minutes were approved as read.

2. Old Business
   • By-Laws Amendment To Retain Non-Profit Status (Cathy): As was suggested at the last board meeting, our by-laws may need to be changed in order to retain our non-profit status. SCALL recently amended their by-laws, using language recommended by AALL. Donna will ask the by-laws committee whether we should adopt similar language for NOCALL.
   • AALL Time Capsule (Cathy): AALL has asked the chapters to contribute to a 25 year time capsule, to be sealed at the annual meeting in July. Cathy will solicit ideas during today’s business meeting. Suggestions from the last board meeting included NOCALL tattoos and the 20th anniversary brochure from our Spring Institute.
   • One-Way E-Mail List (Cathy): The technology committee will contact AALL to see if they can assist the chapter in setting up a one-way e-mail list.
   • NOCALL Representative at AALL Advocacy Training (Cathy): Susanne Dyer, a very active member of the Government Relations Committee, will be representing NOCALL at the AALL advocacy training session in July. Susanne is also attending the Government Relations Roundtable.

3. New Business / Committee Reports
   • Treasurer’s Report (Nancy): The treasury balance is $31,878.74, including two $5000 certificates of deposit. This balance reflects grants that have been awarded and final Spring Institute figures. A few more grants will be issued shortly. Nancy pointed out that the newsletter is doing well, and is closer to breaking even. The new fiscal year begins June 1, 2000.
   • Education Committee (Donna): Jenny Kanji, Education Committee Chair suggested that NOCALL might be interested in setting up the organization

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as an Amazon.com associate. The board discussed the idea, including issues of our non-profit status.

**Committee Chairs (Donna):** Donna is in the process of contacting committee chairs to see if they wish to continue next year. Chairs who have agreed to continue are:
- AALL Liaison - Shirley David
- Archives - David Bridgman
- Awards - chaired by the Past-President - Cathy Hardy
- Constitution & By-laws - Prano Amjadi
- Consulting - Theresa Ewing
- Government Relations - Sam Trosow
- Membership - Marlene Harmon
- Newsletter - Leslie Campbell
- Nominations - Marlowe Griffiths
- Placement - Mary Staats
- Public Access - Coral Henning
- Spring Institute - chaired by the Vice President / President-elect - Sue Welsh

Committees which need a chair or for which a chair hasn’t been confirmed yet: Academic Relations, Audit & Budget, Education, Grants, Public Relations, Technology, and Union List. Some of the current chairs may continue.

**AALL Chapter VIP Program (Mary Ann):** The board discussed the selection process for choosing the chapter VIP. So far, we have sent 1 judge to the AALL conference. Some issues that were discussed included the desire to choose someone other than a judge or county library trustee (some suggestions included a firm partner, a firm administrator, or a Technology Director); and the need to coordinate with SCALL and SANDALL in order to choose an appropriate state-wide representative.

**Grants Committee (Nancy):** Two grants were issued for the AALL Conference. Anne Dana is the recipient of the newer member grant. She is a former paralegal, recently started working at the Fenwick & West Library in Palo Alto, and is also attending the library program at San Jose State University. She will receive a $1000 grant + free registration for the conference. Ruth Nunez-Schaldach, of the Sacramento County Law Library, received a grant for $915.

**Audit & Budget Committee Report (Cathy):** The proposed 2000-2001 budget will be given to the board in late May or early June. The board discussed the problems that the committee has had with auditing the Treasurer’s spreadsheets. Nancy suggested that a former Treasurer be on the committee. She also suggested that the committee include a member familiar with Excel. Donna will ask Marlowe Griffiths if she would be willing to chair the committee next year.

**Consulting Committee (Lauri):** Lauri noted that the consulting committee reported very low activity for the year. She suggested that the committee may need promoting.

**Joint Reception at AALL (Cathy):** Martindale-Hubbell will sponsor the NOCALL-SCALL-SANDALL Joint Reception at AALL. It will be held at the Philadelphia Marriott on Tuesday July 18th from 6:00 until 8:00 PM.

4. **Next Meeting:** The next executive board meeting was tentatively scheduled for Friday, June 2nd at 1 PM, at Nancy’s office in Emeryville. This will be the annual turn-over meeting. Members of the out-going board and the new board will both attend.

5. **Adjournment (Cathy)** Cathy adjourned the meeting at 1:20.

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**NOCALL EXECUTIVE BOARD MEETING MINUTES**

**Friday, June 2, 2000**

The meeting was held at LECG in Emeryville. Present: Donna Williams, Sue Welsh, Cathy Hardy, Mary Ann Parker, Nancy Adams, Jane Metz, Janice Kelly, and Debi Mazor. Absent: David Bridgman, Lauri Flynn, and Faye Jones. **President Donna Williams called the meeting to order at 1:15 PM.**

1. **Approval of Minutes from the May 18, 2000 Meeting.** The minutes were approved as read.

2. **Old Business**
   - **Where do we go from here regarding elections?** The board reviewed comments from the May 18th town hall meeting and discussed various options. It was agreed that the results of the Constitution & Bylaw Committee survey and the discussion at the town hall meeting were inconclusive. The board resolved **(Resolution 2000-01)** to continue with contested elections, but allow uncontested slates if necessary. Uncontested slates will be approved by board vote. In addition, the association should be mindful of the issue by ensuring that the nominations committee is geographically and institutionally diverse.

3. **New Business**
   - **Treasurer’s Report (Nancy):** There is $19,048.14 in our checking account. This does not include the two $5,000 CDs. Nancy will submit a year-end report in a few weeks.
   - **Committees (Donna):** All committee chairs are

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in place. The committee chairs and their board liaisons are:

AALL Liaison: Shirley David / Donna Williams
Academic Relations: Jenny Kanji / Jane Metz
Archives: David Bridgman / Cathy Hardy
Audit & Budget: Marlowe Griffiths / Donna Williams
Awards: Cathy Hardy
Constitution and Bylaws: Prano Amjadi / Donna Williams
Consulting: Teresa Ewing / Faye Jones
Education: Greg Fite / Sue Welsh
Government Relations: Sam Trosow / Cathy Hardy
Grants: Lille Koski / Debi Mazor
Membership: Marlene Harmon / Debi Mazor
Newsletter: Leslie Campbell / Janice Kelly
Nominations: Donna Purvis / Jane Metz
Placement: Mary Staats / Debi Mazor
Public Access: Coral Henning / Janice Kelly
Public Relations: Paula Lichtenberg / Faye Jones
Spring Institute: Sue Welsh
Technology: Nancy Hoebelheimrich / Donna Williams
Union List: Patti Traktman / Faye Jones
Web Page: Leslie Forrester / Janice Kelly

- **Committee Chair and Members Meeting (Donna):** The board decided to have a committee chairs and members planning meeting, tentatively set for Saturday, September 9th at Orrick in San Francisco. The meeting should run from 10 AM until 2 PM. Lunch will be provided. Attendees will receive a NOCALL polo shirt.

- **AALL VIP Update (Cathy):** Coordinating the AALL VIP will be function of the AALL Liaison. NOCALL has joined with the California Counsel of County Law Librarians to choose this year's AALL VIP. In the future, we will join with other organizations. Also, NOCALL will add travel costs to our budget, to cover the VIP's travel expenses for the AALL conference.

- **AALL Time Capsule (Cathy):** Cathy has newsletters, tattoos, suckers, and the NOCALL history to put into the capsule. She will contact David Bridgman for additional items.

- **AALL Activities Table (Donna):** The Public Relations Committee is putting together displays for the table at AALL. They purchased the camera and sticker film as our promotional giveaway.

- **AALL Leadership Roundtable (Donna):** We have members signed up for each roundtable.

- **NOCALL / SANDALL/SCALL reception (Cathy):** The joint reception will be held on Tuesday, July 18th at the Philadelphia Marriott from 6:00 until 8:00 PM. SCALL is receiving the Spirit of Law Librarianship award from Hein. The award will be presented during the reception. Martindale Hubbell is underwriting most of the costs.

- **NOCALL Day at AALL (Donna):** We will declare Tuesday, July 18th NOCALL Day, and encourage members to wear their NOCALL shirts.

4. **Goals (Donna):** What do we want to accomplish this year? How do we accomplish what was discussed at the town hall meeting? The board discussed the need for more regional networking events. It was decided to start with neighborhood dinner meetings in October. The idea will be discussed at the committee meeting in September.

5. **Open Forum**

- **Proposed Budget 2000/2001 (Nancy):** Nancy noted that the proposed budget does not reflect estimated income. Nancy will estimate incomes based on last year's budget, and she will submit a new proposed budget. The board reviewed the proposed expense sheet.

- **Discussed the possibility of moving the newsletter to the web.** Janice will talk to Leslie Campbell and Leslie Forrester about e-mailing the newsletter to the reflector list as a PDF attachment. We should also see what other chapters are doing at AALL roundtable.

- **Audit:** Marlowe agreed to chair the committee next year. Ellen Platt and Marilyn Dreyer will continue on the committee.

- **Vendors as Committee Chairs (Janice):** A member asked Janice to bring up the issue of vendor members serving as committee chairs. This member feels that there is a inherent conflict. Janice will let the member know that there is nothing in the bylaws saying that vendors cannot chair committees or run for the board. However, the board has been sensitive to the issue and taken steps to ensure that any vendor committee chairs do not promote a commercial agenda. The board also noted that AALL has been wrestling with this issue for years.

6. **Tentative Schedule of Meetings (Donna):**

- August Board meeting: Tuesday August 15th at 2 PM via teleconference.
- Committee chair and members planning meeting: Saturday, September 9th at 10:00 AM at Orrick, San Francisco.
- September Board and Business meetings: Friday, September 22nd at UC Davis.
- November Board meeting: Wednesday, November 8th at 2:00 PM at Venture Law Group.
- January Board and Business meeting: Friday, January 26th at the Marine's Memorial in San Francisco.

7. **Adjournment (Donna)** Donna adjourned the meeting at 3:30.
NOCALL COMMITTEE PLANNING MEETING MINUTES
Saturday, September 9, 2000

The meeting was held at Orrick, Herrington and Sutcliffe, LLP in San Francisco.

1. Welcome and Introductions
   • Attendees introduced themselves and briefly described their committees’ activities.

2. Discussion Regarding How Committees Are Working Together
   • Sam Trosow suggested that the Government Relations & Academic Relations Committees work together to bring more information about NOCALL to SJSU.
   • Discussed the Membership form and the possibility of asking for a home ZIP code so the GRC can supply members with their correct political representatives.
   • Mary Staats (Placement Committee) would like to work with the Academic Relations Committee to recruit more paraprofessionals from the local Community Colleges’ Library Tech programs.
   • Web ad hoc committee chair Leslie Forrester currently works closely with the Newsletter (Leslie Campbell) and Placement (Mary Staats) Committees.

3. Discussion of Technology Committee Report
   • Nancy Hoebelheinrich submitted a detailed report that recommends disbanding the Technology Committee.
   • The group discussed the differences between the Web Committee, Technology Committee, and Internet Committee: roles of each committee, whether there should be sub-committees, and the future needs of the association.
   • The group briefly reviewed the procedures manual and Nancy’s report.
   • According to Resolution 1997-2, the Internet Committee is a Standing Sub-Committee of the Technology Committee.
   • Leslie Forrester proposed renaming the Internet Committee the Web Committee, and including the listserv as a responsibility of the Web Committee (provided that there is a member on the Web Committee who will run the listserv).
   • Under Leslie’s model, she suggests that Nancy’s recommendations be the responsibility of the Technology Committee.
   • Leslie gave a brief overview of the future plans for the NOCALL website. Each committee will soon have a page for information, procedures, and links. The newsletter and the union list may be moved onto the web. The committee is researching how to create password-protected areas. And we may someday be able to share library catalogs.

4. Discussion of One-Way E-Mail List
   • The group discussed setting up a reflector (one-way e-mail) list to send notices of meetings and other information e-mails. It would be similar to what AALL uses to notify members of important announcements.

5. State of the Treasury and Discussion of Surplus Funds
   • Debi Mazor reported a treasury of approximately $32,500 including $10,000 in CDs. Donna explained that it is necessary to have a surplus of at least $20,000 to cover costs the association runs into in planning educational events. Events are very expensive and we need to have a cushion in the treasury. It is the Board’s goal to break even on educational meetings.
   • The budget for the AALL Liaison Committee was increased for this year. The increase is to supplement AALL funds used to send two VIPs to the national conference.
   • Sam Trosow suggested underwriting the cost of the Government Relations teleconference event.
   • A suggestion was made to purchase audiotapes from the AALL conference, house them in the archives, and make them available for members to check out.

6. Community Feel
   • The idea of regional dinner meetings (modeled after SLA neighborhood meetings) was raised at the May Town Hall meeting. Donna will ask for interested participants to coordinate these functions at the 9/27/00 Business meeting and in the President's column.
   • Other ideas included baseball games, bowling, billiards, and similar social events.
   • The Board will discuss setting up an ad hoc hospitality committee.

7. How do we attract new members and get them involved?
   • The group discussed relations with San Jose State, and the need for more involvement with the Library program there. It was agreed that we should contact recent graduates, and ask them to get involved with the Academic Relations Committee.
   • Other ideas for attracting students and recent library school graduates to law librarianship included promoting salary information, providing

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scherships, and advertising grants to attend NOCALL and AALL events.

8. Roundtable Discussion
   • Donna Williams reported that during the Leadership events at AALL, the California chapters were ahead of most other chapters with regard to advocacy and other activities.

9. Adjournment
   • Donna thanked everyone for attending.

Continuing NOCALL Members:

(Continued from page 19)

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GRETCHE (GRETA) PULLEN is no longer a law librarian with the California State Automobile Association; she is now the Information Knowledge Specialist for the same organization. She can be reached at the following address:
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NOCALL Grant Recipients’ con’t

Tina's SLA Highlights
by Tina Dumas 
Lillick & Charles LLP

(Continued from page 8)

Thanks in part to a generous NOCALL grant, I was able to attend the Special Libraries Association Annual Conference in Philadelphia this year. As a token of my appreciation, I thought I would share some of the highlights with all of you.

Dr. Carol Kinsey Goman’s talk on Transformational Leadership. If you get a chance to hear Dr. Goman speak, run, don’t walk to the front row!! Her talk focused on her research regarding change-adept people and our role as librarians as leaders of change. To sum up, Dr. Goman says that change-adept leaders are: risk-takers, fearless, creative thinkers, self-confident, and energetic (sounds like a librarian to me). For more details: http://www.ckg.com/articles.htm

General Session: Terry Gross of NPR’s Fresh Air interviewed David Talbot, founder and Editor-in-Chief of Salon magazine. This was a creative format for the General Session. And it came at a critical time - Salon had announced layoffs earlier that week, as several other Internet companies are doing these days. The interview led to other interesting topics, as well: David talked about the advantages and pitfalls of publishing a magazine entirely online, the
effects on its readers and editors, and anecdotes about his father's days in Hollywood. Read the transcript at: http://www.ibiblio.org/slanews/conferences/sla2000/fresh.htm

Working With AALL. The Legal Division sponsored a program to talk to members about how best to foster cooperation between AALL and SLA. This was a spirited but cordial discussion that addressed a variety of issues including: the differences in programming at each organization's annual conference, the need to market grants to both groups, and the suggestion to share programming topics between the two conferences. Someone also mentioned that a joint meeting of the boards of SLA and AALL is in the works. Although there were some controversial subjects broached, the session was a positive and collegial discussion. I am only sorry that I missed the follow-up session at AALL, but you can see Mark Mackler's summary in the September issue of Spectrum.

Sixty Sites in Sixty Minutes. I couldn't write this without mentioning Jenny Kanji's great presentation, with her terrific pinch-hitting co-star, Genie Tyburski. I didn't get to attend SLA a few years ago when Jenny debuted this program, so I made sure to get a front row seat this time. The format, for those of you who don't know, was for Jenny and Genie to take turns introducing the audience to an interesting Website in one minute or less. They covered a variety of topics, including: domain-name owners, a search engine for Adobe PDF files on the Web, federal agencies on the Web, Java programming guides, and how to move a hippo. http://hr.pro2net.com/x15251.xml for the complete list.

Factiva Party: Celebrating Inspiring Thinkers at The Franklin Institute Science Museum http://sln.fi.edu/. Normally, I wouldn't go on about a party in a serious report like this one, but there were educational aspects involved. In addition to the cheesesteaks and Tastykakes, there were contests for attendees to identify or dress up as inspired thinkers. There was a waiting line to walk through the giant model of a human heart, following the path of blood circulation. And last but not least was the IMAX movie about Philadelphia, past and present.

Researching Subsidiaries, Divisions, and Private Companies. The Business and Finance Division put on a great breakfast program featuring Douglas House of Washington Researchers as the speaker. It was a good reminder of some treasures from library school: plan your research, go offline to check local sources and government documents. But it also uncovered a few new gems: beware of the number 50 in self-reported sales figures; when talking to reporters, ask if they are on deadline. Douglas ended the session by reiterating something we all know (maybe too well): there is always more you can do!

You Want Me To Do What? Mary Ellen Bates spoke to a standing-room-only (and overflowing) crowd about how to market information services better within our organizations. She had great suggestions (as usual). One that I have already implemented is to add a changing tag line to my internal email signature. I can advertise new content to our Intranet pages or the Lexis/Westlaw rep. hours with every email I send. You can see her presentation materials at: http://www.batesinfo.com/speeches.html

Finding Good People: Interviewing & Hiring. Although this was a News Division program, many of the suggestions could apply to any type of library. Lany McDonald of Time, Inc. shared her "Holistic Hiring Homilies," which included hiring someone who can do something better than you can and raising the salary bar as much as possible. Barbara Hijek of the Ft. Lauderdale
Sun-Sentinel contributed a great list of interview questions. See their presentation materials at: http://www.ibiblio.org/slans/eleven/20000/sla2000/hiring/hiring.htm

Interdependence with the Library of California. The panel of speakers included Richard Geiger of the San Francisco Chronicle and Cynthia Hill of Sun Microsystems who shared her perspective on how private corporations can contribute to the project without compromising confidentiality. She suggested donating meeting space, equipment, or your time to the project as an alternative to giving open access to a private firm's collection. An interesting solution?!
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NOCALL Calendar of Events 2000-2001

**FALL WORKSHOP OCTOBER 26**

October 26th—Fall Workshop: Online Legal Research Tools: The New Kids on the Block, at Stanford

December 13, 2000—ALL Teleconference on UNCITA, ALA, ARL, MLA and SLA are cosponsoring a teleconference on the Uniform Computer Information Transactions Act (UCITA); will present a “primer” on UCITA and its implications for our libraries plus strategies for opposing this legislation in our state. NOCALL is looking into hosting a site—for more information, Contact Donna Williams.

January 26, 2001—Winter Business Meeting at Marines’ Memorial, San Francisco

March 15, 2001—Pre-Institute Legislative Advocacy Workshop Sponsored by NOCALL Government Relations Committee at the Holiday Inn, Sacramento

March 16 - 17, 2001—Spring Institute: 2001: A Capitol Odessy, at the Holiday Inn, Sacramento

*For more information visit NOCALL's Website: www.nocall.org*