



# NOCALL News

Northern California Association of Law Libraries  
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## Memorial: Beverly Ann Lipton (1949-2002)

by **Aruna Marathe**  
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*NOCALL President, Ellen Platt, dedicates her NOCALL News column-space to the memory of Bev Lipton, Librarian, Brobeck, Phleger & Harrison, Palo Alto. The following is a revised version of a memorial for Beverly Lipton that will appear in the Fall 2002 issue of Law Library Journal, vol. 94, no. 4. This memorial was written with the help of Bev's family and colleagues: Jean Heselden, Julie Jackson, Pam Rino, David Bridgman, Pamela Friedman, Alice McKenzie, Jane McMahon, Deborah Maglione, Kathrine Javier and Esther Morón.*

Beverly Ann Lipton, died on July 4, 2002, in Mountain View, California, a few months shy of her fifty-third birthday after a courageous and prolonged battle with breast cancer. To those who knew her, it seems that Bev picked July 4th to declare her independence from the cancer as if to mock what she referred to as the "monster."

Bev was born Beverly Ann Blackman, on October 15, 1949, in San Diego, California. She graduated in 1967 from Crawford High School in San Diego, and then began her undergraduate work at San Diego State University. Before completing her degree, Bev

married Barry Lipton and moved to Los Angeles, California where she enrolled at Cal State Northridge. She received her B.A. in 1972. After graduating, she began work at the Los Angeles Public Library which sparked her interest in the library profession and the idea of becoming a librarian took firm root. By 1982, Bev, Barry and their three-year-old son Scott moved to Northern California where Bev transitioned from the public library environment to begin her career as a law librarian at Brobeck, Phleger & Harrison in San Francisco.

Bev's years at Brobeck San Francisco held a special place in her heart. She always recalled that time with the same awe and excitement many have experienced on the first day of college. Bev's confidence in her professional abilities quickly grew as she worked with the library staff and benefited from their mentoring. This experience helped Bev evolve into an excellent mentor herself, almost a surrogate mother, guiding the careers of many young law librarians she worked and interacted with in later years. Her trademark greeting was "Hey Kiddo!" as she went about explaining or answering questions in some area of legal research that had stumped the inquirer. Bev loved to share her knowledge, and was always willing to teach other librarians, attorneys and anyone interested in research. She would take on any

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project that needed tackling no matter how heavy her workload and was never too busy to help. She could be counted on for personal support as well, always making people feel comfortable.

By 1985, Brobeck's three-year-old Palo Alto office was large enough to require the services of a fulltime resident librarian. Bev was relocated from the San Francisco office to fill this open position. Apart from being one of the early solo private law librarians in the Bay Area, she was also a founding member of the Peninsula Law Librarians Brown Bag Lunch Group which met to discuss the challenges they faced and exchange information. Beginning with only three private law librarians, this group today boasts a membership of over fifty and is still actively growing. Bev firmly believed in the value of the community, saying that "Law firm libraries are like their own little Switzerlands. Even if the firms may be opposing counsel, the libraries would continue to help one another."

Bev was a friendly, enthusiastic woman with a large heart, generous spirit and a warm smile who knew everyone. She always had time for her friends and colleagues and enjoyed introducing them to each other. She threw herself into her work, both at the office and with the local law library community. She was also a member of AALL and NOCALL, where she was an active volunteer from 1983 to 1996. At NOCALL she contributed her energies to several different committees at various times, including the following: Education, Membership, and the Local Arrangements Committee which organizes NOCALL workshops. In addition she also served as the Grants and Public Relations Committee Chairs, and was the Assistant Newsletter Editor. In particular, Bev played a significant roll in the 1994 NOCALL Institute entitled, Issues in Intellectual Property. This institute was extremely beneficial to the attendees as it provided practical tips from local patent experts, which is invaluable to anyone who researches patents. Moreover the timing of the Institute was almost perfect since it was held just as the Silicon Valley was accelerating into high gear triggered by changes in the Patent Law that were to take effect on June 8, 1995.

In 1986, Bev completed her graduate work in library science earning her MLIS Degree from San Jose State

University. Bev loved law librarianship, often working late into the night, and staying on top of new products and Internet sites. New technology excited her, both with its current abilities and future possibilities. In the early 1990's Bev played a pivotal roll in pushing West Publishing to improve their technology and devise ways to use one stand-alone printer for both Westlaw and Lexis. Following this accomplishment, she wrote an article, The Cold War is Over, or Using Lexis/Nexis & Westlaw on A Single Printer. Ironically part of the title also reflected the political mood of the world at the time. The single Westlaw and Lexis printer development was especially significant for a number of related reasons. First it eliminated one printer all together, reducing operating costs. Second and more importantly, this helped save physical space. It is no big secret that library space is almost a luxury, irrespective of the size or success of a law firm. Bev's extraordinary commitment to technology and its benefit to the legal community and law librarianship also made her part of a small, but integral group of experts that Global Securities Information, Inc., consulted with on product enhancements to LIVEDGAR. GSI considered Bev's contributions and feedback invaluable to making LIVEDGAR the service it is today.

Bev remained a child at heart throughout her life. Her favorite vacations were going to Disneyland with her family. She was an avid fan of the San Diego Padres, and followed them with a passion. Her collections ranged from Hiro Yamagata prints, to baseball cards, to Beanie Babies, to Disney characters. With the advent of eBay, she was a regular customer buying and selling, and then displaying the booty proudly like a museum curator. Her child-like spirit would take on an added exuberance during the Halloween and Christmas seasons when she would spend hours meticulously decorating the library.

In addition to her contributions to law librarianship, Bev was very loyal and committed to Brobeck, Phleger & Harrison. As the Palo Alto office grew to over one hundred and fifty attorneys, Bev voluntarily took on the responsibility of the Docket/Calendar and the Conflicts Department in addition to the library. She made it a point to participate in all aspects of the Brobeck community as well as playing an active role

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in the firm's United Way campaign and the San Francisco AIDS Walk. She was instrumental in bringing The Community Breast Health Project and the American Cancer Society's Cattle Baron's Ball to the attention of the Brobeck Charitable Foundation. In early 2002, Bev was able to visit the nearly complete centralized high tech library she had always envisioned in Brobeck's new East Palo Alto office. Just before her death, Brobeck East Palo Alto appropriately dedicated the library to the woman who had designed, built, and nurtured it. The plaque located at the entrance of the library, understated yet tasteful, simply reads, "The Lipton Library In Honor of Beverly Lipton For Her Years of Dedication and Service."

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### NOCALL News

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## Remembrances...

Bev - I can't believe you're gone! I almost picked up the phone to call you the other day. Do you have any idea just how terrific you were, always there, always helpful, always strong? You were a role model, and an inspiration. After so many years of hearing about your son Scotty, I finally met him at your memorial service. You have every right to be proud of such a wonderful young man. I wish I could tell you that. You may be gone, but you will be remembered with humor, respect and love. Peace to you Bev.

Cathy Hardy  
Librarian  
Venture Law Group

I worked with Bev for 3 years, from 1993 - 1996. I was her first actual Assistant Librarian with an MLS degree, rather than Library Assistant paraprofessional. So I was the first one to whom she had to learn to delegate research. She had been at the firm for something like 13-15 years at that point, and she had so many friends and close relationships at work, and was such a people person. It was hard for her to delegate because she LOVED to do research. She thought that was the fun part, but she was much too busy and could never get it all done, often working many late nights. Eventually, she "opened the flood gates" as she called it, and asked the attorneys to start utilizing me for more research projects.

We worked very well together and she taught me everything I needed to know. She was a great mentor and I would say I, more than anyone benefited from that, because I worked with her as her junior, for the longest. I had come to the job with no legal background or interest. But out of twelve job candidates she had picked me, the only one with no legal background. She had suspected that we would work well together and she was right; our personalities and work styles complemented each other.

I credit her for giving me my entrance to the Law Librarian profession which I now love. And I credit her for letting me take on the research and allowing me to shine so that when some of the Brobeck attorneys went to Orrick, they asked me to come to Orrick and be a head librarian myself. I also thank her for introducing me to the law librarian community and

the supportive atmosphere that she had helped create by starting the Peninsula Law Librarian Brown Bag lunch group.

She was a great example to me, often like a mother to me and was just a terrific, fun loving, down-to-earth person.

Julie Jackson  
Librarian  
Orrick, Herrington & Sutcliffe LLP  
Menlo Park

I first met Bev not long after she joined Brobeck's Palo Alto office. This must have been close to 20 years ago. She always talked about her son Scotty, how well he was doing and how proud she was of him. We lost touch after I left law libraries, but Bev was one of the first people I saw at a NOCALL meeting soon after I became Apple's Law Librarian. She was always helpful when I called with a question and pointed me to several useful resources. I knew about her breast cancer, was relieved when she appeared to recover from it, and very saddened by its return. Bev was a gallant lady and I miss her.

Wynne Dobyms  
Law Librarian  
Apple Computer

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## Professional Reading in Review

by Jaye Lapachet  
Coblentz, Patch, Duffy & Bass

**"A common sense approach to meeting management,"** by Jean Holcomb, **Law Library Lights**, Summer 2002, v.45, n.4 p.4-6.

People say times are tough. There are fewer new hires and it seems like there is more and more work for fewer people to do. Thus, meeting management becomes an important skill. If meeting leaders don't manage meetings effectively, time is wasted. This article gives a play by play layout for planning and executing your meetings. The most important thing to consider, which is pointed out by Holcomb is "...decide if having a meeting at all is the most appropriate way to address the issue." Can the job get done without having a meeting? What a revelation! There is a bit of previous knowledge required when reading this piece, because the author refers to "format of meetings," but doesn't go into detail about what the different formats are. Holcomb does offer sources for further information including books and websites.

**"The database universe : more gateways to other systems and more full text, better indexing, and customized packages respond to librarians' demands,"** by Carol Tenopir, **Library Journal**, 5/15/2002

<http://libraryjournal.reviewsnews.com/index.asp?layout=article&articleid=CA216340&publication=libraryjournal>

Comprehensive article on what is happening in the land of online databases. The article includes a list of what databases are available as well as the ones that died in the dot com burn out and what has happened to them. The article gets a bit "list-ish" as the list of the databases and where they are now gets longer, but it is a good reference source. New products and services are also discussed, as is indexing to improve search retrieval. What makes this an even more comprehensive article than it initially looks like is the discussion of pricing, the Tasini decision 'black holes,' as well as the removal of government information as part of the war on terrorism.

**"Dig Deeper : Audio mining technology gets to the heart of the news,"** by Gordon Bass, June 1, 2002

<http://www.smartbusinessmag.com/article/0,3658,s=101&a=26460,00.asp>

Brief article about how audio mining works. "A voice-recognition engine captures audio from broadcasts, telephone calls, streaming video, or conference tapes and converts it into text." The last paragraph discusses the accuracy rates of the software, which can be only 20-40% accurate. The article gives the impression that this is a great service. It seems that the promises could be very hyped up and then the users would be in for a big fall when they found out about the accuracy rates.

**"How technology & planning saved my library at Ground Zero,"** by Sidney Eng, **Computers in Libraries**, v.22, n.4 April 2002,  
<http://www.infoday.com/cilmag/apr02/eng.htm>

Step by step analysis of how technology planning allowed this library to stay operational even when no librarians were on site. After reading this article, having a disaster plan doesn't seem like such an arduous task. Eng goes into the details of his experiences at Ground Zero including simple and redundant aspects of their library website and the concept of database-driven content. The technology plan outlined in this article could be replicated, with a few adjustments for a law firm setting and would work well for a new branch or smaller office. He discusses the relationships of types of HTML pages with unmediated searching by home users. This could translate to an unstaffed library setting with the proper communications infrastructure. Eng reminds us to use standard products to ensure that your systems are compatible with as many products as possible. He shares key points of his disaster plan, including keep your website small (use db driven content where possible), redundant paths for communication and power are important to consider, current home phone and e-mail addresses are important, appropriate staff members should have a list of passwords in case they are needed (PDAs work great for this) as well as many other tips. The article, set in a very conversational and easy to read tone, also gives glimpses of the dedication librarians show in the face of adversity.

**"Law Librarians : Secret Agents for Reaching Potential Clients,"** by Steve A. Meyerowitz and Ralph Monaco, **New York Law Journal**, Vol. 227, Pg. 5 June 18, 2002

An excellent discussion of how law librarians can help attorneys with more than shelving books. Article goes into a great amount of detail on assisting with rainmaking, marketing and knowledge management efforts. Many articles like this are very superficial, but this one is in depth, gives great examples, and would be useful to distribute to your administrator, managing partner, and library committee.

**"Libraries In Need Of Librarians,"** CBSNews.com, June 18, 2002  
<http://www.cbsnews.com/stories/2002/06/18/national/main512573.shtml>

The librarian shortage finally hits the mainstream. CBS reports on the diminishing ranks of librarians and cites poor pay as one of the factors. The funny part is that the article says that librarians do much more than stamp books in and out, but doesn't say exactly what else.

**"In search of Genghis Khan: or maybe not,"** by Bob Berring, **Law Library Lights**, Summer 2002, v.45, n.4 p.1,3

Bob spins a glorious future for the library profession with a firebrand leader, more money -- everything. The 'inevitable' part of the article, though really rings true. We are not a profession of firebrand leaders and those with even the slightest tendencies in that direction leave the profession and go on to something else. While we are a profession "truly devoted to its cause," does that quality serve us well? I think Bob's article should start a different kind of conversation about that future of the profession, where we all participate and where nobody says "sorry, I couldn't make it, my library partner had a big emergency;" a conversation where librarians realize they are not servants, but trained professionals who need to participate in the future of the profession.

**"RSI and the Library and Information Science Professional,"** by Vivienne Sales, **Freepint Newsletter** 115,  
<http://www.freepint.com/issues/270602.htm#feature>

Do you ever feel tingling or numbness in your hands? Do you spend hours in front of the keyboard without breaks? Sales provides some basics and some

resources for librarians about repetitive stress injuries (RSIs). She includes different therapies and strategies. The resource list is excellent and every library should distribute a list of keyboard commands with the other handouts in the orientation packet. A must read for everyone spending hours in front of the keyboard every day.

**"RSS for non-techie librarians,"** by Steven M. Cohen, **LLRX**, June 3, 2002  
<http://www.llrx.com/features/rssforlibrarians.htm>

RSS is a shortcut for Rich Site Summary. This article reviews three pieces of feed software and tells you how to set it up to work to your advantage in a work environment. RSS feeds power services like MyYahoo and MyNetscape. The article also provides lists of sites that provide news feeds. The disadvantage is that you have to download a piece of software, which for some with hard-line IT departments, may not be an option. This is a great way to keep updated and current on news because it helps you to save time and organize materials.

**"When good e-mail goes bad,"** by Frederick Hertz, **The Recorder** 8/14/2002, pg. 4 Practice Center Law and Management column

Article focused on using e-mail for client relations, but provides some great tips regarding the use of e-mail in any situation. Some tips are: check the address twice, reread and rewrite before sending, some messages (like layoffs?!) should never be conveyed via e-mail, etc. Useful general information.

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## Musings from Mark

by Mark Mackler  
San Francisco Public Library

In the May/June "Musings," I wrote about the "look and feel," the policies, structure and culture of the San Francisco Public Library. Now it's time to let you know a little about the patrons of the Sunset Branch. We serve about 50,000 residents in our service area. The demographics are about 50% white and 50% Asian. It's an educated clientele, as more than twice as many Sunset residents have college degrees as those who do not. And, to give you a feel for how busy we are, in fiscal year 2001-2002 the Branch circulated 310,000 items.

For you loyal "Musings" readers who like to believe that your attorneys are the *only* library users who are cranky and irascible, or warm and charming, see if you can top these real patrons and real reference questions.

- One particularly colorful patron, an immigrant from Europe, terrorizes the Asian patrons by grabbing their newspapers from their hands and yelling (in his very heavy accent) "You are not Americans. Why are you pretending to read the newspapers? You can't even read English! Give the paper to a *real* American!"
- Virginia is in her mid-seventies. During my first week, she took me aside and confided that 50 years ago she had a boyfriend in Philadelphia. The old flame had never been extinguished, and now she wanted to track him down. (Think *There's Something About Mary*.) Because the old boyfriend had once played baseball in the Major Leagues, it wasn't too difficult to locate him. I'd like to think that I helped to rekindle the relationship. Periodically, Virginia will bring in an apple or an orange for me.
- "I'm looking for a book for my wife. I don't know the author or the title, but I know that there are some talking cats named Koko and Yum Yum."
- "Where's the bathroom?"
- "My kids smashed my screen door, and I'm trying to locate the manufacturer."

- "Where's the bathroom?"
- "What's my ZIP Code?"
- "The bathroom is out of toilet paper."
- "My dog is having puppies, and I need to know how to take care of them."
- One patron spent an entire week at the same table with the Scott Catalog, a major reference set for stamp collectors. During the course of the week, I asked him what he was up to. In a low voice, he explained that he had recently become very ill and had decided that it was time to appraise his beloved stamp collection so that he would have some idea about how to divide it among his children. The day after our brief discussion, I wasn't scheduled to work. When I came in the next day, there was a small envelope waiting for me at the desk. I opened it and found several postage stamps from Spain and Argentina. I haven't seen the man since then. I don't even know his name.

## Law Librarians Win Legislative Battle

by David McFadden  
Southwestern University School of Law

*[Editor's Note: This article will also appear in the SCALL Newsletter.]*

On September 11, Governor Davis vetoed AB 2648 and at least temporarily gave law librarians a sense of relief. AB 2648 started out as an innocent technical bill to change the composition of the San Diego County Public Law Library Board of Law Library Trustees. It was amended three times. Even though the final version only applied to San Diego County, the governor in his veto message acknowledged that, "[t]his bill creates a poor precedent for counties to follow in providing support for county law libraries."

AB 2648 was introduced on February 22, 2002 by Assembly Member Mark Wyland. The bill was caught up in efforts by the San Diego County Board of Supervisors to deal with their own budget deficits. They used two approaches to solve their own problems by trying to give them to the county law libraries. The first amendment, which did not even survive long enough to get voted on by any committee or house, was the worst. It would have shifted the burden of paying for law library facilities, including utilities and maintenance, from the counties to the county law libraries. The other two amendments imposed a system of accountability first on all county law libraries and finally only on San Diego County.

The later amendments frankly misrepresented or were based on misunderstandings of the way that county law libraries operate. Counties have provided space and upkeep – ranging from single rooms to entire buildings -- for the law libraries as has been required by law before the first statewide general county law library act in 1891. The later versions of AB 2648 were apparently based on the assumption that the county law libraries must be billing the counties for these services. In fact in a letter that was quoted in Senate Judiciary Committee and Senate Floor analyses, it was stated that San Diego County was billed over \$300,000 last year and that the county had no option but to pay. This simply is not true. It is likely that it cost the county that much or more for the county law library but the county made all of the arrangements and paid for them. If they had not

wanted to pay so much, they could have found cheaper alternatives or put cost-saving measures into place. Based on false assumptions, the bill added a whole unnecessary system of checks and balances. The governor in his veto message correctly observed that "[c]urrent law already gives county supervisors discretion in funding law library operations...."

AB 2648 had a life of its own. For some reason the legislators could not or would not understand how poorly written and distorted the bill was. One problem was that when the bill was last amended, transforming it from having direct statewide impact to technically only applying to San Diego County, opposition waned. This shortsightedness on the part of legislators is frustrating and disappointing. It does not reflect well on the way the legislature works. Bad law should not be passed even if it does only have a limited geographic reach. Even before the final amendment, this flawed bill passed out of the Assembly with little opposition. If one does not understand how county law libraries work, the safeguards in the bill seem reasonable. That is why the battle after the last two amendments was so much more difficult. Often in the haste to pass legislation legislators and/or their staffs do not take time to understand the facts. The claims from the county board of supervisors' lobbyist about the law library billing the county that made their way into the Senate analyses could have easily been verified. Instead, false claims were given as much weight as any other comments. It is understandable how two sides can disagree on philosophy and interpretation. It is unfathomable how a simple fact of whether the county was billed or not billed never seemed to be checked.

AB 2648 was opposed primarily by county law librarians but others were enlisted along the way. The lead organization was the Council of California County Law Librarians along with various individual county law libraries. The CCCLL has its own professional lobbyist who helped guide, advise, and develop strategies. San Diego County Public Law Library was placed in an awkward position. After the first onerous amendment was changed, the SDCPLL took a neutral position since the bill was coming from a legislator from San Diego County and the county law library was given assurances about the bill. Only after the bill was finally amended to apply only to San Diego County and it was obvious that the bill was not



the innocent and innocuous bill the San Diego County Board of Supervisors tried to portray it as, did the SDCPLL again oppose the bill. But when they opposed it, they did it with great gusto. They utilized their website to post pleas to help oppose the bill. Board members, local attorneys and others joined to fight AB 2648. All three AALL Chapters from California fought against the bill from early on until the end. Calls to action, sample letters and points of opposition were sent on all three listservs and posted on the NOCALL webpage. Bar associations and individual attorneys also voiced their disapproval about the bill at its various stages. Even relatives and friends were urged to write, fax and email against the bill. Earlier when the bill had statewide effect, articles appeared in the *California Bar Journal*, *Los Angeles Times* and *The Recorder* discussing possible cuts that would result from the bill.

At times the effort also meant traveling to Sacramento. Between the time the bill was originally introduced and the subsequent amendments appeared, there were two legislative days. At the time of the California Law Librarians Legislative Advocacy Day on March 12, the bill was truly innocuous. The main emphasis of the twenty-one librarians attending mainly from Northern California was to establish our presence and generally tell legislators about county law libraries. AB 2648 was fully supported, since at that time it only made some changes in the composition of the San Diego County Board of Law Library trustees. Since it was really uncontroversial, it was not a major bill to be discussed, however. The first amendment took place just before the April 16 Legislative Day for California Libraries sponsored by the California Library Association and the California School Library Association. Since the bill had just been amended, the CLA had not taken a formal position against it but that didn't stop law librarians from preparing a flyer and asking the public and academic librarians at the legislative day to pass it out. In at least one instance, a legislative aide who had been contacted a month earlier, approached a law librarian to ask about the bill. CCCLL made arrangements to have witnesses and attendees at both the Assembly Local Government Committee and Senate Judiciary Committee hearings. Both were disappointing. The Assembly hearing date was changed, causing logistical problems. Then the second amendment occurred very near the time of the Assembly hearing which made opposition more

difficult since most of the letters were focused on the more draconian first amendment. Because of this last minute change, letters of opposition and a list of organizations opposing the bill did not even officially make it into the Assembly Committee Analysis since technically they were not opposing this newly amended bill. Further complicating matters, the Assembly hearing had been delayed during the day due to unrelated protests occurring at the Capitol. Only the CCCLL lobbyist was present at the end. The Senate Judiciary Committee hearing also ran late and then Assembly Member Wyland brought in a last minute amendment to apply the bill only to San Diego County. As mentioned above, it was more difficult to mount opposition when the bill was ultimately transformed into "only" a San Diego County bill. Since there was no one from San Diego present to oppose the bill, the other speakers did not have a chance to speak.

One reason for opposing the bill, even after the last amendment applying it only to San Diego County, was that it was feared that other counties would be influenced by it. This is not an alarmist concern. After having attention drawn to a normally unread law by AB 2648, one county board of supervisors has interpreted current law as requiring them to only provide space for their county law library. All the types of related expenses including utilities, telephones and janitorial service that are enumerated in existing law are considered optional. This is an extreme interpretation and flies in the face of over a hundred years of practice.

Ultimately, the efforts of all of these groups and individuals did convince the governor to veto the bill. This will not likely be the end. Hopefully other counties will not try to get out of their responsibilities through creative interpretation of the statute but they may. Also, in December a new legislative session begins. New legislation can be introduced. We must still be vigilant.

## A County Law Library Trustee's First AALL Annual Meeting

by Robert B. Freedman  
Judge of the Superior Court  
Alameda County

I thought I knew a lot about law libraries. After all, as a law student, lawyer and now Superior Court judge, I had spent uncounted hours in law libraries and as a patron of law library services. More recently, as a member of the Board of Trustees of the Bernard E. Witkin Alameda County Law Library, I began to glean some insight into the financial and operational complexities of operating a modern county law library. Then I went to Orlando and learned how little I really knew!

I was privileged to attend the 95th Annual Meeting of the American Association of Law Libraries (AALL) at Orlando, Florida on July 20-24, 2002 in my capacity as a trustee and generously facilitated by a VIP Grant from NOCALL. Although I poured over the advance program materials, I was still unprepared for the breadth and scope of presentations, business and social events and vendor exhibits.

Fortunately, our Law Library Director, Cossette Sun, in the best tradition of information management, was able to guide me in selecting from among the many offerings, those that would be of the most interest to a county law library trustee.

As readers of this publication will likely know, Cossette has just concluded her term as a member of the AALL Executive Board. Having known Cossette for many years, it came as no surprise, but was nonetheless gratifying, to observe the respect and affection Cossette enjoys among her AALL peers. Although this no doubt facilitated my introduction to many meeting attendees, I was independently made to feel welcome by all the participants I encountered.

Following are some impressions and considerations for other county (or similar public agency) law library trustees contemplating attendance at a future AALL Annual Meeting:

- In our association with a particular law library we may not reflect often on the fact that law libraries and law librarians are found in a variety of settings i.e. the realm of state, county and government law libraries, in contrast to academic (law school) and

and private (law firms, corporate). The Special Interest Section organizational structure of the AALL accommodates this variety while providing a forum for matters of common concern. For example, the shift from print to electronic media presents challenges to all law libraries in one way or another.

- Attendance by public law library trustees is apparently of comparatively recent origin and fairly limited in numbers. In part this is understandable. A law library trustee serves as a board member, dealing with broad policy and general budget issues, not micromanaging daily operational matters. Those are the responsibilities of our highly professional directors and staff. It would be a rare trustee, indeed, who happened to be a trained law librarian and you should have no illusions of returning from an AALL meeting qualified to serve as a law librarian. You will, however, learn much that will assist in you in your fiduciary responsibilities as a trustee and be better prepared to evaluate the manner in which your law library serves its patrons and the public and legal community in which it operates.
- Get the “big picture” – In a state as large as California, where we pride (and sometimes delude) ourselves that we are always on the leading edge of technology and public services, attendance at an AALL Annual meeting will give you a more realistic perspective on a national and even international basis.
- Bring home some ideas: Attending a five day conference is not a substitute for years of higher education and professional experience, but within the scope of a trustee's duties you will have the opportunity to learn much about what other similar libraries are doing in terms of strategic planning, budget and revenue alternatives, community involvement and adapting to technological change.
- My recommendation to other county and public law library trustees: Go to Seattle! The 96th Annual Meeting of the AALL is scheduled for July 12th to 16th, 2002 in Seattle, Washington. Certainly not every law library trustee should plan to attend every year (remember you are a trustee,

not a law librarian!), but rotating participation among trustees over a period of time will do much to enrich board participation for the trustee, support the professional staff and permanently endow your library service with a perspective not readily available in any other way.

I returned from Orlando better informed about the challenges faced by law libraries generally, comforted to know how well our own library operates, even in the face of budgetary limitations faced by all governmental agencies and energized to continue service as a law library trustee. I am confident that any trustee who chooses to attend a future meeting will have a similarly rewarding experience.

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### **NOCALL Mailing List**

Are you subscribed to the NOCALL mailing list?

If not, then point your browser to:

<http://aallnet.org/mailman/listinfo/nocall-list>

to sign up!

If you have questions about your subscription that cannot be answered at this site, please contact the list manager, Joan Loftus at [jloftus@brobeck.com](mailto:jloftus@brobeck.com)

## SLA 2002: Putting Knowledge to Work

by Cathy Hardy  
Venture Law Group

I was the very grateful recipient of a NOCALL grant to attend this year's 93rd annual SLA convention. What an amazing experience! Librarians from all over the world gathered together in Los Angeles in June. This was my first time attending an SLA event, and some of you may be wondering, as I did, what the difference is between the AALL and the SLA conference? Here are a few quick unscientific observations.

1. The opening and closing sessions were from top names in other fields. The opening speaker was Peter Drucker, and closing was Dolores Kerns Goodwin. Both sessions were VERY well attended (even though there was no food!).
2. I met a lot more people from foreign countries (no stats here, just my experience. Your experience may vary.)
3. Lots of different vendors including a small section for tabletop vendors, smaller companies that could not afford the major booth prices. There was a great table with library and librarian related clothing and pins.
4. As you would expect, there were many non-legal oriented presentations at SLA, including for example "Sustainable Communities and Nonmotorized Transportation - Information Resources." (No, I didn't attend that session.)

Peter Drucker got the conference off to a great start. He came out, sat in an armchair, and had a "chat" with what appeared to be more than 1,000 people. At 92, he is filled with valuable life stories, wisdom, and graciousness. Perhaps his most important message was to read and remain active outside of our own areas, and outside of work. In other words, he told us to "get a life."

Mr. Drucker pointed out that every institution has to be globally competitive. If you sell dinnerware to restaurants, you are now in competition with other manufacturers from around the world. Institutions cannot depend on their internal systems to answer all of their questions. They need to know the answers to the questions they don't ask, and they need to know about their "non-customers." One large multinational corporation tries to determine trends by routinely

looking at the questions being asked in the Information Center. They make a note of the "non-standard" requests and use that information to determine what new areas they need to track.

I attended many other sessions during the 3 days, including Competitive Intelligence for the non-CI professional; Quality Business Content: Free vs. Fee-based; Balancing Act of Multitasking Managers; Unanswerable Questions: when what they want just isn't there; New paradigms of Information Access. I won't bore you with a blow-by-blow description, but here are some of the highlights. If you do want more details, please feel free to contact me.

From Mary Ellen Bates, and Competitive Intelligence - you can look at a partial archive of the web by using the WayBack machine at the Internet Archive - <http://www.archive.org/>. You can also use Google, Alta Vista, HotBot, Alltheweb.com, and others to do a "link analysis." For example, with Google type in the search string `link:www.target-company.com`. This will allow you to find web pages that link to the target-company.com web page. Another tip - if you are looking for internal information about a company which is not posted on their web page, use the "search this site" feature to look for ppt, PowerPoint, executives names, the phrase "market share" etc. You may find helpful data in PowerPoint presentations or other documents that are housed on the site, but don't have external links.

The session titled "Unanswerable Questions" was also with Mary Ellen Bates. We were reminded that before we give up on a question, we should be creative about where we look for answers. Associations and individual experts are often the best place to find out about a product or industry. She did acknowledge that in some cases, especially in law firms, we might not be able to go to the best person or association due to conflicts, so you do need to talk to the person asking the question before contacting people directly. She also reminded us to renegotiate the question - "I can't answer your question directly, but I can get you this other information - would that be useful?"

I went away from the conference invigorated and ready to take on new challenges. Thanks again to NOCALL for the opportunity to attend.

**NOCALL EXECUTIVE BOARD MEETING  
MINUTES  
Wednesday, January 23, 2002**

The meeting was held at Marines' Memorial Club in San Francisco.

Present: Sue Welsh, Todd Bennett, Donna Williams, Ellen Pratt, Erin Murphy

Absent: Mary Hood, Marlowe Griffiths

**President Sue Welsh called the meeting to order at 10:05.**

**1. Approval of Minutes from the December 19, 2001 Conference Call Meeting**

The minutes were approved as read.

**2. Treasurer's Report (Sue for Marlowe)**

Treasurer's Report as of 11/30/01 was submitted.

**IRS Status**

Per Donna, Debi Mazor says all tax returns have been filed. The Audit & Budget Committee did not have any copies. Sue will contact Marlowe to see if/where copies are being kept. The current tax return is being worked on.

**P.O. Box**

Todd and Marlowe will get together next week about a schedule for checking the mail box. Todd will let Sue know what is decided.

**3. Old Business**

Bylaws Amendment submitted by Constitution & Bylaws Committee

The amendment to Article IV Section 2 of the bylaws was approved unanimously by the Board. It will be submitted to the Business Meeting for a membership vote today.

**Election timeline**

The slate has been mailed. The ballots will go out by March 1 with a due date of March 15.

**May Business Meeting**

Sue contacted Cosette Sun about meeting in Oakland at their conference center. If the cost is too high, we can consider the Crosby conference room or the Oakland Museum. Sue will investigate further. The tentative date is Monday, May 20.

VIP in Orlando

Cindy Mediavilla cannot be our VIP this year. Peg LaFrance will put up a nomination sheet on the web site and Sue will announce it at today's Business Meeting.

**4. New Business**

Glasser LegalWorks

Steve Seemer contacted Sue about NOCALL sponsoring a segment of this conference April 15-16 at Marriot. NOCALL would sponsor a morning workshop similar to what we have done in the past. NOCALL members would get a discount to the rest of the conference. The theme is sharing web searching techniques and training strategies. Sue will suggest some names to Steve for speakers.

Activities table at AALL

Leslie Forrester will be in charge this year along with Maryanne Gerber (Chair of Public Relations Committee).

Networking Task Force Committee – abolish?

As Chair, Mary Ann Parker suggested abolishing this committee since it was initially formed to monitor the progress of Library of California which has since been established. The Board unanimously approved abolishing the committee

California chapter reception at AALL

It is increasingly difficult to find a vendor. The idea of small specialty publishers was suggested.

IRS has raised the mileage rate to 36.5 cents as of January 1.

**5. Committee Liaison Reports –**

**AALL Liaison (Sue):** Nothing to report.

**Academic Relations (Erin):** The mid-year report detailing the reception at SIMS was distributed.

**Archives (Donna):** Nothing to report.

**Audit & Budget (Sue):** Sue met with Lynn Lundstrom and Sue Calder. Marlowe had sent over a huge box of material. There was a 1998-99 report but for 1999-2000 there was a problem with being able to match receipts to Committees. The plan was for that type of auditing to be done in 2000-2001. Evidently

that was not done as there were not even any invoices found. Discussion proceeded as to how to set up procedures for the Audit & Budget Committee and the Treasurer to follow so all parties will be able to work together. Ellen suggested that a standard form for reimbursement of expenses should be created with codes established for each committee and the types of expenses they have. This could be mounted on the web site so that it is accessible to all. Sue will ask the Audit & Budget Committee to come up with a draft form. Sue will also ask the Committee to investigate how to modify the current Excel spreadsheet to accommodate these codes and subcategories instead of buying new software.

**Awards (Donna):** She will be posting a form for nominations on the web site and also send it to the listserv.

**Constitution & Bylaws (Sue):** See New Business.

**Consulting (Todd):** Nothing to report.

**Education (Ellen):** The mid-year report detailing the Fall Workshop was distributed.

**Government Relations (Sue):** The Legislative Day is March 12 in Sacramento. Members of the committee will announce more news at today's Business Meeting. The charge will be \$25. They are working with SCALL, SANDALL, and Joan Allen Hart.

**Grants (Sue for Marlowe):** There is a form on the web for the Institute. The mid-year report was distributed

**Membership (Sue for Marlowe):** Nothing to report.

**Networking (Sue for Mary):** Abolished by the Executive Board today.

**Newsletter (Sue for Marlowe):** Next issue will be out on the first of February. .

**Nominations (Erin):** Nothing to report. The mid-year report was distributed.

**Placement (Sue for Mary):** Nothing to report.

**Public Access (Donna)** Nothing to report.

**Public Relations (Todd):** Articles have been coming out in the Daily Journal. Plans for the table at AALL are proceeding.

**Spring Institute (Ellen):** It looks like James Duggan will be the AALL Board representative. Lexis is sponsoring and providing speakers for the Friday workshop which will be on teaching legal research. They may contribute to the reception. Letters to exhibitors should be sent out as soon as possible. First notice to members usually goes out in February. Ellen reported that the cost to members should be fairly low. Saturday's attendance will probably be higher than Fridays.

**Union List (Todd):** Todd was told it's "about to go to print" but is not sure how close to mailing that is. If we stay with the Library of California, we may lose some holdings' listings. Putting it up on the web would be a one-time expense that could be funded by a grant or a library school student would do the inputting. After the initial expense, there would just be annual maintenance fees. Further discussion will continue after the current one is sent out. We might need to contract with an outside vendor for server space that may be password protected.

**Web page (Sue for Mary):** The mid-year report was distributed.

There is a report that a member is not getting listserv messages. Holly will check with AALL to see who is on the recipient list. Sue will talk to Leslie about archiving listserv messages on the web page.

## **6. Next Board Meeting (Sue) -**

March 27 from 11-2 at UC Davis. Lunch will be provided by NOCALL.

## **7. Adjournment (Sue)**

Sue adjourned the meeting at 11:30.

Respectfully submitted,  
Erin Murphy  
NOCALL Secretary

**NOCALL EXECUTIVE BUSINESS MEETING  
MINUTES  
Wednesday, January 23, 2002**

The meeting was held at Marines' Memorial Club in San Francisco. There were approximately 64 members present.

**President Sue Welsh called the meeting to order at 1:18 p.m.**

**1. Welcome (Sue)**

**2. Approval of the Minutes from the September 21, 2001 Business Meeting**

The minutes were approved as read.

**3. Treasurer's Report (Sue for Marlowe)**

The report ending 11/30/01 was distributed.

**4. Old Business**

Spring Institute Update

The Institute will take place April 26-27 at Miramar Lodge in Half Moon Bay. Friday will be a workshop for teaching research in various settings. Speakers on Saturday will focus on change management and staying viable in a changing economy.

**5. New Business (Sue)**

Nominations

The slate of candidates was announced.

County Law Libraries 24/7 Reference Pilot Project  
Shirley David reported that 12 county law libraries have volunteered to act as "experts" in law-related questions coming to the various public libraries already participating in the 24/7 Project. Each library has agreed to be available at least 2 hours each week. The law libraries' formal participation is planned to begin in May with a "beta" test set for April when other California law libraries will be invited to ask questions. This test will be announced on the NOCALL web site and listserv.

Legislative Advocacy Day

Shirley David reported that the Government Relations Committee is organizing this all-day program set for March 12. The focus will be on funding county law libraries. The morning will be a strategy session with

visits to various legislative offices set for the afternoon. Attendees will be charged \$25.00. Registration materials should be in the mail shortly.

Bylaws Amendment

The Amendment to Article IV, Section 2 removing the requirement to notify the membership "by mail" passed unanimously.

**6. Other Announcements (Sue)**

Debi Mazor announced the PLI program on Law Libraries 2002 set for February 4.

Grants are available for the Spring Institute and for the annual AALL convention. More information will be coming out shortly.

**7. Adjournment (Sue)**

Sue adjourned the meeting at 1:45

Respectfully submitted,

Erin Murphy

NOCALL Secretary

**NOCALL EXECUTIVE BOARD MEETING  
MINUTES  
Wednesday, March 27, 2002**

The meeting was held at Erin's house in Woodland, California.

Present: Sue Welsh, Mary Hood, Donna Williams, Ellen Pratt, Erin Murphy

Absent: Todd Bennett, Marlowe Griffiths

**President Sue Welsh called the meeting to order at 12:24.** Prior to the meeting, the ballots were counted.

**1. Approval of Minutes from the January 23, 2002 Conference Call Meeting**

The minutes were approved as amended with the change of Sue as AALL Liaison board contact in place of Ellen.

**2. Treasurer's Report (Sue for Marlowe)**

Treasurer's Report as of 02/28/02 was submitted.

Sue suggested that we check when the next CD is due to determine if we want to put that in the checking account to prepare for any particular expenses that might be associated with next year's Institute.

Sue will contact Marlowe about the incomplete Treasurer's Report.

**Audit Report**

The Committee did a great job, considering what obstacles they had. The draft of the NOCALL Treasurer Request Form looks great. It will be emailed to all committee chairs and added to the NOCALL web site. Receipts should be stapled to the form and kept in the Treasurer's file. A year-end report should be done as of May 30. The bank statement should include copies of the canceled checks. It was suggested that there be a financial meeting with the incoming president, outgoing Audit/Budget committee, incoming Audit/Budget committee chair and incoming and outgoing Treasurers.

**P.O. Box**

Sue did not get a chance to contact Todd to see how the schedule of checking it is going.

**3. Old Business**

Legislative Day went very well. There will be an article in a future NOCALL newsletter and possibly one in the AALL *Spectrum*. Attendance was approximately 25 with the majority being county law librarians.

Glasser LegalWorks is April 16 in San Francisco. For \$130, NOCALL attendees get breakfast and a chance to see the exhibits. Notification to members has gone out.

Spring Institute Ellen reported there is a waiting list for vendors due to the small space. Future institutes may have the exhibitor forms on the web site. We filled the hotel block at Miramar. Ramada block is about half full. Attendee registration is 4/5ths full. They won't take a business check for the banquet at Mezzaluna so we'll do it with the cashier's check and the balance on Sue's credit card. Ellen will arrange with Marlowe to get some checks sent to her ahead of time for other expenses that will need to be paid during that weekend.

May Business Meeting: It will be at Alameda County Law Library on Monday May 20 at a cost of \$143 to use their facilities. The Board meeting will be from 12:30 until 2 with the Business meeting from 2-4. A Superior Court judge will install the officers.

All-CA reception at AALL: There is still no sponsor so the chapters may need to cover the room charge and there would be a no-host bar.

Memorial for 9/11 librarians: Mary Garcia of SANDALL says they have earmarked \$200 to go into the AALL memorial fund that goes for scholarships. A motion was approved to have NOCALL donate \$200.

Credit Card: Sue will contact Bank of America where we have our association accounts about getting a debit card. The plan is to obtain three cards in the names of the people who are signatories on the account.

NOCALL banner: Sue asked Todd to check with Mary Anne Gerber of Public Relations Committee but hasn't heard from him. Sue will check on obtaining a banner approximately 18" x 24" with grommets.



#### 4. New Business

**Professional Achievement Award The Committee** (Donna Williams, Shirley David & David Bridgman) received three nominations. The Board approved a motion giving the award to Mark Mackler at the May meeting. Donna will notify him.

**Update of Policies and Procedures Manual:** There have been a number of changes necessitating an update. Committee liaisons will ask each chair to make any changes and submit with the year-end report. All changes will be sent to Erin who will distribute them to the Board prior to the May 20 meeting.

**Discontinuation of Barclays' California Code of Regulations microfiche:** Sue submitted an email from Larry Meyer suggesting that the three California chapters write a joint letter to Barclays indicating our displeasure with their decision.

**Elections:** Ballots were counted prior to the start of the meeting. Vice President/President-Elect is Suzanne Pierce Dyer, Treasurer is Jackie Grossman, Members at Large are Coral Henning and Yvonne Boyer. Continuing are Ellen Platt as President, Erin Murphy as Secretary, and Sue Welsh as immediate past President.

#### 5. Committee Liaison Reports

**AALL Liaison (Sue):** James Duggan will be at the Spring Institute.

**Academic Relations (Erin):** Nothing to report.

**Archives (Donna):** Nothing to report.

**Audit & Budget (Sue):** See discussion under Agenda Item #2.

**Awards (Donna):** See discussion under Agenda Item #4.

**Constitution & Bylaws (Sue):** Nothing to report.

**Consulting (Sue for Todd):** Nothing to report.

**Education (Ellen):** Nothing to report.

**Government Relations (Sue):** See discussion under Agenda Item #3.

**Grants (Sue for Marlowe):** Per Ellen, there have been a few people interested who have been referred to Peg.

**Membership (Sue for Marlowe):** Nothing to report.

**Newsletter (Sue for Marlowe):** Sue will contact the editor giving her the results of the election. Sue will also email the amended minutes from January 23 Board meeting.

**Nominations (Erin):** Nothing to report.

**Placement (Mary):** Nothing to report.

**Public Access (Donna)** Coral reports that the Committee made 2 proposals for the CLA conference in Sacramento in November: a pre-conference full day workshop called "Essential Legal Research skills" and a one-hour condensed version of the same workshop to be offered during the conference. These will be co-sponsored with the California Council of County Law Librarians.

**Public Relations (Sue for Todd):** Sue will get in touch with Maryanne Gerber about NOCALL banner.

**Spring Institute (Ellen):** See discussion under Agenda Item #3.

**Union List (Todd):** Sue will contact Todd since it should have gone out judging by his report at the January 23 Board meeting.

**Web page (Mary):** Nothing to report.

**6. Next Board Meeting (Sue) -** May 20, 2002 at the Bernard Witkin County Law Library in Oakland.

**7. Adjournment (Sue)**  
Sue adjourned the meeting at 2:12.

Respectfully submitted,  
Erin Murphy  
NOCALL Secretary

## Membership News

### New & Continuing NOCALL Members

The names of members who have joined NOCALL since publication of the 2001-2002 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:

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## Calendar of Events

For more details, see <http://www.nocall.org/calendar.html>

### 2002

- Ø November 6-8, Wednesday through Friday  
Internet Librarian, Pasadena, CA

### 2003

- Ø February 28-March 1, Friday through Saturday  
All-California Joint Institute, San Luis Obispo, CA
- Ø July 12-16, Saturday through Wednesday  
AALL Annual Conference, Seattle, WA