



NOCALL *News*

Northern California Association of Law Libraries
A Chapter of the American Association of Law Libraries

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President's Message

Hi Everyone!

I hope you all had a nice summer; that you've had a chance to slow down and take a breath after going through all the emails and returning all the phone calls you received while you were in Portland, just in time to draft a program proposal or two and submit it or them to AALL by August 15th, just in time to welcome new students or new associates or whatever other new things come your way with the first cool weather of Fall. NOCALL has a few new things in the works, too, so I hope you're ready!

First is our September Business Meeting on Tuesday the 30th, which will be held from 10:30 a.m. to 1:30 p.m. at Frank Fat's in Sacramento. We have an exciting speaker on a hot topic, "Foreclosure in California: the Past, Present, and Future." Professor John G. Sprankling from the University of the Pacific McGeorge School of Law will speak to us from 10:30 to noon, and then we will have our business meeting while feasting, family style, on Yu Kwok (fried dumpling), Mango Ginger Chicken, New York Steak Frank's Style, Honey Walnut Prawns, Baby Bok Choy with Black Mushrooms, Chicken Fried Rice, Fat's Famous Banana Cream Pie, Hot Tea, and Fortune Cookies. Lunch, the speaker, and the Business Meeting (of course) are free; all you have to do to register is call or email me by Thursday Sept. 25th. The private dining room only seats 44, and registration is first come, first served, so let me know if you can come as soon as possible.

We have several items to discuss at the September Business Meeting. First, we need to amend our bylaws to allow electronic voting, which we have been doing for some time now. By-laws can be amended by a majority vote of those present and voting at any meeting. The actual proposed changes are printed elsewhere in this issue of the NOCALL News.

Second, I asked a group of San Francisco law librarians: Todd Bennett, Lauri Flynn, Jaye Lapachet, Mark Mackler, and Mary Staats, to form an ILL Guidelines Task Force to draft ILL Guidelines for NOCALL. The Task Force met in June and Jaye Lapachet drafted

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the guidelines, which we will discuss at the September meeting.

Also at the September Business Meeting, we will introduce our recently created "Networking Committee." The Committee's charge is to plan a variety of events that will offer members formal and informal networking opportunities in order to promote the development of networking relationships and offer a venue for the growth of formal and informal mentoring relationships among members. Committee Chair Ellen Platt, who was chosen because of her outstanding job organizing the Wine Train Tour and Bocce Ball Tournament at the Spring Institute in Napa, will have lots to share about the work of her Committee.

We have several other events to look forward to: our Fall Workshop will be Tuesday October 21st at Preservation Park in Oakland. Jim Wagstaffe, who spoke to us about the changes to the Federal Rules of Civil Procedure at our January Business Meeting in Mountain View, is back by popular demand to tell us how he "Romances the Room." The workshop, sponsored by West and organized by Tibisay Turner, our intrepid Education Committee chair, should be very entertaining and educational.

On Sunday December 7th from 2 to 5 p.m. Georgine O'Connor is graciously hosting the NOCALL Holiday Party at her home in Oakland. Georgine hosted the Holiday Party last year and it was a great success. More to come as information becomes available.

Because our September Business Meeting will be in Sacramento and our Fall Workshop, Holiday Party, Spring Institute and May Business Meeting will be in the San Francisco/Bay Area, I am hoping to hold the January Business meeting down South. I'm looking for volunteers to host the January 2009 meeting, as well as ideas for topics and speakers. If you'd like to host or have any ideas for speakers and/or topics, please let me know.

Vice President Diane Rodriguez and her Spring Institute Committee are already hard at work on the upcoming Spring Institute. More on the venue, the date and the topic as it becomes available.

It is going to be a busy and exciting year. I look forward to seeing all of you at our upcoming events!

NOCALL News

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MUSINGS FROM MARK

Mark Mackler
California Department of Justice
San Francisco

All About John Moore... Several months ago, the NOCALL Grants Committee made an award to Mimi Gimblin of the Shasta County Public Law Library. This grant enabled Mimi to attend AALL in Portland. NOCALL presented this well-deserved award in memory of John Moore, Financial District Branch Librarian of the San Francisco Law Library. Those of you who never knew John might be wondering: Who was John Moore?

During my years at Sonnenschein, our Library was located a few floors above the Branch. I used the Branch almost daily and came to know John very well. John represented the very best in customer service. It seemed that John looked after the needs of the Branch's pro se patrons and solo practitioners just as well as he looked after my needs as a colleague.

Nor surprisingly, I'm not the only member of John's fan club.

Diane Rodriguez: Just thinking about him makes me smile. He was so kind and good to everyone.

Jaye Lapachet: He was the face of the Branch, and always came across as very calm.

Nora Levine: John and I were on the NOCALL Board together. He was warm, helpful and gracious.

Ruth Girill: I remember John as a friendly, helpful person who could always be counted on.

Kumar Jayasuriya (Georgetown Law): John helped me professionally, he gave me a job at his Library, taught me time management and reference. He was also a great friend, a romantic in every way, and a deadly poker player.

Richard Schulke: John was not only a dedicated law librarian but a very sweet person to boot. And speaking of boots, he had a huge passion for gay men's square dancing. He would speak about rehearsals and dance events with passion. John was also a very old-fashioned hardworking kind of guy. I remember that he would always remind the librarians that if they were going into the stacks they should never go empty-handed. "Always grab a book from the reshelving cart and put it away while you are there." He was a sweet, good-natured guy with a good sense of humor and a dedication to being a great public law librarian.

And finally, it turns out that Kathryn Turner, the Director of the Yolo County Law Library, was John's cousin! (Talk about the "Librarian Gene"!): I knew John as "Johnny" or "Cousin Johnny." He was a star among his younger relations. He was the wise older person who could figure out how to get you out of any particular jam, from giving you romantic advice to helping you fix your car. We knew that our image of him was radically different from his work persona where he was particular, professional and respected. I can recall once visiting him at work. He carefully showed me around and then took me out to lunch. It never occurred to me then that I would one day be a law librarian myself. I wish he hadn't gone so soon.



WHAT ARE YOU READING?

Nora Levine

THE LANGUAGE INSTINCT: HOW THE MIND CREATES LANGUAGE by Steven Pinker

His thesis is that language creation is somehow in our genetic make up. This is dense stuff. Pinker uses studies of children learning new languages, including deaf children learning sign language, to show that grammar is innate, rather than learned. There is a long chapter on how spelling relates to the definition of a word, "even the less predictable aspects of spelling bespeak hidden linguistic regularities", which makes me feel better about my dependence on Spell Check.

It's fascinating for a geek like me, but not always easy to follow. If you're trying to understand why foreign languages are so hard for adults to learn, why you can't remember how to spell, or just want to know more about words and how humans relate to them this is a great book. However, if you want an easy way to remember if it's 'him and me' or 'he and I' this probably won't help, but if someone asks you, you'll have a great conversation about it.

Cynthia Berglez
Manatt, Phelps & Phillips

MARLEY & ME; LIFE AND LOVE WITH THE WORLD'S WORST DOG by John Grogan

Any dog lover will enjoy this book. It kept me entertained during a week of commuting. I must admit I listened to it twice because it was so funny & charming. It tells the tale of a young couple who adopt a large, loveable, exuberant yellow Labrador puppy and how they grow to love him in spite of his flaws. He is thrown out of obedience school, loves to meet beautifully groomed poodles to their owners' horror, is terrified of rainstorms,

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eats couches and other household items and is a loyal, trusting friend to John Grogan, his wife Jenny and their growing family. Marley is a clown, a protector, a rascal and often a teacher, reminding the author of the importance of finding joy in everyday life.

Lauri Flynn

Gunderson Dettmer LLP

THE QUILTER'S COMPANION: THE COMPLETE GUIDE TO MACHINE AND HAND QUILTING by Katharine Guerrier

The subtitle says it all about the content of the book, but it doesn't tell you what great photos the book has. The photos are numerous, clear and detailed, just what I like in a quilt-making book. Across from the title page is a page of off center star blocks all created in different fabrics.

The first chapter has numerous quilts in different styles including a Baltimore Album quilt, a Lone Star, a 19th century pinwheel as well as a gorgeous orange whole cloth quilt. The book goes on to discuss fabric and supplies, including embroidery thread and machine feet.

The section on cutting and stitching techniques covers templates as well as rotary cutting along with tips on sewing curved seams and inset seams. Hooray! I am really glad to see this information covered, because I think quilt makers need to know the full gamut of techniques so they can make informed choices about their work. Pressing, preparing applique shapes and how blocks can be broken down are also all covered in this section.

The book goes on to discuss projects in a very interesting way. There is a sampler project, a Pineapple Project, Lone Star, log cabin and foundation piecing.

The book finishes up with quilting, of course. The chapter is quite comprehensive, starting with preparing your equipment, marking and using stencils, straight line and free motion quilting and hand quilting.

I think this is a great reference book, because it covers all the things that you might have a question about. It shows how to make the Cathedral Windows block, which I may never want to make, but I would definitely like to know how it is done. The author also talks about corded quilting, which I actually might want to do someday. This book is current, because it covers newer products such as spray baste and spoon type thimbles.

This is a very comprehensive book with a lot of great pictures.

HELPING ME HELP MYSELF by Beth Lisick

As I read this book, I thought that the author was an idiot, but I admired her quest. I was reacting to her initial sarcasm about self-help. I am not self-help junkie, but I don't think a person should disparage things unless you know something about them. Perhaps it was supposed to be funny? I do think the idea of using various self-help books to help yourself is a good one and I admire the author for taking on the challenge. Sometimes, however, I couldn't stand her attitude. She did address the attitude problem, and worked out her writing style as the book progressed (perhaps the self-help worked?). This book is a good way to get familiar with some of these self-help gurus whose books, CDs and workbooks fill bookstore shelves. I don't feel like there was a true ending to the book and wonder if she will follow it up with another?

HOLES by Louis Sacchar

This is on the "about to enter 6th grade" reading list. It was entertaining, but also sad in way. It shows the effects of feuds and longstanding hatred of other people. The book also talks about how breaking the chain of hatred can have profound effects on people.

THE LITTLE LADY AGENCY by Hester Browne

Melissa gets laid off from her job when the real estate company she works for merges with another. This action is taken because she is the least senior person and despite the fact that she is the most capable and efficient office assistant. This layoff is the latest in a long string and Melissa decides, after a few opportunities, to start her own agency - not of the real estate kind, but showing off her talents at efficiency and organization.

I thought this was an entertaining book. It is probably categorized as chick-lit, but everyone needs a bit of chick-lit every once in a while

LOST IN TRANSLATION by Nicole Mones

The search for Peking Man, which is the premise for the book, parallels the main character's life in her search for a feeling of love that is older than Peking Man. I had a really hard time starting this book. I was finally able to take interest in a bit of the story and finish the book. I didn't have any sympathy for the main character, as she seemed indulgent and irresponsible. If you want to learn a bit about Chinese culture, this book is probably an easy and entertaining way to do so. I was interested in the descriptions of the villages and their amenities, or lack of them. The Chaos was also touched upon from a personal point of view and I found it interesting to read about.

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LOVE WALKED IN by Marisa de los Santos

I reread this book recently and will definitely add it to my “regularly reread” pile. I like the characters, which are so vibrant and believable. These characters are the result of the author crafting each sentence before she moves on to the next. (She talked about this on the Goodreads interview a month or so ago.)

I thought the ending was good, but there are parts of it that could have been better or differently written. The mother comes back and that is a good thing, but the way the living arrangements were worked out was a little confusing and I don’t think it fit well with the rest of the story. Perhaps that is the nature of the type of situation that was being described.

I would like to see de los Santos write a prequel that talks more about Cornelia’s life growing up. I am looking forward to reading her newest book

PETER AND THE SHADOW THIEVES by Dave Barry

If it has been awhile since you read Peter and the Starcatchers, you might want to read that book again before you embark on this one. There are a lot of references to the previous book in the beginning. It is another long book, but has enough action to keep boys interested. Peter leaves his island after seeing the horrifying Lord Ombra impose zombie-like trances on his friends to try to warn Molly about the creature. The part about Peter trying to find Molly is entertaining, but goes on a bit. Again, some historical places are included in the story, which are good for subsequent reading.

*Jaye Lapachet
Coblentz, Patch, Duffy, and Bass LLP*

SOCIETY’S CHILD: MY AUTOBIOGRAPHY, by Janis Ian

A terrific insider’s look at the music scene in the 1960s and beyond. In her teens, Janis hangs around Greenwich Village clubs and has a hit record at 15. Her career has its ups and downs and the stories of touring and getting her songs written and her music recorded, plus friendships with performers from Jimi Hendrix to Janis Joplin is fascinating. On one page she is getting lessons from Pete Seeger at a children’s music summer camp and on another she is shopping with Nina Simone or taking acting lessons from Stella Adler.

But the book is more than a look at this Grammy winning singer and songwriter’s career, as important to her life as that is. How this sensitive and talented woman managed to survive the roller coaster ride of her career, her really bad choices in partners (both men and women), several severe illnesses, plus harassment by the IRS, and yet come out of it a happy, productive person is an amazing story.

And it’s well written, which shouldn’t be a surprise coming from a talented song writer.

*Paula Lichtenberg
Keker & Van Nest LLP*

DAEMONS ARE FOREVER by Simon Green

This is a sequel to The Man with the Golden Torch. In Daemons, Edwin Drood, (aka Shaman Bond), scion of a large family of spies has managed to gain control over the Family as well as their advanced weaponry and unbreakable armor. Far from following their original mission, protecting the Earth from evil (demonic and otherwise), the Droods have instead used their superior technology to rule the world from behind the scenes. Eddie, with no leadership experience, is faced with taking the grudging Family to war against an army of undead soul-eaters while trying to avoid enemies in the Family itself, including his own grandmother. Fortunately, he has some unusual friends: Mr. Stab (friends call him Jack the Ripper), Molly the Wild Witch of the Woods, Janissary Jane (a mercenary) and the 500-year-old ghost of his uncle Jacob.

The best part about this series and this writer is the writing itself. Green inserts small reference to other sci-fi genres and funny anecdotes, mostly as an aside, often talking about the weird gadgets his uncle the Armorer had come up with (think Q, but even stranger). My favorite was the sentient water cooler, programmed to tell when people were thirsty. It drowned two people before they wrestled it to the ground... For a truly quirky time, try this series, available at your local public library.

*Elisabeth McKechnie
UC Davis Mabie Law Library*

THE PALACE COUNCIL by Stephen Carter

The latest novel from Yale law professor Stephen Carter is an engrossing political thriller that spans three decades. I don’t know what it is about Carter’s novels, but once I start one, I can’t put it down. The Palace Council has enough standard political thriller components to satisfy readers looking for a thrilling read (secret societies, mysterious disappearances, murders, conspiracies, spies, dirty politicians, and more), but Carter does something more, recreating mid-century Harlem society and the turmoil of the sixties almost flawlessly. Another thing I love about Carter -- he’s a male novelist who can write believable, strong women characters. I can’t wait for his next book!

*Amy J. Wright
Zief Law Library, USF School of Law*



PROPOSED AMENDMENTS TO THE NOCALL BYLAWS

The NOCALL Executive Board proposes the following amendments to the Bylaws, to be voted on by the membership at the September 30th business meeting:

Article IV. Nominations and Elections

Section 4. Elections currently reads: The officers and executive board members shall be elected by secret ballot, prepared by the Secretary, and mailed to the membership no later than March 1. Persons elected shall be notified no later than April 1. If the Secretary is one of the candidates, ballots will be returned to another member of the Executive Board.

The Board proposes to delete the word "mailed" and replace it with the word "distributed" so that the revised section will read:

Section 4. Elections. The officers and executive board members shall be elected by secret ballot, prepared by the Secretary, and distributed to the membership no later than March 1. Persons elected shall be notified no later than April 1. If the Secretary is one of the candidates, ballots will be returned to another member of the Executive Board.

and

Section 6. Special Elections currently reads: Special elections may be held by mail or at a business meeting as determined by the Executive Board.

The Board proposes to delete the word "mail" and replace it with the words "secret ballot" so that the revised section will read:

Section 6. Special Elections. Special elections may be held by secret ballot or at a business meeting as determined by the Executive Board.

These revisions are necessary because NOCALL plans to continue electing the Executive Board by electronic ballot, mailing ballots only to NOCALL members without e-mail addresses.



NOCALL GUIDELINES FOR INTERLIBRARY LOANS

The following guidelines were created by the ILL Guidelines Task Force in June 2008 at the request of NOCALL President, Kelly Browne.

Someone in your Library should be a member of NOCALL before requesting ILL assistance via the NOCALL listserv.

I. Communication

- Be courteous;
- Get to know library staff at other firms/libraries in your building. Show them around your library;
- Identify yourself and the library you represent when calling/emailing with ILL requests;
- Clearly state full description of request: including title, author, publisher; date in any communication;
- Please respect the interlibrary loan policies of the lending library. If you are not familiar with the ILL policies of the lending library, please ask;
- Libraries should monitor ILL email or voicemail on a regular basis;
- The NOCALL listserv should be used after trying other sources. In your e-mail request, indicate what other sources you have tried before going to the list.

II. Transactions

- When calling libraries with ILL requests, avoid calling first thing in the morning, during lunch time or late in the afternoon. Some libraries prefer taking ILL requests between 9:30 a.m. and 4:30 p.m.. Make note of policies (preferred times) in your firm's system for individual libraries.
- Lending libraries should attempt to fill loan requests promptly;
- Borrowing libraries should allow ample time for their requests to be completed. If you have a rush request, inform the lending library so that they can attempt to respond in a timely manner;
- Lending library should clearly place ownership information on the loan material, the date when it is due back and the address where it should be delivered by messenger or mail.
- The borrowing library has full responsibility for the care and replacement of all borrowed materials, including any loss or damage which may occur while the material is in transit. Especially when using commercial messenger, it is advisable to place the materials in boxes, envelopes, or plastic bags to help protect them;
- Keep in-house records of interlibrary loan

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transactions;

- Batch requests to avoid contacting a lending library more than once daily.

III. Renewals & Recalls

- Always be polite when renewing or recalling materials;
- Renew or return books by close of business on date due;
- Lending library has the right to recall a book at any time;
- Borrowing library is responsible for returning the book within two hours of recall; Borrowing library is responsible for lost or damaged material.

IV. Returns

- Protect materials being returned during inclement weather;
- Flexibility of due date should be allowed during inclement weather, emergency situations, and federal holidays;

V. Minimum Resources to Check

- Your local county law library
- Local law school libraries, if they lend
- Law firms in your building or those that specialize in the subject area of your requested book or article, if applicable
- See NOCALL website under Web Resources to get other law school and public law library contact information: <http://nocall.org/links/libraries.html>
- Remember both Boalt and UCLA law libraries, as well as other law schools, have document delivery programs that are reasonably priced.

VI. Use the following format only if you are sending a request to the NOCALL Listserv

Email Format

Subject: ILL:title (Urgent)

Body of message:

- Title
- Author
- Publisher
- List of places you have looked

Found Email Format

Subject: ILL:title: FOUND

Keep the body of the message generic. Refrain from mentioning specific names of people who responded or library names in a public email.



TENTH ANNIVERSARY BERNARD E. WITKIN MEMORIAL SYMPOSIUM

Susanne Pierce Dyer, Reference / Development Librarian Bernard E. Witkin Alameda County Law Library

What a difference a decade can make! In the middle of 2008, it is almost breathtaking to realize how far Internet legal research has come over the past ten years. It seems like only yesterday that FindLaw was a cutting edge and almost unique tool. In 1998, Tim Stanley, the originator of FindLaw, was one of the speakers the speakers at the inaugural program of what is now known as the Bernard E Witkin Memorial Symposium. Since then, both Internet legal research and the Witkin Symposium have flourished. On Tuesday, May 20, 2008, The Bernard E. Witkin Alameda County Law Library welcomed Robert D. Brownstone and Ed Poll as the speakers at the Tenth Anniversary Bernard E. Witkin Memorial Symposium. The overall topic was Client Relations in a Changing World. Ed Poll used his



Ed Poll



Robert Brownstone

years of experience as a practicing attorney and law firm consultant to describe what clients expect from an attorney and how attorneys can foster (or sabotage) successful relationships with their clients. Robert Brownstone, who is the Law & Technology Director at the Mountain View law firm of Fenwick & West, updated everyone on using computers to stay in touch with clients as well as the critical need to maintain online client confidentiality and the security of the networks. Everyone who attended was fascinated by the program and felt privileged to hear from these two nationally renowned experts.

The event was co-sponsored by the library's longtime symposium partner, the Witkin Legal Institute. As always, Institute directors Dave Bonelli and John Hanft provided sage advice as did Winslow Small from the Witkin Foundation.



Robert Brownstone, Susanne Dyer, and Ed Poll

The Witkin Legal Institute provided the MCLE credit.

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In addition, the special anniversary program was enhanced by the support of the State Bar section on Law Practice Management and Technology. Brownstone and Poll are both active members of the section. Robert Brownstone is a co-secretary of the section's Executive Committee and Ed Poll is an advisor to that committee. Many thanks also to San Bernardino County's Larry Meyer, immediate Past President of the Section's Executive Committee, for providing contact information and unstinting moral support!

As a special additional commemoration of the landmark Tenth Anniversary Symposium, the Board of Trustees authorized a special award from the Library. Called the Decade Award, the award recognizes contributions by judges and other members of the legal community. It will be awarded decennially or at the discretion of the Director and the Board.



Judge Judith D. Ford

The Director and the Board were delighted to have this opportunity to express their gratitude to former trustee Judge Judith D. Ford (ret.) by awarding her the first Bernard E. Witkin Alameda County Law Library 2008 Judicial Service Decade Award. She was recognized for her pioneering leadership in court automation, especially her contribution towards making court records publicly available online through the Alameda County Court's Domain system, as well as for her years of outstanding service and leadership to the law library.



Judge Ford and Kim Hunter

A second 2008 Decade Award was presented to Kim Hunter. An Alameda County Deputy District Attorney, she has compiled a long record of professional achievement and community service. In particular, she has been the driving force behind the Alameda County Children's Holiday Toy Drive since 1995. In 2004, the Toy Drive filled requests from 21 shelters and other programs for children in need and provided approximately 4,100 toys and other gifts.



Cosette Sun

As the library looks back at the past ten years and the success of the Witkin Symposia, we look forward to carrying this tradition of excellence further into the twenty-first century and beyond. Technology may evolve in ways that none of us today can even envision, but the library's commitment to honoring Bernie Witkin's memory with an outstanding lecture series in his name remains.

STAYING FRESH: AALL PROGRAM I-5 – BATTLING EMPLOYEE BURNOUT

Summary by Ellen Platt
Heafey Law Library

Perhaps this has already happened to you or your library staff. If you're not sure, what are the signs of burnout and how do you reverse this insidious and crippling condition? This excellent program, presented by Gail Warren and Jean M. Holcomb, used a question and answer format to define the problem and offer methods (sensible, non rocket science approaches) to assess your situation – be it personal or institutional – and ways to take action to restore enthusiasm for job and profession. Here's my summary of their presentation (the self-analysis chart and bibliography appear at the end of the article, with permission of the authors).

Definitions and Effects

Defining burnout – Common symptoms of burnout include: fatigue, emotional exhaustion, dissatisfaction with work, erosion of self-esteem, frustration, withdrawal and emotional outbursts at work. Distinguishing it from stress or depression – Burnout does not end after a stressful time or event ends, the symptoms or behaviors re-occur or are ongoing.

Why is it so challenging in law libraries – We often suffer from "compassion fatigue" and/or from absorbing the stress of our library users. This comes about in a number of ways, some common situations are: frustration with an inability to share your expertise with library users; extended length of service in a particular position, often with little opportunity for advancement; and work in positions with little or no opportunity for pay increases.

Impact on library operations – Symptoms of burnout in library staff include: absenteeism, lost productivity, declines in customer service, high turn-over, loss of institutional memory when people leave their jobs, low morale, and declines in innovation or creativity. The costs associated with high employee turn-over, both emotional and monetary, have a huge impact on our libraries.

Causes

Loss of – Balance between work and life; enthusiasm by key players in your library; a healthy emotional climate at work; a feeling of purpose in y/our work. Failure of management – To establish project boundaries; to plan strategically; to give details on plans, project boundaries, or available resources; and to recognize and identify jobs well done.

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Lack of – Underlying resources; advocacy by management; challenging tasks or opportunity for professional advancement.

Symptoms

In individuals – Chronic fatigue, insomnia, physical changes, emotional distress (examples are anger or cynicism), stress, depression, inappropriate behavior at work (acting out), self-criticism, lost productivity, obsessive attention to detail (to the point of failing to finish work in a timely fashion), and undesirable work habits (absenteeism, tardiness, disrespect, etc.).

In institutions – Examples are: High turn-over, absenteeism, conflict, complaining, unmet goals and deadlines, or resistance to change (see the analysis chart for a more complete list).

Analysis and Coping Strategies

Analyzing the situation – Use the chart to identify and rate the symptoms of burnout you find in yourself or your library. Their number and severity indicates the degree of personal or institutional danger of burnout and dictates when it's time for an intervention!

Strategies for preventing or reversing burnout – While these are largely aimed at library managers, with a little creativity most can be applied at the personal level as well!

Actions that can help:

- Giving honest praise and recognition to employees, this means finding out what reward or type of recognition means the most to the individual (public or private, written or verbal, level of detail, delivery method, etc.)
- Don't expect success every day, keep the big picture in mind
- Be sure there is regular or accessible recognition of work well done
- Consciously provide the opportunities for growth and reward
- Support staff sabbaticals and vacations (this means managers also having "real" vacations, the Crackberry-free, forgot-what-day-of-the-week-it-is long kind)
- Make self-evaluation a regular part of performance reviews; be brave and allow staff to evaluate their bosses too
- Support, reward and encourage individual and innovative thinking

- Talk to people about good things, greet people and really talk to them
- Encourage peer networks and professional growth outside of work
- Coach people in setting reachable goals and attaining them
- Lobby for market rate compensation for staff
- Demonstrate high standards, model good behavior
- Recognize and reward the performance of the whole team
- Practice and teach "thought-stopping" training to interrupt negative thinking or escape the worry loop (when you have the negative thought, visualize a stop sign, then some positive image to calm yourself and break the cycle)

Some strategies for managers to handle or prevent personal burnout:

- Address your needs to keep personal problems manageable and from affecting your workplace behavior
- Separate work from home, make a clear distinction
- Understand your own "hot-buttons," identify issues or situations that cause you stress and adopt strategies to monitor and control stress
- Invest in complete wellness and happiness for yourself
- Plan your work day and leisure time to match your biorhythms
- Find a mentor to help you with your career
- Create an external social network that supports you

Interventions by library managers with individual employees:

- Remember it's about them not you
- Address work habit/productivity concerns immediately
- Solicit the employee for suggestions or solutions
- Use HR resources: for health care and counseling, explore flextime or other scheduling opportunities

The program handouts are reproduced below, with permission of the presenters.

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I-5
Battling Employee Burnout?
Explore Tools and Techniques to Address Employee Burnout
 Tuesday, July 15, 2008

Gail Warren, Coordinator and Speaker, State Law Librarian, Virginia State Law Library
 Jean M. Holcomb, Speaker, Retired Director, King County Law Library

Program Description: To be successful, law librarians must be ready to address challenges on a daily basis. Over time, the demands placed on law librarians to meet the expectations of their users put many at risk for career burnout: they are no longer able to derive satisfaction from their job. Unchecked, job burnout leads to absenteeism, loss of productivity and employee turnover. Managers who recognize burnout warning signs and work to assist employees with developing coping strategies will limit the personal and institutional impact of this debilitating condition. The program will highlight a variety of methods library managers and directors may use to identify staff burnout symptoms including the use of an inventory tool. Attention will also focus on designing strategies to prevent employee burnout.

Learning Outcomes:

- Participants will be able to identify five staff burnout symptoms after completing a model assessment tool during the session.
- Participants will critique five techniques to address employee burnout.

Program Outline:

- I. Introduction
 - A. What exactly is burnout?
 - B. How does burnout differ from job stress or depression?
 - C. Why law library employees may be particularly susceptible
 - D. How does employee burnout impact law library operations?
- II. What are the causes of burnout?
 - A. Loss of ...
 - B. Failure to ...
 - C. Lack of ...
- III. What are the symptoms of burnout?
 - A. Identifying symptoms in individuals
 - B. Recognizing burnout risk symptoms in your library
 - C. Practice using a staff burnout risk inventory tool
- IV. What strategies can be used by library managers to address employee burnout
 - A. Prevention strategies used by managers to address employee burnout
 - B. Prevention strategies used by managers to address their own burnout potential
 - C. Intervention
 - D. Conclusions

continued on page 11

Resources:

- Jean M. Holcomb, "Battling Burnout." *Managing by the Book. Law Library Journal* 99 (Summer 2007): 669-674. http://www.aallnet.org/products/pub_llj_v99n03/2007-39.pdf
- Jean M. Holcomb, "The Annual Performance Evaluation: Necessary Evil or Golden Opportunity?" *Managing by the Book. Law Library Journal* 98 (Summer 2006): 569-574. http://www.aallnet.org/products/pub_llj_v98n03/2006-33.pdf
- Ken Lloyd, *Be the Boss Your Employees Deserve* (Career Press: Franklin, NJ, 2002).
- Gary McClain and Deborah S. Romaine, *The Everything Managing People Book: Quick and Easy Ways to Build, Motivate, and Nurture a First Rate Team* (Adams Media Corp: Avon, MA, 2002).
- Bob Nelson, *1001 Ways to Reward Employees* (Workman Publishing: New York, 1994).
- Beverly Potter, *Overcoming Burnout: How to Renew Enthusiasm for Work* (Ronin Publishing, Berkeley, CA, 2005). <http://www.docpotter.com/>
- *Revolution Health: Your Home for Health and Balance.*
<http://www.revolutionhealth.com/>
- Joe Robinson, *Work to Live: The Guide to Getting a Life* (Berkley Publishing, New York, 2003).
- Bob Rosner, *The Boss's Survival Guide: Everything You Need to Know About Getting Through (and Getting the Most Out of) Every Day* (McGraw-Hill: New York, 2001).
- Glenn Shepard, *How to Make Performance Evaluations Really Work* (John Wiley & Sons, Inc.: Hoboken, NJ, 2005).
- Douglas Stone, Bruce Patton & Sheila Henn, *Difficult Conversations: How to Address What Matters Most* (Penguin Books, New York, 2000).



Library Staff Burnout Risk Inventory Tool

Instructions: Using a scale of 1 to 5 with “1” being not at all descriptive to “5” being very descriptive, rate how descriptive each of the following statements is about your library staff.

	1	2	3	4	5
High employee turnover rate					
High employee absenteeism rate					
Staff conflict					
Deadlines often not met					
Directives often not followed					
Staff confusion about goals					
Poor teamwork					
Constant complaining					
Staff fail to respond when asked for input re: decision-making					
Office politics interfere with performance					
Decline in customer service standards					
Lack of initiative					
Resistance to change					
Extremes of activity – always monotonous or chaotic					
Dysfunctional workplace dynamics					
Total:					

Scoring:

- 15 – 25 total points Little cause for concern
- 26 – 40 total points Moderate cause for concern with preventative strategies indicated
- 41 – 53 total points Ongoing efforts to address underlying causes should be increased
- 54 – 75 total points Crisis intervention needed

PROFESSIONAL READING IN REVIEW

By Susan Llano
U.C. Davis Law Library

“The Absent User: Physical Use of Academic Library Collections and Services Continues to Decline 1995-2006” by Charles Martell, *The Journal of Academic Librarianship*, volume 34, no. 5, September 2008, pp.400-407.

Charles Martell is Emeritus Dean & University Librarian at California State University, Sacramento. His article provides data on library circulation and reference from 1995 to 2006 and illustrates the decline in the physical use of library collections. His data is based not only on CSU statistics, but includes statistics from ARL, University of California and Harvard University among others. While the statistics show a marked decline over the years in library circulation and traditional reference transactions, use of the library for services such as ILL and library presentations increased. The latter is not surprising when one considers that patrons increasingly need instruction in how to use all the electronic resources now available to them. The author concludes that today’s users have substituted virtual use for in-person use and that libraries have to balance their investments in electronic resources with sound investments in their print collections to make certain that patrons get optimum benefits from both.

“Scholars’ View of Libraries as Portals Shows Marked Decline” by Jennifer Howard, *Chronicle of Higher Education*, Section: Today’s News, August 26, 2008, <http://chronicle.com/daily/2008/08/4351n.htm>

This short article reports the findings of a newly released report by the nonprofit organization, Ithaka. The authors of the report analyzed faculty and librarian surveys conducted over a 6 year period and looked at resulting trends. Not surprisingly, faculty members are using electronic resources more than ever, consequently their view of the library as an information portal is in decline. Read the entire report at:

Ithaka’s 2006 Studies of Key Stakeholders in the Digital Transformation in Higher Education by Ross Housewright and Roger Schonfeld, August 18, 2008. <http://www.ithaka.org/research/Ithakas%202006%20Studies%20of%20Key%20Stakeholders%20in%20the%20Digital%20Transformation%20in%20Higher%20Education.pdf>.

The findings from the two previous studies might be discouraging, but there may be some answers in the newly published report:

No Brief Candle: Reconceiving Research Libraries for the 21st Century by the Council on Library and Information Resources (CLIR pub 142) August 2008, www.clir.org/pubs/reports/pub142/pub142.pdf

This report is a result of a conference convened earlier this year by CLIR that brought together 25 leading librarians, publishers, faculty members, and information technology specialists to consider the question “How should we be rethinking the research library in a swiftly changing information landscape?”. Eight of the participants share their views in essays. Titles included, “Groundskeepers, Gatekeepers, and Guides: How to Change Faculty Perceptions of Librarians and Ensure the Future of the Research Library,” by Daphnée Rentfrow and “A New Value Equation Challenge: The Emergence of eResearch and Roles for Research Libraries,” by Richard E. Luce.

“Legal Research Readings for Students: A Selective Annotated Bibliography” by Shawn Nevers, August 22, 2008 at SSRN, http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1239379

Shawn Nevers has put together an annotated bibliography of supplemental readings for legal research and advanced legal research classes. These 14 articles are meant to supplement the sometimes dry (but necessary) readings in textbooks and offer “real world” examples and advice. The author also offers suggestions for each article on when and why they might be useful in a legal research class.

GRANTS AVAILABLE FOR THE FALL WORKSHOP!

“Romancing the Room” with Jim Wagstaffe
October 21, 2008
Cost of registration is \$55.

The application form is available online at
<http://nocall.org/forms/grantapp.pdf>

Fax, e-mail or mail your application to:
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Applications are due by October 3rd.



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The names of members who have joined NOCALL since publication of the 2004-2005/2005-2006 NOCALL Directory and since the last newsletter 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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