

# MAALL MARKINGS

THE NEWSLETTER OF THE MID-AMERICA ASSOCIATION OF LAW LIBRARIES

VOLUME 13, NUMBER 2

JUNE 2003

## **PRESIDENTIAL ADDRESS**

Susan Goldner, University of Arkansas at Little Rock

**F**or MAALL this is a busy time of year since our two meetings are only two months apart. Although the discussion list is relatively quiet, the officers and committees are busy working on your behalf.

By now you should have registered for our **Luncheon and Business Meeting in Seattle**. It will be Tuesday, July 15, from 12:00-1:15. (See the AALL final program for room information.) I hope that many of you are able to attend AALL this year and come to the MAALL Lunch. No only will you learn about MAALL activities, but what is more important, you will be able to catch up with old and new MAALL friends and colleagues. If you did not sign up for lunch, you can still come for the meeting -- just don't expect us to feed you. MAALL will also be visible at the CONELL Marketplace and in the exhibit hall at a display presented by **Suzanne Morrison** and her PR Committee.

Mark your calendars for our **Annual Meeting in Norman, Oklahoma, Oct. 2-4, 2003**. The Local Arrangements Committee, under the leadership of **Marilyn Nicely** and

**Nicky Singleton**, is hard at work setting up great facilities, food, and entertainment.

**Kay Andrus** and his Program Committee are just as active arranging for programs to educate and enlighten us. You won't want to miss it. You can find out more at the Seattle lunch. Watch your mail boxes in late July for the specifics and for registration information.

Plans are underway for the **MAALL Annual Meeting in 2004**. Following on the success of last year's joint meeting, it will be a joint meeting with **MALL** (Minnesota Association of Law Libraries) in **Des Moines, Iowa**. The wonderful folks at Drake have agreed to host the meeting, with **Susan Lerdal** and **Karen Wallace** serving as Co-Chairs of Local Arrangements. **Karen Westwood** will handle arrangements for MALL.

The Nominations Committee, with **Mary Ann Nelson** as Chair, is looking for people to fill next year's positions. We will elect a Vice-President/President Elect and a Treasurer. Please consider volunteering yourself or someone who you think is well qualified. This may be the year that MAALL needs YOU.

Sadly, **Barb Ginzburg** had to resign her post as Webmaster and Chair of the Internet Committee. She has done a wonderful job, and we are sad to see her go. But, she is excited about her new opportunities in Technical Services at Florida A & M

University. We wish her the best and hope that maybe, someday, she will have the sense to come back to the middle of the country. MAALL is very lucky, because **Liz Glankler** has already capably filled the vacant position. She is an experienced Webmaster – among other things she did the site for our 2001 meeting in St. Louis.

MAALL has a new policy to guide our handling of records and correspondence. The Archives Committees for 2002 and 2003 drafted an Archives Policy which has been adopted by the Board. Thanks to **Cindy Shearrer** and her committee for getting this done. This year they will expand the policy to include plans for archiving our Web page and our other electronic material. To view this policy see <http://www.aallnet.org/chapter/maall/Archiv epolicies.htm>

This was our year to award a full, free registration for AALL to a “newer” law librarian. **Sharon Kern** and the Grants Committee received a number of great applications and selected Susan von Schrader of Bryan Cave LLP, St. Louis to receive the grant. Now, they are offering an opportunity to receive a travel grant for our October meeting. The grant guidelines and form are available at <http://www.aallnet.org/chapter/maall/grant.pdf>.

TTFN. See you in Seattle, and Norman, and Des Moines.

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## **MAALL NOMINATIONS COMMITTEE**

The MAALL Nominations Committee is in the process of identifying possible candidates for the offices of Vice-President/President-Elect and Treasurer. Each MAALL member is invited and urged to submit the names of those he/she feels should be considered as potential candidates. To propose members for candidacy contact any member of the Nomination Committee listed below :

Mary Ann Nelson, Chair  
University of Iowa Law Library  
234 Boyd Law Building  
Iowa City, Iowa 52242  
(319) 335-9016

Joe Custer  
University of Kansas Law Library  
Green Hall  
1535 W. 15<sup>th</sup> Street  
Lawrence, Kansas 66045  
(785) 864-9262

Nicki Singleton  
University of Oklahoma Law Library  
300 Timberdell Road  
Norman, Oklahoma 73019  
(405) 325-4311

Karen Wallace  
Drake University Law Library  
Opperman Hall  
Des Moines, Iowa 50311  
(515) 271-2989

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## MAALL EXECUTIVE BOARD

<b>President</b> Susan Goldner (501) 324-9980 <a href="mailto:sdgoldner@ualr.edu">sdgoldner@ualr.edu</a>	<b>Vice-Pres./Pres.Elect</b> Kay Andrus (402) 280-2251 <a href="mailto:andrus@culaw.creighton.edu">andrus@culaw.creighton.edu</a>	<b>Past President</b>  VACANT
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## MAALL Committees / 2003

Listed below are the current assignments for MAALL committees

<b>Archives</b> Charlie Condon, Chair Ann Fessenden Frank Houdek Barb Ginzburg Cindy Shearrer Joan Stevens	<b>Bylaws</b> Gary Vander Meer, Chair Lorraine Lorne Eileen Searles	<b>Education</b> Kay Andrus, Chair Lisa Bowles James Dugan S. Flannigan Mary Kay Jung Mary Stultz	<b>Government Relations</b> Susan Tulis, Chair David Gay - OK Melissa Serfass - AR  <b>Newsletter</b> Steve Lambson, editor
<b>Grants</b> Sharon Kern, Chair Joe Katrosh Patty Monk Nancy Strohmeyer	<b>Internet</b> Liz Glankler, Chair Susan Boland Chris Tighe	<b>Library School Liaison</b> Paul Callister, Liaison	<b>Articles Editor</b> Adria Olmi  <b>Member News Editor</b> Resa Kerns
<b>Local Arrangements</b> Marilyn Nicely, Nicky Singleton, Co-Chairs Carol Arnold Judith Clarke Nancy Cowden Lou Lindsey Patti Monk Judy Morgan Lee Peoples	<b>Membership</b> Peggy McDermott Leann Genovese Deborah Sulzbach  <b>Public Relations</b> Suzanne Morrison, Chair Donna Barratt Crata Castleberry Brent Johnson	<b>Nominations</b> Mary Ann Nelson, Chair Joe Custer Nicky Singleton Karen Wallace  <b>Service to the Public</b> Judith Clarke, Chair Rebecca Alexander Dave Hanson Sue Lerdal	<b>News from other Chapters, Placement</b> Mike McReynolds  <b>State Liaisons</b> Kathryn Fitzhugh - AR Priscilla Stultz - IL Julie Thomas - IA Pam Tull - KS Jan Medved - MO Angela Lange - NE Suzanne Morrison - ND Joel Wegemer - OK
<b>Placement</b> Mike McReynolds			

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Those wishing to submit items should contact the editor for policy and format information

# ***MEMBERSHIP NEWS***

## **Missouri**

*Compiled by Resa Kerns, Univ. of Missouri-Columbia School of Law Library*

### **Iowa**

#### ***Drake University***

**Karen Wallace**, Circulation/Reference Librarian at Drake University Law Library, presented a program with Sharon Baker entitled "Collection Development in the Responsive Library" on May 16 at the Delaware Library Association Annual Conference. The Delaware State Library selected Wallace and Baker's book *The Responsive Public Library* for year 2 of its continuing education program, "If All the Delaware Library Community Read the Same Book."

#### ***University of Iowa***

The University of Iowa will be hosting the Annual North American Aleph Users Group (NAAUG) meeting May 31-June 2 in Iowa City. The SFX-Metalib users group will be meeting in Iowa City June 3-4. Over 250 people from the United States, Canada and the world will be attending these meetings.

### **Kansas**

#### ***University of Kansas Law Library***

The University of Kansas School of Law Library was named the Wheat Law Library on April 25, 2003, in honor of Douglas D. (L'74) and Laura L. Wheat. The Wheats' commitment will allow the school to purchase many types of materials ranging from Kansas and U.S. legal history to current emerging areas of the law, including the law of cyberspace and technology, and new developing areas of international law.

#### ***Jackson County Law Library***

**Linda Roser**, reference librarian at JCLL, presented a MCLE approved program to judges and clerks at the 16<sup>th</sup> Circuit Court of Jackson County Missouri on May 16, 2003. Her topic was "*Using Premise to the Max*". A judge, a commissioner and 11 clerks attended. Craig Davis, Judge Vernon Scoville's clerk, made facility and food arrangements and secured MCLE certification. Deana Grant, Court Computing Services, provided technical support. **Roser** will present a second program on June 13, 2003 covering search techniques and strategies using LexisNexis.

#### ***Polsinelli Shalton & Welte LLC***

**Ruth Gervais** and **Joan Thomas** recently graduated from the School of Information Science & Learning at the University of Missouri-Columbia with a Master of Arts degree in Library and Information Science. Congratulations to **Gervais** and **Thomas** both of whom are employed at the Polsinelli Shalton & Welte law firm.

<http://www.kcall.org/Kudos.htm>

#### ***University of Missouri-Columbia School of Law Library***

**Resa Kerns** was recently promoted to the rank of Librarian II, and is the recipient of this year's Law Library Outstanding Performance Award. She currently holds the position of Educational Technologies Librarian, and serves as webmaster for the Law School and Law Library web sites. She has also recently returned from China with her new 14 month old daughter, Riley.

***University of Missouri-Kansas City --  
Leon E. Block Law Library***

**Sandra H. Berman** joins the staff at UMKC Bloch Law Library and KCALL's membership. Welcome to our community, **Sandra Berman**.

***U.S. Eighth Circuit Court of Appeals Law Library***

Ann Fessenden reports that the 18<sup>th</sup> annual Eighth Circuit Libraries meeting was held April 28-30 in St. Louis. The annual meeting is the only time the librarians from all of the far-flung states of the United States Eighth Circuit, most of which are included in the **MAALL** region, meet together as a staff. This was the largest meeting ever, with all nine branch libraries represented: Cedar Rapids, Des Moines, Fargo, Kansas City (MO), Lincoln, Little Rock, Minneapolis, Omaha, and St. Paul. The librarians received training on displays and desktop publishing and discussed a variety of topics regarding service and administrative matters.

**Oklahoma**

***Oklahoma City University Law Library***

**Victoria Santana** was hired in January 2003 as Electronic Services and Reference Librarian. Victoria has served as a Tribal Attorney for the Blackfeet Tribe and has taught workshops for Bill Helmich Associates. Her law degree is from the University of New Mexico. She graduated recently from the M.L.I.S. program at the University of Washington. This May she received an award from the Native American Law Student Association for her work in support of the NALSA 2003 Moot Court Team.

The Law Library upgraded its Endeavor Library System to 2001.2 in mid-May 2003. While there were many improvements for

the circulation staff, the best new feature is the bookbag. A user of the OPAC, after running a search, can choose the records she would like to keep by saving them to her bookbag. She can add records to her bookbag, delete records, and e-mail the results to herself. Like renewals, the bookbag requires the user to enter his ID and last name.

The House of Representatives of the Association of American Law Schools (AALS) approved the application of Oklahoma City University School of Law for membership at the association's annual meeting in Washington, D.C.. The January meeting was attended by more than 3,000 law teachers, librarians, and administrators from throughout the United States and several other countries.

***The University of Oklahoma Donald E. Pray Law Library***

**Marilyn Nicely**, Technical Services Librarian and Director **Nickie Singleton** were Co-Moderators for a program at The Sovereignty Symposium with Chief Justice Joseph Watt of the Oklahoma Supreme Court who was the Moderator. The program was entitled "Exploring Internet Resources on Indian Law". The Sovereignty Symposium 2003 was held on May 27 and 28 in Oklahoma City.

The Fall MAALL Meeting will be held in Norman. Come and see the new law library that was opened in January 2002. Start making plans to attend!

# ***NEWS FROM OTHER CHAPTERS***

*compiled by  
Mike McReynolds*

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## **Access to Legal Information**

The President of the Ohio Regional Association of Law Libraries (ORALL) considers the many ways that librarians add value to law libraries in providing access to legal information in her President's column. Langton, Beth, "The Value of a Law Librarian," ORALL Newsletter, Vol. 2003, no. 1, March 2003, pgs. 1-3.

San Francisco has a new information service available to self-represented litigants called ACCESS. ACCESS is a center that provides service and basic legal materials to these citizens in cooperation with existing services provided by area law libraries and courts. This article tells how the service is operated and how services are coordinated among the larger libraries to assist these patrons. Hutton, Colin, "Self-Represented Litigants and ACCESS in San Francisco," NOCALL News, Vol. 23, no. 4, March/April 2003, pgs. 12-13.

As the negative impact of revenue cutting at the Federal level trickles down to state and local governments some public law libraries are being threatened with extinction. The Dane County Law library in Madison, Wisconsin nearly became one of the casualties. The law librarian from Dane County tells the story of how their library was nearly eliminated and describes the efforts of the staff and others to save it for the time being. Seeger, Paula, "LLAW February Meeting: The Dane County Law Library," LLAW Newsletter, Vol. 20, no. 3, Spring 2003, pgs. 1, 7-8.

Communicating with users and with those

responsible for determining funding are important functions of any type of library. The Reference Librarian at the San Diego County Law Library wrote an article on how their new e-newsletter performs these functions for their library *and* saved money in the process. Hale-Janeke, Amy, "E-newsletters for Public Law Libraries are Cost-effective and Easy," SWALL Bulletin, Vol. 33, no. 3, Spring 2003, pgs. 16-20.

## **Preservation, Disasters & Moves**

A librarian who completed her sabbatical on preservation prepared an article for the Chicago Area Law Libraries (CALL) which includes ideas and resources that can be useful to all libraries. Turpening, Patricia, "Preservation Recommendation for Chicago Area Law Libraries," CALL Bulletin, No. 187, Spring 2003, pgs. 20,22.

The CALL Bulletin also devoted a major portion of another issue to the topic of disaster planning. The section entitled simply, "Disaster Planning," is in the Winter 2003 issue of the CALL Bulletin, No. 186, pgs. 18-22, 26. The special section includes the following articles:

Turpening, Patricia, "Preservation Survey of Chicago Area Law Libraries." Ogden, Joan M., "In Case of Emergency, Break Glass." Rusin, Deborah, "Working Smarter." MacMillan, Bridget, "Disaster Planning Sources."

Due to extensive renovation of its headquarters, the library of the National Center of State Courts had to move its collection twice in two years. One of the survivors describes the whys, hows and lessons learned in her article. Zelner, Tisha M., "Moving Books: Renovation at the National Center for State Courts," VALL Newsletter, Vol. 18, no. 4, Spring 2003, pgs. 15-16.

## **Issues with Technology: the Good, the Bad and the Helpful**

Among the sources of legal information on the Internet is one based in Minnesota called LawMoose. LawMoose has three sections: Minnesota, Wisconsin, and the World. The World includes the other 48 states, U.S. Territories, the Canadian Provinces and a list of countries too long to include here. Jack, Bill, "The Internet Column: Minnesota's Roving Alces Americana," MALL Newsletter, Vol. 29, no. 4, January/February 2003, pgs. 4-5.

One of the down sides of the Internet is SPAM. One contributor presents an overview of what SPAM is, how we come to get it and what we can do to limit the amount of unwanted e-mail we receive. Robinson, Jim, "SPAM, I Am: How to Manage and Control Unsolicited E-mail," SANDALL News, Vol. 5, no. 5, March 2003, pgs. 4-5.

Teachers and presenters at conferences often make use of presentation software like Corel Presentations or PowerPoint to enhance quality and interest. One librarian reviewer discusses another software called Catch the Web, which allows the presenter to capture Web pages and present them even when live Internet access is not available. Samson, Michael, "Technology Corner: *Catch the Web*," MichALL Newsletter, Vol. 23, no. 1, May 2003, pgs. 7-8.

### Kansas City Association of Law Librarians (KCALL)

KCALL met on Thursday, May 22, 2003 at the UMKC Law Library at 11:30 a.m. Guest speakers, Priscilla Stultz and Bridget MacMillan, Lexis Librarian Relations Consultants, presented "Getting Things Done." The program, based upon the popular book by productivity trainer and

consultant, David Allen, addressed basic time management and personal organization skills. Lexis provided lunch.

KCALL's next meeting is scheduled for Thursday, August 21, 2003 from 5:00 to 7:00 p.m. Ken Pallante, West-RIA representative, is sponsoring this membership meeting. The after-hours mixer is at McCormick & Schmick's Seafood Restaurant at 448 W. 47<sup>th</sup> St. on the Country Club Plaza.

*Most of the above articles are available on the websites of the chapters. For copies of any other articles please contact the compiler at*

*mmcreynolds@falconfight.com*

## ***AALL SYMPOSIUM***

***Title: Affirmative Action after Grutter & Gratz: Where do we go from here?"***

***Date: Saturday, July 12, 2003***

***Time: 2:00pm - 5:00pm***

Judy Floyd Evans, Chair, Committee on Diversity  
Allen Moye, Symposium Coordinator,  
George Mason University School of Law Library  
Madeline Hebert, Symposium Coordinator,  
Louisiana State University,  
Paul M. Hebert Law Center Library

Our speakers will be Mr. Curt Levey of the Center for Individual Rights (<http://www.cir-usa.org/>), a conservative public interest group located in Washington, D.C. and Henry McGee, Jr, former prosecutor and civil rights attorney, now distinguished Professor of Law at Seattle University, in Seattle Washington.

<http://www.law.seattleu.edu/faculty/profiles/mcgee?mode=standard>)

As most of us are aware, the U.S. Supreme Court is set to rule on a couple of consolidated cases involving the University of Michigan and its use of affirmative action to achieve a diverse student population. This is potentially a major ruling from the Supreme Court and could very well set the tone on the issue of affirmative action, for the next few decades.

With so many individuals and various groups being quite vocal about their position on this issue and given the field that we all work in, the Committee believes that a panel discussion/debate on the significance of this ruling would be a most interesting and timely topic for this year's symposium.

Please join us for what will undoubtedly be a lively debate. Representing the argument against the use of affirmative action ( in higher education)is Mr. Curt Levey of the Center for Individual Rights. On the side favoring the use of affirmative action, we have Henry McGee, Jr, former prosecutor and civil rights attorney, now distinguished Professor of Law at Seattle University, in Seattle Washington.

The Association gratefully acknowledges LexisNexis(tm) for its support of this program.

## ***JOB OPPORTUNITY***

Gallop, Johnson & Neuman, L.C., a Clayton law firm with 80+ attorneys, is seeking candidates for the position of library director. MLS degree preferred, but not required if candidate possesses offsetting experience/skills. The position to be filled requires self-confidence and good oral communication skills, as well as expected technical knowledge.

To apply, submit resume to:

Ronald L. Pallmann  
Gallop, Johnson & Neuman, L.C.  
101 So. Hanley, Ste. 1600  
St. Louis, MO 63105





# ***THE “NEW” KM: KONTENT MANAGEMENT***

by Michael Robak of InteCap, Inc.

**M**uch has been written about Knowledge Management. At least I’ve read a lot of stuff, and I use the word “stuff” because it is often difficult to distinguish between vendor fluff and “serious content.” I don’t know if that qualifies as anything more than anecdotal evidence, but suffice it to say I have been following this material for a while, and I’ve come to this conclusion about KM: it’s a recipe called organizing for access, with a dollop of context added to provide a client with serendipity, or the Aha! Moment.

It is also fundamentally about connecting people to resources and to other people. In the end, there is actually another rubric that covers these concepts – Content Management. I mean let’s face it: we can’t really “manage” knowledge. Indeed, half the time we can’t get people to even agree on what it means to “manage,” let alone describe or discuss “knowledge.” The real KM is really CM or Content Management. If we begin to refocus our efforts on this new “KM” we can see that in the context of service organizations, we can help our customers in ways they didn’t know they needed.

So how did I get here? First let me say that I don’t work for a law firm but one that provides litigation support services. In my thinking, I no longer distinguish law firms from other types of firms but lump them generally into “service organizations.” I’ve practiced law long enough and in enough settings to come to the conclusion that we need only think about the “information

intensiveness” of the firm to develop the correct strategy. In this post-Enron, post-Sarbanes-Oxley world, everyone has new limitations and strictures and issues that make service organizations much more comparable. A caveat – nothing I write from here on out is original (actually very little of the above is truly original) but, as the wise Larry Prusak says, “well stolen is half done” and I hope I at least steal well.

So what is Knowledge Management? I have yet to find a really good, reasonably short answer to this question. Most of the time, it depends. It depends on your organization, your business needs, and the spin from upper management. Many dollars have been spent by many organizations on books and people and machines to help them “get” knowledge management. For the clearest writings on the subject, I recommend works by Tom Davenport and Larry Prusak. But it should be noted that both of these gentlemen have moved on to newer, different topics. I think though that any definition of knowledge management links together these concepts: “IT plus content, organizational culture and motivational approaches.”

Which is to say, you need an infrastructure of machines, something to put on the machines, an organization that has an idea of what to do with the something and even more importantly, an organization that rewards people for doing something with the something. (For a better written explanation of these ideas, see Tom Davenport’s “Known Evils” at [http://www.cio.com/archive/061597/think\\_content.html](http://www.cio.com/archive/061597/think_content.html))

A recent study of KM in law libraries was presented by Glen Bencivengo at InfoToday 2003 and not surprisingly he found that KM isn’t working as promised. Not that there haven’t been opportunities for KM principles to be applied in law libraries, but rather when you charge by the hour for your

work, the simple question becomes “why do I want to be efficient?” For example, why should I take 15 minutes to do something when I can take 45 minutes and meet my chargeability quota? I know, I know, *every* senior partner will deny that is what is happening. But *that is* what is happening. Billing practices in law firms problematize KM because many of the original KM concepts are about efficiency, speeding up processes, and about not re-inventing the wheel. You can have the world’s best “memo bank” but if the organization’s culture doesn’t have explicit incentives to use it, “it don’t matter none.”

And I’m also here to tell you that KM hasn’t really worked well in other service organizations, particularly for any that charge by the hour, or rely on “personal relationships” with customers. Incentive for sharing is near zero, and if we don’t want to share then it doesn’t matter how much Knowledge we have to Manage. The “Knowledge” will just sit in a folder on the hard drive, hidden and unused.

So what can we do? It’s Kontent Management to the rescue (sorry, I just couldn’t resist using KM to get your attention originally, I know how to spell Content...). What you ask is Content Management? First, let me suggest that you get a copy of Bob Boiko’s book, “The Content Management Bible,” a Wiley publication. This 966 page tome excels at providing an extensive overview of the subject and has the added bonus of lots of practical information to leaven the theory.

Boiko looks at content management in three different ways:

“A CMS (Content Management System) is a hardware and software system that consists of programs running on particular computers.

A CMS is a set of content types and the processes that you use to manage them, from creation to distribution to final destruction.

A CMS is a vehicle that enables an organization to connect its information sources and computer functionality to its constituents.”

Notice that none of the above is about managing knowledge. For Bob Boiko, knowledge management is simply a “branch of content management” (see his Chapter 10). More specifically, Knowledge is a kind of content to be managed. But, I think he is just being kind. As the book’s index reveals, only pages 151, 164 and 165 discuss Knowledge Management. So with 3 out of 966 pages devoted to the subject, you can see Knowledge’s relative relationship to Content. This makes sense to me as I think of knowledge as “actionable information”—that is to say we aren’t managing anything. We are merely giving people the opportunity to find people and resources they need and to take that information and process it in a way that makes it useful to them. Returning to my opening thoughts on the matter, information professionals connect people to information and to other people. The only real way to accomplish this endeavor is with Content Management.

So how does Content Management fit with service organizations like law firms? Well, again, according to Bob Boiko, “The purpose of CMS is to help organizations create and offer valuable content and functionality.” We librarians, or information professionals, understand valuable content and its functionality. We are in the best position to oversee its collection and dissemination. Many of us are involved with our organization’s intranet. And, if we aren’t, we should become so as soon as

possible. There is no better beginning point for CMS than an intranet. But more important, the best CMS going is the card catalog, or rather the card catalog as presented by Amazon.com. I've often opined that Jeff Bezos has really built the best OPAC in the land (except for the ads). But like Amazon, we shouldn't just focus on books and magazines. The current kinds of tools available give us tremendous flexibility in not only organizing everything from people's internal resumes (their experience) to the business intelligence we keep on our favorite customers and making that accessible.

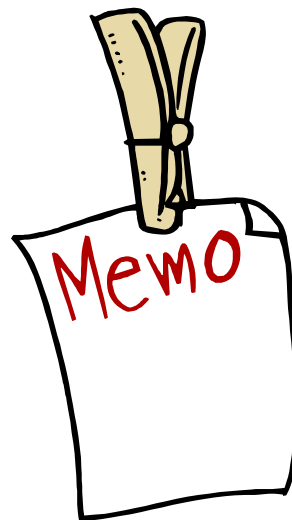
Critical to success is the buy in from the IT department. Just make sure you emphasize to your IT people that the "I" is for Information (content) and the "I" comes before the "T" for a reason.

In the corporate or private library world a linkage to the business objectives and processes is also a fundamental prerequisite. In other words, there is an opportunity for "collection development" to provide some insight into the system. We can unravel the nature of our organization by focusing on the content development and the "collection" policies. And we can't forget the catalog (or is it the home page?) or any and all materials associated with the business process: books, magazines, loose materials, excel spreadsheets, access databases, URLs, etc. So KM becomes CM when we stop worrying about the "knowledge" part and focus on linking content to business objectives and then focus on organizing what we can access.

Being a "stickler" for worthwhile content isn't completely necessary. Since knowledge is "actionable information", this means information in the right context for the right person will become knowledge.

But because information is content (or, as Bill Gates says, "everything will be a document") and because we can't "predetermine" what content at what time will mean something to someone, there is no point in being too picky. So the key to making CM work is in understanding your organization, understanding the business objectives, and organizing the content for access.

And, oh yeah, and lest I forget, don't forget that these ideas don't make any difference unless you have upper management support and champions embedded throughout the organization. But we all knew that already.



## ***MAALL TRAVEL GRANTS***

Each year, MAALL awards Travel Grants for members to attend the MAALL Annual Meeting. The number of Grants and the amount varies, depending on the number of applicants and the condition of the chapter treasury. The Board decides these numbers each summer and for the past few years the Travel Grant award has been \$300.00. The following are the criteria used to award the grants:

Criteria for awarding the grants are: MAALL membership, financial need, usefulness of the meeting to the applicant, contribution of the applicant to MAALL and/or AALL, and potential or proven ability of the applicant. Newer law librarians may receive special consideration as encouragement to them to establish relationships and get involved in MAALL. Previous grant recipients are considered, particularly those who are office holders or speakers. With the exception of the MAALL Newsletter editor, an individual may receive no more than one grant every five years.

The Grants Committee consists of Sharon Kern, Chair, Patti Monk and Joe Katrosh. You may contact any member of the committee if you have questions. Phone numbers and e-mail addresses for the committee members are on the MAALL web site in the Membership Directory.

**Grant Application Form on next two pages**



MAALL TRAVEL GRANT APPLICATION

for the

2003 MAALL ANNUAL MEETING  
NORMAN, OKLAHOMA  
OCTOBER 2-4, 2003

Complete this form and fax, e-mail or mail to:

Sharon Kern  
Chair, MAALL Grants Committee  
Davis Brown Law Firm  
666 Walnut, Suite 2500  
Des Moines, IA 50309  
Fax: 515-243-0654  
Sharon.Kern@lawiowa.com

Deadline for Submission: All applications must be received by **August 15, 2003**. The winner will be notified prior to September 10, 2003.

Name \_\_\_\_\_

Position \_\_\_\_\_

Employer \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

Are you a MAALL member? \_\_\_\_ Yes \_\_\_\_\_ Year Joined \_\_\_\_ No

Have you ever attended a MAALL annual meeting? \_\_\_\_ Yes \_\_\_\_ No

Have you ever received a MAALL Travel Grant? \_\_\_\_ Yes in \_\_\_\_\_ (year) \_\_\_\_ No

List your educational background (schools, degrees, dates): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

List previous law library positions:

Employer/Position/Length of Service

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

List MAALL positions, activities and contributions (offices held, committee work, newsletter articles, presentations at MAALL meetings, attendance at MAALL meetings, etc.):

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What part of your expenses will your employer pay for you to attend the meeting?

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Describe your employer's policy of reimbursement for conference-related travel expenses:

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If you do not receive a MAALL travel grant, will you:

\_\_\_ not be able to attend the meeting, or

\_\_\_ attend and personally pay for expenses not picked up by your employer?

What experiences and benefits do you hope to gain by attending the MAALL Annual Meeting?

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Please read this statement and sign below:

I am currently a member of MAALL. If I cannot attend the entire 2003 MAALL Annual Meeting, October 2-4, 2003 in Norman, Oklahoma, I will notify the chair of the MAALL Grants Committee immediately.

\_\_\_\_\_  
(Applicant's signature)

\_\_\_\_\_  
(Date)