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HIRING WITH LESS STRESS AND MORE SUCCESS

TIPS FROM THE FIELD

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IN THIS ISSUE

I got lost on my way to my first job as a librarian. I had recently moved to the Chicago suburbs to take the position. The trial run from apartment to library the previous night could not overcome my deeply flawed sense of direction. A few minutes before I was to arrive, I had to call my boss from a McDonald's payphone. (This parenthetical pause is offered in appreciation of cell phones and GPS.) My boss's agitated hello clearly conveyed her angst about receiving the call. However, when she learned I was lost, she simply laughed. She had been worried that I was not coming at all; apparently at least one new hire had been a no-show in the past.

At the time, I thought I understood her feelings. In retrospect, my understanding was quite incomplete. After all, until you have been through the labors of hiring, how can you really comprehend what it would be like to lose your new employee on her first day? Consider the steps of the hiring process: reviewing library needs and the position description; forming a hiring committee; advertising the job; receiving application materials and communicating with applicants; reviewing application materials; determining who to interview and whether phone interviews are needed as an initial step; preparing for the interview, including writing questions, planning any other components, such as tours or candidate presentations, and coordinating multiple individuals' schedules; making reference calls, perhaps at multiple stages throughout the process; extending the offer, which may include negotiation of start dates, salary, and more; and closing the process, including communicating with other applicants. At every step of the way, institutional procedures and protocols need to be carefully followed to ensure a fair (and legal) hiring process. And, of course, let's not forget that most hiring is done to replace someone, so much of this work is often occurring while the library is short-staffed. Given the labors of the hiring process, is there anything worse than having a new hire no-show on the first day? Well, you could hire someone ill-suited to the position and then have to fire them or hire a mediocre employee who stays for decades.

The importance of hiring decisions justifies the time invested in employee selection. But the imperfections of the data guiding the decision can be frustrating. Candidates can come across on paper or in an interview quite differently than they will behave as employees. References can be misleading. Even the most thoughtful hiring process may not result in a well matched candidate accepting the position. But libraries regularly overcome these challenges, and it can be helpful to learn from others' experiences. This article draws on the expertise of MAALL colleagues to suggest ideas to effectively review application materials, conduct interviews and reference

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Dear MAALL colleagues,

Just as this issue was going to be published, we learned that Liz Glanker, who was the Emerging Technologies Librarian at Saint Louis University Law Library, had died the evening of June 13th. We will be working on a Memorial Tribute for Liz for the next MAALL Markings issue. Until then, we are saddened by the loss of our wonderful and active friend and colleague. She was a mentor and an inspiration to all of us! Our thoughts and prayers are with the family.

In lieu of flowers, she has requested that any remembrance you wish to make be a donation in her name to St. Jude Children's Research Hospital.

PRESIDENT'S MESSAGE Stefanie Pearlman

Get ready for two exciting MAALL events this year! In July is the return of the MAALL Luncheon at AALL. After experimenting with different formats over the last couple of years, the Executive Board decided to return to our traditional luncheon business meeting. It will take place at noon on Sunday, July 22nd at the Sheraton. To further entice you to attend, we have invited Kim Dulin, Associate Director at Harvard Law School Library and co-director of the Library Innovation Lab, to make a short presentation.

We hope to accommodate everyone's diet preferences with a "make your own salad bar" lunch. Vegans, gluten-free eaters, and carnivores should all find something to fill them up at this luncheon. In addition to a variety of greens and vegetables, there will be sliced chicken breast, hard-boiled eggs, and grilled salmon. There will also be a baked potato soup bar and brownies for dessert. The luncheon will cost each member $20.00 and payment can be sent to Ann Kitchel, MAALL Treasurer, Law Library Associate Director, Creighton University School of Law, 2500 California Plaza, Omaha NE 68178. A receipt will be provided to all who register. Any questions? Please contact me (spearlman2@unl.edu) for general questions or Ann Kitchel (kitch@creighton.edu) for payment questions.

We are also busily planning our MAALL Annual Meeting to be held from October 25-27 in St. Louis. This year's theme is "Cross-Train at the Crossroads: Meet MAALL in St. Louis!" The education committee, led by Ted Potter, is working hard to provide a slate of programs designed to help every law librarian's professional development. If you want to submit a program proposal, there is still time. Please contact Ted (ted-potter@uiowa.edu) for more information. Meanwhile, Joe Custer and his fantastic local arrangements team in St. Louis are busy making sure you will be comfortable, well fed, and entertained during your visit. As someone who has served on past local arrangements and education committees, I know how difficult it can be to put together a successful annual meeting. I would like the opportunity to thank both committees for their hard work.

I hope that each of you has the opportunity to attend these events. I look forward to seeing you!

VICE PRESIDENT'S MESSAGE Ted Potter

What Are You Up To This Summer?

It's June, it's sunny, and all's quiet, right? I don't know about you, but even with a library that has few patrons, I'm not quiet. This is not time to rest on my . . . laurels – I've got lots to do, and summer flies by! LexisNexis Advance, WestlawNext, Bloomberg Law, plus other database products – all new platforms to learn and master before we begin a new training season. And research guides; many of us see the continuing needs of our patrons for guidance, and so we create various topical guides so that users can access our expertise 24/7. And how many of us are satisfied with the way our research classes/sessions went last year? They need tweaking and updating to make them incrementally better next time. And how about sprucing up the place? Shelves need to be faced and shelf-read, dusty shelves need attention, carpets need cleaning, offices need to be de-cluttered. We may not actually do some of this work, but we're often responsible for getting it done. So much for quiet!

So, back to the title of this article – what are you up to this summer? Send a line or a paragraph to me about what you're doing this summer and I'll write up a short article to bring everyone in MAALL up-to-speed. One of the projects this summer at Iowa is to migrate our research guides from html to the LibGuides platform. It's a time-intensive project, but we hope to have many of our guides completed by the beginning of the fall semester. Wish us luck!

Celebrating a milestone? Creating a new website? Getting some new furniture? Teaching a new class next year? Tell me your stories and I'll post them in the next issue. Do you have pictures? Send them along. We'd love to hear what you're up to!

MEMBER NEWS

ARKANSAS

Chad Pollock is the new Electronic Services Librarian at Young Law Library at the University of Arkansas at Fayetteville. He started in October 2011.

Jessie Burchfield of the University of Arkansas at Little Rock Law Library edited the 2d edition of the *Legal guide for Arkansas nonprofit and volunteer organizations*, which is distributed to Arkansas nonprofit groups free of charge. The book was released Tuesday, November 15, and is available electronically at http://ualr.edu/law/files/2011/11/Legal-Guide-Second-Edition-2011.pdf

Jessie also served as co-coordinator of the Lawyers for Literacy Reading Day at Rockefeller Elementary School in Little Rock, recruiting area judges, lawyers and law students to read to an elementary school class for 30 minutes on the morning of November 15.

Michele Thomas and Jessie Burchfield, both of UALR, volunteered at the First Responders event that was held at the Bowen School of Law for Pro Bono Week. The event was a joint project between the Bowen Law School, VOCALS, Center for Arkansas Legal Services, Pulaski County Bar Association, Arkansas Bar Association, and the Arkansas Access to Justice Commission. Thirty-four (34) emergency responders received over 100 estate planning documents at the event.

Kathryn Fitzhugh was appointed to the University of Arkansas at Little Rock (UALR) History Institute Board. The UALR History Institute sponsors an annual series of six lectures called "Evenings with History." The series features presentations by UALR faculty members sharing their current historical research. Each presentation offers insight into the real workings of historical scholarship. The nationally recognized series covers a variety of times, areas, and subjects.

Kathryn Fitzhugh

ILLINOIS

Sharon L. Nelson, Assistant Technical Services & Systems Librarian at the David C. Shapiro Memorial Law Library, Northern Illinois University received the Chicago Association of Law Libraries (CALL) 2011-2012 Agnes and Harvey Reid Award for Outstanding Contribution to Law Librarianship for her work on the CALL website. Ms. Nelson will be promoted to Associate Professor effective July 1.

IOWA

Don Ford, Foreign, Comparative and International Law (FCIL) Librarian at the University of Iowa, College of Law Library, has been named Vice Chair/Chair-Elect of the AALL FCIL-SIS for 2012-13. Congratulations to Don!

Karen Wallace (Drake University Law Library) and Sara Lowe (formerly Drake, now Claremont Colleges Library) will be presenting a poster at AALL entitled “Interdisciplinary Citations in Law Review Articles:

Implications for Librarians, Law Students, and Library Collections." Please stop by the activities area of the exhibit hall and offer your thoughts if you are available during the Q&A period Sunday, July 24 from 2:45-3:45 p.m.

KANSAS

The Wheat Law Library, University of Kansas has moved quickly into summer session – the day after graduation – but so far it seems a little more peaceful. We have an intern working with us now. She is Paige Asmann, a Washburn Law grad now attending the Emporia State School of Library and Information Management. We are very excited to have her join us! A few of us plan to attend AALL in Boston, we're working on our ABA self-study in preparation for next year's ABA site visit, Director Joyce McCray Pearson is on administrative leave this summer, and Chris Steadham and Blake Wilson are preparing their files for the promotion and tenure process in the fall. Whew!

MISSOURI

The Women's Law Student Association (WLSA) of the Saint Louis University School of Law has voted to name a newly created service award in honor of Professor Emerita Eileen Searls and to name her as the first recipient. The Eileen H. Searls Service Award will be given to individuals exhibiting leadership and service to women in the legal profession that is clearly above and beyond that person's ordinary duties and responsibilities. WLSA presented Eileen with her award at their judicial reception held on April 4.

Betty Sola has been promoted to Manager of Library Services at Polsinelli Shughart. Betty started her new position in January 2012.

Avis Bates retired from Polsinelli Shughart after serving as Director of Library Services for 30 years.

Joe Custer, Assistant Professor of Law and Director of the Omer Poos Law Library has been selected by the legal fraternity of Phi Alpha Delta at St. Louis University to be their Law Faculty representative. Professor Custer was chosen because "a significant portion of our members felt a connection to you through class, while studying abroad, visiting during office hours, or just talking to you in the hallway. Your strong leadership and commitment to SLU LAW is exactly what PAD is looking for."

Phi Alpha Delta is the largest co-ed international legal fraternity in the United States with approximately over 300,000 initiated members and is the largest legal fraternity at SLU. Each semester, PAD holds philanthropic and social events to encourage community involvement and recognition amongst the local legal environment. Prof Custer was initiated on February 22nd, 2012.

OKLAHOMA

Elaine Bradshaw, Lisa Bowles, Jennifer Gerrish and Joel Wegemer, from the University of Oklahoma Law Library, attended "Incredible Transformations for Research Libraries: Back to the Future" on March 1-2, 2012 in Oklahoma City, Oklahoma.

Three law librarians at the University of Tulsa are retiring in 2012. Carol Arnold, Access Services, Interlibrary

Loan Librarian retired at the end of May. Rick Ducey, the Director, and Lou Lindsey, the Associate, are retiring Sept. 30.

Darla Jackson, Oklahoma City University Law Library Associate Director, will be leaving Oklahoma City University in July 2012 to assume responsibilities as Director of the McKusick Law Library at the University of South Dakota School of Law. While she will be moving from Oklahoma, she will be staying in MAALL. She is excited about the prospects of working with the University of South Dakota Law Library staff, students and faculty and also looks forward to continued opportunities to work with members of MAALL.

Prior to departing Oklahoma City University, Darla will be presenting a session, "If You Offer It & Market It, They Will Come: Legal Practice Technology Instruction In a Variety of Formats", with Randy Diamond at the CALI Conference in San Diego. Darla is also coordinating and presenting a session at the AALL Annual meeting in Boston. The program, "Patriot Practice," is scheduled for Sunday July 22, 2012 from 10:45am - 11:45am in HCC-Room 210. The program is focused on providing information on how law librarians can support programs designed to assist military service members and veterans with legal issues. Darla's presentation will outline her involvement with Oklahoma Lawyers for America's Heroes. The program will also include comments from Anna Schleelein, co-Executive Director of Shelter Legal Services, and June Hsiao Liebert, Director, Louis L. Biro Law Library at the John Marshall Law School.

The Summer edition of *Law Library Journal* will include Darla's regularly appearing column, "Thinking About Technology." The column, entitled "Thinking about technology: Steve Jobs was right about HTML 5, but was he right about digital publishing?" focuses on the features uses of the developing HTML standard and its potential use by law librarians.

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checks, and minimize the stress of the hiring process. In addition to identified chapter members, comments from people who did not want attribution formed this piece. Of course, scores of articles and books on this topic are also available. The article concludes with a few starting points from the library literature.

Starting out Right

If you are lucky, hiring full-time staff is only an occasional activity. Yet it's hardly an ad hoc free-for-all. Making sure you are informed from the start about institutional and legal requirements can save you much grief in the long run. As Brian Striman (Head of Technical Services, University of Nebraska Law Library) notes, "I am always very, VERY connected with our HR department about any new things I need to know and to pass on to my hiring committee. I ask to have one HR person work with me throughout the hiring process. HR and I need to be on the same playing field. They are my shield against possible problems with the entire hiring process. We are careful about what things we are required to document, and what things are better off NOT being documented or written down by all the hiring committee members."

In addition, having the right frame of mind can help. You don't have to have a huge candidate pool. You only need to find one person. On the other hand, also remember that you are not looking for *the* one. Especially if you have a sizable candidate pool, don't agonize that you cannot talk to everyone or that you might not select the person who would be the absolute best. You're not finding your soul mate; you're finding someone who is well suited for the position.

Reviewing the Application Materials

Employers typically ask applicants to submit a resume or CV and a cover letter. These materials outline the skills and experiences of the applicant and also provide an opportunity to begin gathering a sense of the candidate as an employee. Ideally one person performs an initial review of the materials and only forwards to other selection committee members those applications that meet the minimum requirements. Even after this winnowing, there can still be a significant number of applications to consider. You can more effectively and efficiently review applications if you are able to articulate the assessment criteria before you begin. Systematically recording data and impressions in a chart or spreadsheet can help you see which candidates rise to the top of your pool and remember their attributes in later discussions with other selection team members.

During the advertising stage, the committee can discuss the qualifications of the ideal candidate and possibly even assign relative weights to these to facilitate review of application materials. Even more formally, a rubric can be used to assign applicants points based on desired qualities. Concrete areas of expertise, like cataloging or reference experience, are important, but don't forget about "softer" traits or competencies, such as having a positive attitude. Remember that these latter qualities can be difficult to change. A 1999 Illinois State Library Association Annual Conference program title summarizes the idea nicely: "You Can Teach a Turkey to Climb a Tree, but It's Easier to Hire a Squirrel." (The program borrows this phrase from the psychology literature. To read more about it, see Spencer and Spencer's C*ompetence at Work*, New York: Wiley, 1993.)

The care with which the application materials were prepared provides one lens for review. I once received application materials that were extremely difficult to read. As I was wondering why the type was so faint, I realized it was bleed-through from the other side of the paper, which contained USDA hog lot reports. Not surprisingly, that person did not get an interview. Several MAALL members indicated that less egregious mistakes, such as the presence of one or two grammatical errors or typos, incorrectly addressing the letter or identifying the position, or not following instructions —by omitting a cover letter or references when these are requested in the advertisement, for example — can also eliminate someone from consideration. Perhaps it seems harsh to make cuts on such basis; after all, we all make mistakes. However, applicants should be motivated to put their best foot forward. Candidates who do not expend the effort or have the ability to submit professional application materials may not be willing or able to perform the job to the library's standards. In addition, Julia Wentz (Associate Dean and Director of the Law Library, Loyola University Chicago) notes that when you have a large candidate pool, establishing an efficient way to make preliminary cuts is a necessity.

Other red flags may include unexplained gaps in the resume, frequent job changes, or if the information in the resume and the cover letter do not match. If you ask for references at the start of the process, see if the relationships are professional and how recent they are. While applicants often prefer that current employers not be contacted during the initial stages of a job search, if a prior position is omitted or all the references are personal rather than professional that might be a red flag.

Employers want to hire people who will be able to succeed and also who will enjoy the work, which will contribute to motivation and longevity. Wentz notes that selecting a candidate is not simply a matter of finding the best applicant in the pool; in many ways it is about finding the person for whom the position will be a good fit. As both sides of the match between the candidate and the position are considered, the employer should take care not to make unwarranted assumptions about the candidate's desires. Part of the importance of the cover letter is that it offers insight into what the candidate thinks the job entails and how the actual demands of the position suit that person's skills and interests. As Ann Fessenden (Circuit Librarian, 8th Circuit) comments, "I do definitely pay attention to cover letters. I like to see applicants explain why they want the position and how they fit it. This is especially important if their background is sort of outside the norm. For part-time positions, I want them to tell me why they want part-time so I know they are not just applying for this to tide them over until they can find full-time work."

Typically, personality shines through more in a cover letter than a CV, making it a more useful place to try to identify important softer skills and interests. For instance, Striman is often looking for whether a candidate is interested in being part of a team and working with detailed data, as well as whether that person enjoys challenges, embraces change, and can successfully work both independently and in close contact with others.

The Interview

Ultimately, however, there is only so much you can tell from the paper application materials. The next step in vetting applicants may be interviews (via phone, Skype, or in person) or reference calls. Any approach may make sense, and the choice will depend on organizational rules and norms, the number of applicants who are still viable, and the nature of the position.

At whatever point interviews occur, they can significantly contribute to the employer's sense of the candidate and provide much more information about the candidate's past accomplishments and future desires. To make the most of this opportunity, MAALL members recommend using open-ended questions that are designed to get the candidate talking. For instance, after some initial conversation, Fessenden asks the candidate to talk about his or her background as it pertains to the position. Letting the candidate determine what is applicable "gives you a chance to see how applicants express themselves and what they think are their strengths. They also sometimes volunteer information you couldn't ask directly." She also notes, "It's important to have the applicant do most of the talking first. If you go through your spiel about what the job entails and then ask questions, the applicant will tailor the answers to what you've said." Similarly, Striman recommends questions like "Why are you applying for this job?" "What do *you* think this job is all about?" and "What things about your previous two jobs did you most enjoy and what did you least like?" Other MAALL members recommend asking "What do you want from this institution?" "What do you bring to this position?" or "Describe your ideal supervisor" as ways to help assess the fit from the candidate's view.

"If we hire you to teach yoga I assume you'll want the flex time?"

Additional questions should be designed to elicit information about a candidate's ability and desire to perform key job components and succeed in your workplace. Soliciting specific examples of past work behavior can be effective. Think "How have you handled this type of experience?" versus "How would you handle this type of experience?" Actual past behavior on the job is probably more indicative of future behavior than ability to craft a lovely response to a hypothetical situation. However, hypotheticals (situational questions) do not need to be entirely eliminated; they can also provide insights into a candidate's judgment and communication skills. Interviews should also include an opportunity for the candidate to ask questions of the library, and several people noted a lack of specific questions may be indicative of passivity or a lack of curiosity. On the other hand, an informed question can show the candidate took the time to research your institution and suggest a higher level of motivation and interest in the position.

By having a clear understanding of the most important qualities desired in the new employee, interviewers can tailor their note-taking accordingly. This should help ensure the interview data gathered is useful for arriving at a hiring decision. In addition to the content of the answers given, the interviewer should also pay attention to other data. Did the answers seem genuine or over-rehearsed? Is the question asked being addressed, or did the candidate either purposefully misconstrue it in order to talk about something else, or fail to understand the question? Striman notes that additional red flags may include a candidate who is late for the interview; shows evasive or unengaged body language, such as yawning, fidgeting, or lack of eye contact; talks excessively or interrupts; demonstrates discomfort with silence in the interview; does not present himself or herself professionally; and fails to turn off his or her cell phone (unless a good reason has been provided for needing to have the ringer on).

Interactions beyond the formal question-and-answer period can also be informative. You may want to consider scheduling a chance to interact with the candidate in a quasi-social situation, such as a lunch or coffee break with library staff beyond the search committee. Insights about the applicant's personality and compatibility with others in the library can emerge in these less formal interactions.

Remember, too, that during an interview, the candidate is assessing the library as well as being assessed. Staff should be prepared for the candidate's arrival and the interview. Part of putting the library's best foot forward is helping the candidate feel comfortable with the process. Before the interview, Striman sends candidates an email "to tell them what the interview will be like, what would be appropriate dress attire, where to park, how many [current employees] they'll be seeing, and the time sequences throughout the interview." He makes sure that the interview includes an opportunity for the candidate to see their workspace and the systems with which they will be working. Julie Thomas (Technical Services Librarian, Drake Law Library) suggests interviewers also not neglect the basics, such as offering candidates a rest room break and water or coffee to drink.

Reference Checks

Like interviews, reference checks can provide a good way to assess how a person truly behaves in a work situation and what he or she wants in a job. For that reason, using open-ended questions is again recommended. Similar to her interview question opener, Fessenden opens a reference call with "____ has applied for _____. I understand she held the position of _____ in your library. I wonder what you could tell me about her work?" Follow-up questions are asked as appropriate. Other MAALL members recommend questions such as "How did x get along with colleagues?" "What do you enjoy most about working with x?" "What things do you feel x could improve upon for her next career choice?" and "Would you rehire x?"

MAALL members also recommend looking closely at the relationship between the applicant and the reference. Fessenden says, "Early in my career as a supervisor, I contacted a reference who worked with the applicant. The applicant had left the vague impression that the person was her supervisor. She was really a co-worker and friend but I didn't ask. The applicant was hired and was a disaster!" The date when the reference you are contacting worked with the applicant is another critical item to consider. If there are no references available from recent jobs, you will want to explore why that is the case.

Striman recommends conducting reference checks via phone "because you can sometimes 'hear' in a voice inflection or pauses, more information about a candidate than the supervisor would ever write." Similarly, consider what else might be unsaid. A reference response such as "All I am able to do is confirm the dates the person worked here" may be an accurate reflection of the organization policy, but it can also indicate problems. Often someone who has good things to say about an employee will be able to work within that organizational policy by making it clear that they are speaking not on behalf of the organization, but personally.

Striman's experience speaks to the dangers of ignoring bad references. "In one reference check, a long time ago, the reference told me they were advised not to give any information about the person because they were involved with a legal action with the library. Turns out that the candidate interviewed with us extremely well, and after some considerable discussion all of us decided that the lack of response from the previous employer wasn't a cause for a deal breaker. We wanted to treat the candidate's past employment as just one of those 'flukes': a bad fit between them and the applicant. Well, we hired the candidate and months later realized we weren't a good fit either!" Other times bad references may be misleading. A good employee may be leaving because the situation is bad, which can lead to an unfairly critical reference check. Some current employers may consciously or unconsciously sabotage good employees who are leaving. On the flip side, some employers may be overly positive about underperforming employees because they want them to leave.

Going beyond the provided references can be a good way of getting additional information and of correctly reading the information provided by the formal references. As one MAALL member says, “If you know someone at their institution that is not on their list of references, see if you can contact them and if they can pass on some information about the candidate. If a candidate doesn’t want you to check outside references, you have the right to know why. The reason for not wanting you to contact outside references could be benign, so ask.” Along these lines, consider conducting additional research about the candidate. Checking social media profiles and running a Google search can provide valuable information. Wentz states she once received a call from someone who had found an online newsletter indicating that a candidate had worked at Wentz’s library; the experience had not been listed on the candidate’s resume, and the potential employer wisely wanted to know more about that. More formal background checks including, for instance, criminal records, are standard practice at some institutions and can provide additional peace of mind.

Making the Decision

After carefully considering all the data available, it is time to confer with colleagues and make a hiring decision. To streamline the process, Striman indicates “The hiring committee is asked to numerically rank the top 3 candidates in order of most desired, to acceptable to hire. This way, there isn't confusion about who wanted "x" person, and why did we offer the job to "y" candidate.” Another advantage of this approach is that once the overall ranking of candidates is determined, “If #1 falls through, we can immediately offer the position to #2, then #3 with no delays in the hiring committee to re-group.”

If none of the candidates interviewed seems like a good fit for the position, it is typically a good idea not to make a job offer. Re-examining the pool to see if there are others worth considering or re-advertising the job is often a better alternative than making an offer to someone who is not likely to work out.

The hiring process is more art than science. Knowing some of the ways that others successfully navigate it can help lead to a better result while reducing frustration along the way.

Resources

Wheeler, Ronald E., Nancy P. Johnson, and Terrance K. Manion. "Choosing the top candidate: Best practices in academic law library hiring." *Law Library Journal*100, no. 1 (Winter 2008): 117-35. Available at: http://www.aallnet.org/main-menu/Publications/llj/LLJ-Archives/Vol-100/pub_llj_v100n01/2008-05.pdf

Focusing on academic law libraries, this article explores all stages of the hiring process.

Schein, Julie, and Belinda Delisser. "How to hire without regret." *Information Outlook* 11, no. 10 (October 2007): 10-21.

Intended as “a best practice overview for hiring for any position in a special library,” the article focuses on interviewing and includes many sample interview questions.

Engel, Debra and Sarah Robbins. "Telephone interviewing practices within academic libraries." *Journal of Academic Librarianship* 35, no. 2 (March 2009): 143-51.

Drawing on a literature review and a survey of ACRL institutions, this article suggests best practices for conducting phone interviews.

Fitsimmons, Gary. "Directing the personnel search part III: Preliminary interviews." *Bottom Line: Managing Library Finances* 24, no. 2 (2011): 110-12.

This piece provides guidance on when and how to use preliminary phone or Skype interviews.

Fitsimmons, Gary. "Directing the personnel search part IV: The on-site interview." *Bottom Line: Managing Library Finances* 24, no. 2 (2011): 157-59.

This brief article suggests goals for on-site interviews and ways to accomplish them.

“How to hire a law librarian.” Available at: http://www.aallnet.org/main-menu/Publications/products/Law-Librarians-Making-Information-Work/pll-guide-1.pdf

Written for firm management who are considering hiring a librarian for the first time, at page 8, this PLL

brochure includes some interesting tips on assessing candidates.
McKay, Richard. "Inspired hiring: tools for success in interviewing and hiring library staff." *Library Administration & Management* 20, no. 3 (Summer 2006): 128-30, 134.
This brief article provides advice on hiring librarians, including managing the initial application review, interviews, and reference checks. It includes some less standard suggestions, such as checking to make sure you are not unconsciously comparing the candidates with the outgoing employee.
Mosley, Pixey Anne and Wendi Arant Kaspar. "Making the good hire." *Library Administration & Management* 22, no. 3 (Summer 2008): 142-47.
Focusing on hiring Millennials and GenX employees, this article provides suggestions on what application materials to request and how to review them, as well as interviewing and reference checks. One interesting idea presented is asking specific questions, such as "What interests you most about this job?" as part of the online application submission process.
Tucker, Sandra L. et al. "Lessons learned by a standing search committee: Developing better practices." *Journal of Academic Librarianship* 35, no. 4 (July 2009): 367-72.
Its extensive hiring led Texas A&M University Libraries to establish a standing search committee. This article presents the best practices the committee has developed to advertise positions, review applications, conduct telephone and on-campus interviews, conduct reference checks, and make offers.

ADDING WEBSITE FLAIR WITH BUTTONS

Marcia L. Dority Baker
Access Services Librarian, UNL College of Law, Schmid Law Library

Have you Googled yourself? What about a faculty member at your academic institution or a library colleague? Did you find a ton of results to a variety of professional, personal and everything-in-between? Most likely, you said "yes" to at least one of these questions; we live in a day and an age when everything (good, bad and ugly) is available online. At the University of Nebraska College of Law and Schmid Law Library, we've developed a plan of action to corral a specific number of resources for faculty pages.

This project started after a faculty retreat in May 2011, and stemmed from conversation on how to better promote faculty scholarship and the law college to a broader audience. The Law College Associate Dean for Academic Affairs approached the library faculty for assistance in promoting SSRN and the UNL Digital Commons to faculty. At the same time, a professor wanted to add buttons to her email signature line, both for visual appeal and to promote NU Law College. After a few brainstorming sessions, we decided to better publicize faculty scholarship and the law college in two ways: first by adding buttons to individual faculty pages (see, for example, http://law.unl.edu/facstaff/faculty/resident/cmedill.shtml) linking to a variety of resources and second, by adding "flair" to email signatures line with the same buttons for interested faculty.

This past academic year, the University of Nebraska-Lincoln's content management system migrated to Drupal. This change is beneficial to the law college because it allows individuals within departments better access to the law college website. Now the people within a specific area (law library, Career Services or Dean's office) can update their section of the law college website on a regular basis. In addition to handling the law library's social media presence, I was asked to also manage the law library's webpages.

The law college faculty and librarian webpages are fairly static, typically updated when annual reports are due or before the academic year begins. Most people Google faculty members to find contact information, publications, areas of expertise or research, and/or courses taught, so current content on these pages should be a priority. Since we don't have a dedicated web person, buttons linking to our faculty's most current information are a great option for our law college. We decided to start with the following buttons: the UNL Digital Commons, SSRN, LinkedIn, Facebook, Twitter, a good mix of scholarly links, professional networking, and social media. The above order is also how we try to place the buttons on a faculty page, and for consistency we've also sized the buttons the same for a clean look.

The UNL Digital Commons (http://digitalcommons.unl.edu/) may be unknown to many people outside the library world, but is a wonderful resource for archiving and finding faculty publications online. The professional staff at the UNL Digital Commons has created an uncomplicated workflow to accomplish this task. First, the librarians meet and talk with faculty about adding their scholarship to the depository. When a professor says "yes," a one-time approval publications list is emailed to a librarian who forwards the list to the depository director. The digital commons staff does the rest of the work by locating articles, determining copyright status, uploading scholarship, and emailing notices when articles are "live" in the system. This user-friendly process is a great selling point for the librarians when promoting the UNL Digital Commons to faculty. Once faculty members are emailed their monthly usage statistics report, they are often happy to talk about the service with other people. Never underestimate the power of word-of-mouth sales!

SSRN (http://www.ssrn.com/) was initially utilized by half of the law college faculty. This number has increased since the project began. The primary difference between the UNL Digital Commons and SSRN is that faculty members are responsible for uploading their publications to SSRN. While clear how-to instructions for authors are available, it is awkward to ask faculty to locate and upload content during the semester. Hopefully more articles will be uploaded during the academic year downtime or as working documents are ready for review.

The Schmid Law Library librarians met individually or as a small group with the law college faculty to explain the UNL Digital Commons and SSRN features as well as how the buttons on faculty pages would work. We had two faculty "guinea pig" pages to demo and buttons had already been added to the law librarian's pages (for example, http://law.unl.edu/facstaff/faculty/library/mdoritybaker.shtml). We also mentioned other button options for faculty pages: LinkedIn, Facebook and Twitter. The librarians quickly clarified that the Facebook button was not for a professor's personal FB page, but links to the law college and the library. In a cool twist, a few faculty members wanted their personal/professional Twitter accounts linked to the Twitter button on their page, instead of using the law college or law library's feed.

The newest addition to the button collection is a CALI button. After discussing how the project was progressing, we decided that promotion of CALI exercises by NU Law faculty and librarians was necessary. After a few phone calls between our CALI liaison and Deb Quentel at CALI (thanks Deb!), voilà—now people could link directly to the author's CALI page with a bio and list of CALI exercises. There are currently just two CALI authors at the law college, but we hope to better promote CALI by adding the button to faculty pages and encouraging more faculty members to create lessons and more students to use the lessons.

As students review faculty pages to see who is teaching what subject area or classes, the buttons show other professional activities in which NU law faculty are involved. For instance, two professors have links to WILE (Women in Legal Education,) to both promote and support this mentoring program. Like the old saying, "a picture is worth a thousand words" – in this case, the buttons are another quick and free promotional tool.

Please steal this idea for your library or institution! It's been great to talk to faculty about their scholarship and discuss how the UNL Digital Commons can preserve and promote their work. Meeting face-to-face with faculty has opened new conversations on social media usage and how professors could connect with colleagues and students. It's been a rewarding opportunity to expand my knowledge on social media presence and management, work with other UNL departments and make cool connections. The buttons project is worth the time and energy, especially when it meets the goal to better promote the law college, faculty and their scholarship.

AALL ANNOUNCEMENTS

Compiled by Julia O'Donnell
Director of Membership Marketing and Communications
American Association of Law Libraries

Master the Skills for Professional Networking

Networking skills can increase library visibility, professional credibility, and collaboration across your library, your larger institution, and your greater community. A new webinar, Make the Connection: Mastering the Skills for Professional Networking, on **June 21 at 11 a.m. CDT**, will teach you the dos and don'ts of interacting effectively and the skills and confidence to navigate any networking opportunity.

Learn:

- Pre-planning techniques for networking events
- Best practices for professional interactions
- Networking pitfalls to avoid
- Effective follow-up etiquette

Be prepared for AALL's biggest networking event – the AALL Annual Meeting in Boston, July 21-24. Register by June 14 at https://www.aallnet.org/assn/events/registration.aspx?event=web201206.

There's Still Time to Register for the 2012 AALL Annual Meeting

Designed by law librarians, for law librarians, the AALL Annual Meeting is an event you look forward to every year. Join nearly 2,000 of your colleagues from across the country to find out what they are doing in their libraries.

This year in Boston, July 21-24, you can look forward to:

- Keynote speaker Richard Susskind: http://www.aallnet.org/conference/education/keynote.html
- Nearly 100 educational sessions: http://aall12.sched.org/overview/type/programs
- A day-long special series of legal technology programs: http://aall12.sched.org/overview/type/programs/AALL%2FILTA+Collaboration
- A bustling Exhibit Hall featuring about 100 vendors: http://iebms.heiexpo.com/iebms/oep/oep_p1_exhibitors.aspx?oc=13&ct=OEP&eventid=5022
- The return of the Association Luncheon : http://www.aallnet.org/conference/while-there/networking/association-luncheon.html
- Connecting with the people who understand the issues you face every day

Make sure your plans for this summer include the No.1 educational conference for legal information professionals—you can't afford to miss it. Register today at http://www.aallnet.org/conference/get-there/registration.

Spread the word to your nonmember colleagues: **Nonmember Conference Registration packages include a complimentary one-year AALL membership.** By joining us in Boston, they'll be joining AALL!

A New AALL Membership Year is Underway—Don't Miss Out!

AALL's new membership year just began on June 1. If you haven't renewed already, be sure you do today so you don't miss out on valuable member benefits.

- **Career resources,** such as the online AALL Career Center (http://www.aallnet.org/main-menu/Careers/career-center) and continuing education (http://www.aallnet.org/main-menu/Education) to help you learn new skills to advance in your career
- **Access to specialized information** created just for law librarians, such as the AALL Biennial Salary Survey (http://www.aallnet.org/main-menu/Publications/salary-survey) and the AALL Price Index for Legal Publications (http://www.aallnet.org/main-menu/Publications/products/pub-price)
- **Subscriptions** to the monthly magazine, AALL Spectrum (http://www.aallnet.org/main-menu/Publications/spectrum), and quarterly journal, Law Library Journal (http://www.aallnet.org/main-menu/Publications/llj), to help you keep up on the latest trends in law librarianship
- The **opportunity to network and connect with other law librarians** from across the country who share similar interests and are facing the same challenges
- **Discounted rates on all AALL products and services**, such as publications, webinars, and online job postings

AALL is offering a discounted membership rate for AALL members who are recently unemployed ($58 instead of $228). Unemployed AALL members should fill out the online form (http://www.aallnet.org/Home-page-contents/Join-benefits/unemployed-member-form.pdf).

Find more information or renew your membership online at http://www.aallnet.org/Home-page-contents/Join-benefits. If you have any questions about your membership renewal, contact AALL Headquarters at membership@aall.org or 312/205-8022.

AALL2go Pick of the Month

AALL's Continuing Professional Education Committee presents the AALL2go pick of the month: Challenging Conversations (http://www.softconference.com/aall/sessionDetail.asp?SID=169202).

Most law librarians will have to deal with challenging conversations throughout their careers. The ability to productively handle difficult and sometimes emotionally charged communications is a necessary skill for librarians to develop. This presentation, led by William Lindberg and Pamela McClean from the Ash Grove Group, uses two brief vignettes to illustrate specific strategies and techniques to improve one's ability to handle challenging conversations. The vignettes are acted out by academic law librarians Brian Baker, Victoria Williamson, and J. Denny Haythorn. A reading list and handout are included with the video presentations.

AALL2go

Find this and more than 100 other free continuing education programs and webinars for AALL members on AALL2go (http://www.softconference.com/aall/)!

WHEAT LAW LIBRARY SUPPORTS SJD STUDENTS SCHOLARLY COMMUNICATION

Allison C. Reeve
Cataloging and Technical Services Librarian
The University of Kansas School of Law
Wheat Law Library

The University of Kansas School of Law graduated its first four Doctor of Juridical Science (SJD) students in the spring of 2011. We are proud of the growing opportunities our law school is able to offer and presently have over 20 more students enrolled in the SJD program. After a first year full with a heavy course load, these students are required to complete a dissertation before receiving diplomas. These are expertly researched scholarly papers, and many students find that they may lead to citations in other works and be expanded into books or chapters.

However, the days of finding your dissertation sitting on the shelves of your alma mater library are fading into the past. Rather than collecting bound copies of student discourse, the main university library has now been requiring that students upload their theses and dissertations to ProQuest, a well-known thesis and dissertation database, while simultaneously submitting them to KU ScholarWorks, our Institutional Repository (IR). Not only does this method save the student money on binding expenses, but the papers have the potential to reach broader audiences while also being permanently preserved in digital format through KU's IR. With the advent of KU Law's SJD program, the Wheat Law Library had to get on board to provide a new service to our students.

The Law Library has been busy implementing projects, which I have informally dubbed Scholarly Communications Services, through which my colleagues and I assist faculty in posting their works to the Social Science Research Network (SSRN), and in liaising with KU ScholarWorks to ensure submission and preservation of KU Law publications. It was only natural for the library to be recruited in assisting with digital dissertation submissions as well. However, implementation wasn't as easy as it first appeared. I imagined a process similar to attaching a document to an email. I decided to rebuild a former skeletally-drafted LibGuide with its original focus on the dissertation submission procedure, but through the implementation of this new project, various issues and expanding services emerged. By the end I had gone through training on using the electronic submission database, UMI/ProQuest, learned the process of obtaining an SJD from start to finish, and created an extensive LibGuide to provide these students with as much information as possible. As with most projects, this continued service will require maintenance and upkeep.

It was originally brought to our attention that a Law School Electronic Thesis & Dissertation (ETD) administrator was needed after the discovery that a year-old attempted submission had stalled due to the lack of an SJD degree option in the UMI/ProQuest submission portal. After the addition of KU's new degree option, I was asked to serve as administrator within the library, as we were heading up other Scholarly Communication Services for the law school. I attended an informal training session that made the electronic process seem easy enough and came back to the office to write myself a list of instructions and a check list. Well, that took care of me, but I had to include the service portion of this project. How could I ensure that students knew where to find me? How could I reach out to those four former graduates whose works were not available to other researchers? I really could not effectively carry out my duties as administrator without providing information and assistance to the students for their portion of the process.

The demographics of the KU School of Law's SJD students are quite varied and mainly consist of foreign students who have received JD equivalents in their home countries. They may already practice, teach, or consult in their specialized areas of law. With a one year residency requirement in Lawrence, it is important that the law school community do all that we can to welcome new arrivals and relieve the stress and frustration of being in a new environment with added requirements of orientations and proficiency exams. The SJD LibGuide is meant to be a one-stop-shop, taking our students from application to graduation with all of the intricate intermittent requirements spelled out. It is also our goal to provide students with the names of helpful Law School and Law Library faculty and staff they may reach out to for assistance on a wide range of matters and a friendly smile.

Reflecting on my former life as a student, I remember having to run from one campus building to another in order to have forms signed and documents delivered to the proper offices. Often one office would curtly instruct me to head to another. To save our SJD students from this hectic scenario, the Law Library's system of LibGuides provided a great platform for giving students all of the information they would need before setting out on any task. Much of the information presented in the LibGuide was taken from various KU student services sites, Law School information pages, and the ETD webpage. Additionally, each tab and subsection of the LibGuide provided the student with a contact person so they were never left alone during one of the many complicated processes. Law School administration was consulted on much of the information included in the guide and had the chance to comment on, or change, any sections before it was officially posted. The online reference guide included admission procedures, workloads, information on the writing process, where to find help, instructions for submission, and more.

Since the SJD LibGuide was posted in April of 2012 it has become the second most viewed LibGuide in the Law Library's collection, right after Bar Review Materials, proving that its presence has been useful. Not only must the Law School's own links be maintained, but as ETD requirements and processes change, so too must our resource guide to the students. There are many specific submission requirements, such as formatting, file type, publication options, and abstract writing that have to be carefully followed by students. All of the ETD requirements are carefully explained on the website, but it is also laid out and linked through the new LibGuide. Additionally, some of the dissertation submission information provided by ETD had to be adapted to fit KU Law's individual policies. For example, a power point slide created by ETD provided a "Path to Completion" slide explaining the process of contacting administrators and submitting a dissertation. This particular slide was adapted and augmented with specific contact persons for inclusion in a Law School version of the power point presentation. Additionally, those documents that ETD instructs students to send to the Graduate School may also remain in the Law School.

After all of the collaboration, training, and creation of an SJD Student LibGuide, we still faced some challenges. Primarily, we needed to reach out to those four past SJD graduates whose dissertations were never submitted. Also, three physical dissertations are still held in the law library due to misinformation before the law school was informed of the electronic submission requirement. However, we still wanted to give our students the chance to be included in the heavily searched ProQuest database and to have their works discovered by researchers and Google browsers alike through KU ScholarWorks.

The Law School Registrar and I worked to locate each student. The Registrar sent initial e-mails as she had had past communication with all of the students. Contact proved difficult as some of these students were now in busy jobs, possibly out of the country, and using new email addresses. After a couple of blips in the road we have seen our first successfully completed electronic dissertation submission. The student may have graduated a year ago, but I would imagine the individual feels a renewed sense of pride in seeing his dissertation available to the scholarly community. I am hoping that the other former students do follow through with their dissertation submissions. Yes, they have received their diplomas and can put the arduous task of receiving such a high level degree behind them, but I hope that they feel motivated by knowing that their work can make a difference for another researcher, and the pride that comes with seeing one's publication available to the public.

Each succeeding semester the guide will require some upkeep in terms of link-checking and updating changing requirements. I will also be attending additional electronic dissertation submission workshops in the fall in order to best understand the process and possible frustrations of students going through it. I am hoping that my continued training will bring additional instruction and assistance back to the Law School. As we move forward and see this semester's group of SJD candidates through to graduation, we can rest assured that through library, university, and administrative collaboration, and the use of LibGuides, our students have succeeded academically and communicated their scholarly research not just to the Law School, but the entire research community at large.

LEGAL INFORMATION & TECHNOLOGY eJOURNAL UPDATE

Lee Peoples
Professor of Law Library Science and Law Library Director
Oklahoma City University School of Law

The Legal Information and Technology eJournal (http://www.ssrn.com/update/lsn/lsn_legal-info-tech.html) was launched in 2009 with the generous support of MAALL. In 2009, MAALL committed to sponsor 1/3rd of the eJournal's cost for three years. ALL-SIS agreed to sponsor the remaining 2/3rds of the cost for three years. These sponsorships began in January, 2010.

The idea behind the eJournal was to make the scholarship and professional literature of law librarianship accessible in one place. The eJournal has made significant strides toward this goal since its launch in 2010. The eJournal currently has over 300 subscribers. Nearly 900 papers are available for full text download from the eJournal. These papers have been downloaded 130,255 times. These figures demonstrate that the eJournal is an effective venue for law librarian scholars to disseminate their work. The entire contents of the eJournal may be viewed and searched here: http://papers.ssrn.com/sol3/JELJOUR_Results.cfm?form_name=journalBrowse&journal_id=1334262.

The journal still has room to grow thanks to the three year sponsorship commitment by MAALL. The journal welcomes submissions from MAALL members. If you already have an SSRN account just upload your paper and classify it under the Legal Scholarship Network > LSN Subject Matter eJournals > Legal Information & Technology eJournal. If you do not have an SSRN account it is very easy to set one up and upload your paper for free at: http://www.ssrn.com/.

If your institution has an SSRN subscription I urge you to subscribe to the eJournal today. To subscribe simply log on to ssrn.com, click on subscriptions, Legal Scholarship Network, LSN Subject Matter eJournals, and select Legal Information & Technology. A video explaining how to subscribe may be viewed here: http://ssrn.com/update/general/ssrn_faq.html#subscrDemo.

The eJournal's co-founding editors are MAALL members Randy Diamond, (diamondrj@missouri.edu) Director of Library and Technology Resources and Legal Research Professor of Law at the University of Missouri Columbia School of Law and Lee Peoples, (lpeoples@okcu.edu) Professor of Law Library Science and Law Library Director at Oklahoma City University School of Law.

Randy and I wish to express our thanks for the generous sponsorship provided by MAALL. Please contact us if you have any questions about the eJournal or need help subscribing or uploading a paper.

NEWS FROM OTHER CHAPTERS

Compiled by Rebecca Lutkenhaus
Reference Librarian and Assistant Professor of Law Librarianship
Drake University Law Library

Houston Area Law Librarians Volume 29, Issue 2 March/April 2012
HALL Newsletter http://www.aallnet.org/chapter/hall/Newsletter/MarApr12.pdf

Catherine Whitney submitted an article authored by JoAnna Brandi titled "4 Ps of the zen approach to customer care." The article stresses that presence, positivity, patience, and practice will lead to customer loyalty.

Association of Law Libraries of Upstate New York Volume 37, Issue 1 March 2012
ALLUNY Newsletter http://www.aallnet.org/chapter/alluny/2012-01spring.pdf

In the "Technical tips" column, AALL's new liaison to the ALA Subject Analyst Committee (SAC), Ellen McGrath, provides information about the committee's activities during the ALA Midwinter Meeting. The article contains links to meeting minutes and related documents from such groups as the BibFrame Update Forum, US RDA Test Coordinating Committee, and the MARC Format Interest Group.

In the "Top ten things" column, Ruth Balkin provides tips she learned from putting together a webinar/seminar.

Law Library Association of Maryland March 2012
LLAM eNews http://llamnews.wordpress.com/

In the article "Full disclosure keynote address," Mary Jo Lazun provides highlights from a Q & A session with incoming ALA president Maureen Sullivan and incoming AALL president Steve Anderson held during the University of Baltimore's one day conference *Full disclosure: Librarians sharing best practices*. Summaries of other conference programs are also available in this issue of LLAM eNews.

Bill Sleeman's article "My disastrous new job!" offers tips for preparing a disaster response plan based on his experiences dealing with a series of problems in his new position with the Supreme Court of the United States.

In the article Ideas in "Client service: Lean techniques for law libraries," Monique LaForce applies several of Bradley R. Staats and David M. Upton's Lean business principles to law libraries.

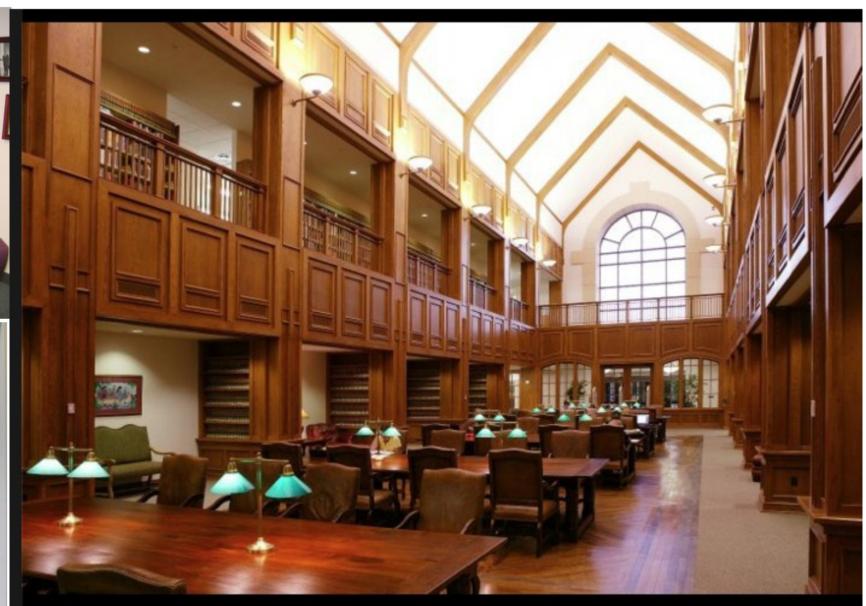
Law Library Association of Wisconsin Volume 29, Issue 4 Spring 2012
LLAW Briefs http://www.aallnet.org/chapter/llaw/publications/newsspring12.pdf

Carol Hassler offers highlights on a diverse range of programming including QR codes, jQuery mobile, and design thinking from the Library Technology Conference, March 14-15, 2012.

"In UELMA coming to a legislature near you", Barbara Fritschel summarizes the Uniform Electronic Materials Act (UELMA), calls upon members to lobby for its adoption, and provides links to relevant information.

PHOTOS

Top Left The University of Oklahoma's Chapman Room.
Image from University of Oklahoma's Facebook photo album.
Bottom Right Oklahoma City University Law Library's Darla Jackson and Jenny Watson point out Venus transiting the sun on June 5, 2012. If you missed it, try again in 2117.
Photo courtesy of Laana Layman.
Bottom Left Greensfelder, Hemker & Gale, PC in St. Louis, Missouri has a nice art collection and a small selection of books regarding some of the artists. This spring we made a new little cove for the books with plenty of room to grow as they gather new books.
Photo courtesy of Katie Hahn.
Top Left The Neal Smith Congressional Archives is housed at the Drake Law Library. Representative Neal Smith received his law degree from Drake University in 1950 and served Iowa in congress from 1959-1994.
Photo courtesy of David Hanson.



NEWS FLASH: MALLCO FORMS INTEREST GROUPS

Susan Goldner
MALLCO Executive Director

Librarians and staff at MALLCO member libraries are invited to join Interest Groups (IGs). These brand new groups are intended to foster networking within the consortium and may well lead to new collaboration. The four IGs and their chairs are":

Acquisitions & Collection Development: Heather Buckwalter (HeatherBuckwalter@creighton.edu Creighton)
Interlibrary Loan: Jeff Woodmansee (jbwoodmansee@ualr.edu Arkansas – Little Rock)
Reference & Faculty Services: Cindy Shearrer (shearrerc@missouri.edu Missouri – Columbia)
Web & Technology: Barbara Ginzburg (barbara.ginzburg@washburn.edu Washburn)

I want to thank these four people who eagerly agreed to serve as the first chairs of the new IGs.

Each of the Interest Groups will develop its own agenda. There are a variety of possible activities, which could include blogs, content for the web site, webinars, phone discussions and new initiatives.

One thing we know for sure is that the four chairs will help develop the content of a MALLCO preconference which will be held before this year's MAALL meeting in St. Louis. At last year's meeting in Lawrence we held a series of roundtables as a preconference. Although attendance was relatively light, the response to them was extremely enthusiastic. Thus encouraged, MALLCO decided to move forward with the creation of these IGs. MALLCO members should plan to arrive in St. Louis in time for the Thursday morning preconference.

You are welcome to join as many IGs as you like. There is no charge. The only qualifications for membership are that you work at one of the MALLCO member libraries and that you have an interest in the topic. To join, just send an email to the IG chair or to me at sdgoldner@ualr.edu. You will know you are a "member" of an interest group because you will get an e-mail telling you that you are signed on to a discussion list for the group.

E-BOOKS: WHAT ROLE CAN LAW LIBRARIES PLAY IN THIS GAME?

Chad Pollock
Electronic Services Librarian
Young Law Library
University of Arkansas – Fayetteville

Everyone is reading e-books. An April 2012 Pew study found that 21% of American adults had read an e-book in the last 12 months, a 4% bump from before the 2011 holiday season. 28% of Americans own a dedicated e-reading device, and on a 'typical' day, 42% of all readers report reading an e-book instead of print.

It would be interesting to know those same percentages for lawyers, law faculty, and law students. How has the rise of e-books and ereading affected law libraries? What are we librarians doing with e-books?

There are currently three models for acquiring e-books for libraries: direct purchase, purchasing through aggregators, and Demand Driven Acquisition (DDA). The first model, direct purchase, is similar to what libraries currently do with print collections—buy material directly from publishers, store it, and then provide access to patrons. While this seems like a logical model, the complications involved have proven daunting. To purchase titles directly a library must negotiate license agreements with each publisher and then maintain the hardware and software to store, serve, and restrict e-book content. Not many of us have the time or expertise for this. The Douglas County Library in Colorado is pioneering a system for direct purchase with the help of Mary Minow from librarylaw.com (http://www.thedigitalshift.com/2012/01/ebooks/douglas-county-library-erects-legal-framework-for-ebook-purchases-with-assist-from-mary-minow/). DCL has developed a legal framework for direct purchase, but it remains to be seen if this system will prove effective, and there are no legal publishers who have shown an interest.

Purchasing e-books from aggregators is not a foreign concept to law libraries. We have been buying aggregated electronic content (periodicals, journals, indexes) for decades now, and we are familiar with many of the vendors. E-Book Library (EBL), Ebrary, and EBSCOhost, all offer titles through YBP. Other aggregators are Ingram's MyiLibrary and Overdrive, which is popular with public libraries. By purchasing from an aggregator, a library gains access to a selection of e-books without having to worry about negotiating with publishers or building a platform for storing and lending digital material. The library, however, does not own the content and has little recourse if a publisher withdraws its titles or demands strict access restrictions.

E-books can be purchased as individual titles or in collections. The collections of legal titles offered through YBP, however, are designed for the general research needs of academic or public libraries or are large sets from a single publishing house (Oxford University Press, Cambridge University Press). Purchasing individual titles may allow for constructing monographic e-book collections that more closely meet the collection development goals of law libraries, yet picking titles from multiple aggregators can create unwanted complications. If a library purchased titles from three aggregators, for example, then both patrons and librarians would have to learn three different e-book platforms and adhere to three different sets of use restrictions, a lesson in frustration for patrons and librarians.

Demand Driven Acquisition is a more recent answer to the library e-book question, and many academic libraries (and some MALLCO libraries) are currently experimenting with it. Both EBL and Ebrary have DDA purchase plans through YBP. With DDA, the library loads into its catalog a set of e-book records that match certain parameters. For example, all books within the K-KZA LC Class. Patrons can find the e-books in the catalog, follow the link to the book, and even read and browse portions, but the library does not purchase the title until the patron triggers the purchase. That trigger can be a download, or a second viewing, or a request button, depending upon the vendor and the library. While DDA seems like a promising enterprise this is new territory for law libraries and they need to move forward cautiously.

LexisNexis recently entered the e-book lending market as well, announcing that they would begin offering an e-book collection through the aggregator Overdrive (http://www.lexisnexis.com/ebooks/lending/). Overdrive has been extremely successful at negotiating e-book lending contracts with publishers and delivering that content to its libraries, but Lexis is the first legal publisher to sign on. This has the potential to change the e-book lending market for law libraries, but only if Overdrive can recruit other legal publishers to make similar deals. If the Overdrive law collection remains a Lexis only collection, it will not be nearly as attractive for law libraries.

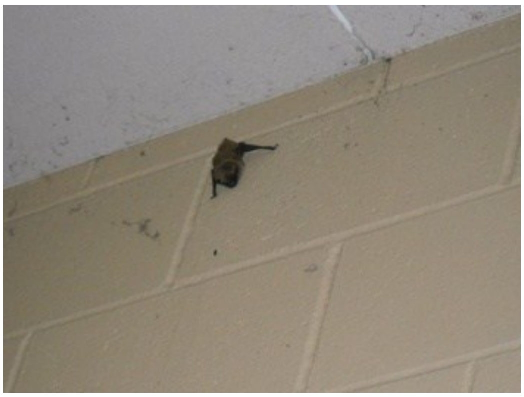
What role can MALLCO have in bringing e-books to our libraries? I have two suggestions, possibly three, in answer to this question. First, we all need to be advocates for e-books. They are no longer the future, they are the present, and we librarians—maybe and especially law librarians—should not settle for poorly designed viewing software, unnecessarily restrictive rights management, or excessive technological hoops that impede our users ability to get to the material they need. Second, along a much more practical line, we should haggle for a good collection to share and begin learning what it will take to organize and make this collection accessible. Pick any of the aggregators, or try a DDA plan: I don't think the method matters as much as just getting started.

OTHER DUTIES AS ASSIGNED

DEALING WITH UNWANTED VISITORS IN THE LIBRARY

Heather Buckwalter
Serials and Acquisitions Librarian
Klutznick Law Library
Creighton University

We have all had unwanted visitors at one time or another. I am not talking about patrons who may not have washed recently or who are belligerent and rude. I am talking about when Nature invades the library. Does dealing with unwanted visitors come under the job duty of "other duties as assigned"?



This past fall we had a brown furry flying visitor decide to rest just outside the Library's dock entrance. This of course occurred as the news media were talking about the fact that rabid bats were being found around town. As the first supervisor to arrive is it your duty to do something with the visitor? Fortunately, for us dealing with this type of incident falls to the University's Facilities department. But calming an employee who is terrified of bats does fall under a supervisor's territory. Whether you want to call it personnel management or other duties as assigned showing your employees that you support them is important.

As a paraprofessional what do you do when you hear a shriek from your supervisor's office? She's suddenly yelling your name to come and help as if her life were in danger. Do you go running to find out what is going on? Do you wait until the shrieking subsides and then investigate? After you investigate, you find your supervisor is very upset because there is a "very large" spider in her office and she wants you to get rid of it. Do you quietly remove the unwanted visitor, not saying anything about your boss freaking out or do you "remove" this visitor and tell your supervisor she is totally irrational?

The first option is probably the best and most diplomatic response. Although, you may keep this incident in mind when it comes to review time and she starts talking about "other duties assigned." Quietly remind her that you saved her life and her dignity by dealing with the unwanted visitor.

"Other duties as assigned" may not be a line that we all have in our job descriptions but I believe that it is implied. We should all be prepared to pitch in when needed whether it is dealing with unwanted visitors of any kind or helping out when someone is sick or out of the office. It is important to remember that if you work as a team all kinds of obstacles can be overcome.

P.S. I swear that "very large" ugly spider jumped at me. Charlotte's Web is one of my favorite books but this wasn't Charlotte.

FROM THE EDITOR

Brian Striman, Editor-in-Chief
Professor of Law Library, Head of Technical Services, and Catalog Librarian
University of Nebraska-Lincoln

The man with a plan.

If you happen to peruse a few law school's alumni magazines from time to time, there are more and more really good articles written on various topics, authored by alumnus from the law school. The articles aren't in-depth, scholarly articles, but rather, are interesting, brief topical articles that oftentimes have references to connections with the law school. These publications are not just news about alumni, or listings of donors, or updates on the law college asking for money, but increasingly contain really good photography and interesting articles.

In my tenure as editor of MAALL Markings, I hope to establish mechanisms and expectations that our publication is worthy to the point to be nominated for an AALL award. That's the bar I'm raising. Not to achieve the goal of getting an award with its associated recognition of the chapter, but to put in place a foundation that can continue to produce a reasonably high quality product not just for the benefit of its membership, but for anyone who happens to read it.

MAALL MARKINGS INFORMATION

MAALL Markings is published four times a year by the Mid-America Association of Law Libraries, a chapter of the American Association of Law Libraries, and is a benefit of membership. The purpose of MAALL Markings is to publish news of the Chapter, selected news of AALL and other professional associations, MAALL members, as well as to solicit and publish articles to add to the body of literature in the profession of law librarianship. All articles are copyrighted and any republication or use of any portion of the content for any purpose must have written permission from the author/s.

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