President’s Column, by Bob Richards

Ave atque vale!!

Another SANDALL presidential year is coming to an end in less than a month. What follows, I’m sure, will be another year of imaginative service to the needs of the SANDALL membership.

During my term, I’ve tried to continue the process of professionalization of the chapter. Professional in the “can do” world of law librarianship is never narrowly defined within the bounds of an MLS or a JD. In our technological age, the denizens of the “techie world” are just as important to our work as law librarians as a well stocked reference collection—which in some libraries is now completely online.

The theme for next year will be: CONNECT. Under the leadership of Betsy Chessler, the focus will be on connecting to each other and the broader library community in many imaginative and constructive ways. Here are a few hints of what we can look forward to in SANDALL Year 2010-2011.

1) Bringing Programs to our Members’ Desktops. Can’t travel to a SANDALL presentation? We now have the technology to bring SANDALL activities to your desktop. Broadcasting our SANDALL events live via Ustream, a free web service, will be part of our normal chapter activities.

2) SANDALL Buddy program. The chapter will begin a program to bring veteran SANDALL members together with recent library school grads and newer librarians. Details will be forthcoming.

3) Continuation of the “COOL” Award. This award, which is randomly, given recognizes our members in the context of their daily professional activities. Face it. We are COOL people!

4) TRI-CAL Joint Institute: NOCALL, SCALL and SANDALL. This will be the ultimate form of connection for law librarians in California. Our last joint institute was in 2006 in Sacramento. It drew over 100 librarians. In lieu of a Fall and Spring workshop, we will focus our efforts on this fantastic TRI-CAL event.

(Continued on page 2)
5) **Social Media and B3.** Next term John Adkins will continue to organize our fun monthly breakfasts, nicknamed B3, to discuss social media. The chapter will also continue its presence on Facebook, Twitter, LinkedIn and our beta blog….sdlawlibraries.blogspot.com. Chris Pickford is also investigating RSS feds for us.

We are a busy and productive group. The activities planned for 2010-2011 should serve to energize and connect us in more meaningful ways to life here in San Diego.

---

**Congratulations!**

**To our 2010/2011 SANDALL Board**

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Betsy Chessler</td>
</tr>
<tr>
<td>Vice-President</td>
<td>Jane Larrington</td>
</tr>
<tr>
<td>Secretary</td>
<td>Saad Ali</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Benita Ghura</td>
</tr>
</tbody>
</table>

---

**Announcing the SANDALL Newsletter Article of the Year Award**

In recognition of the hard work by our members to continually improve the quality and scope of our newsletter, the Board would like to announce the second *Article of the Year Award*.

Articles to be considered will be chosen from this year’s *SANDALL* Newsletter (September 2009, November 2009, January 2010, March 2010, May 2010). Articles will be evaluated on the following: value to readers, style, creativity and overall impression.

Determination of the winners will be made by a 5 member selection committee, lead by the Newsletter Chair.

A certificate of recognition will be awarded to the author of the winning article along with a $50 cash award at the Annual Meeting.

If you have any questions, contact **Saad Ali** at: sma@cwsle.edu
Professor Michael Kalichman, Director of the Research Ethics Program and Professor of Neurosciences at UCSD, was the keynote speaker at this year's SANDALL/SLA Spring Workshop, "Informavore: Human Behavior in the Modern Information Society." Professor Kalichman's presentation, entitled “Ethics and the Internet,” focused on ethical issues related to Internet searching and the use of social media. Kalichman highlighted several questions and issues that have arisen with recent technological developments and trends.

The past few decades have seen significant advances in technology. Since the last half of the twentieth century, we have progressed from using computers that require the space of an entire room to operate, to using laptops, smart phones and most recently iPads. Many positive changes have accompanied the development of the Internet, including convenience, efficiency, analysis, backup capabilities, and the sheer volume of information that we are able to find through Internet searching. The use of social media--such as Facebook, MySpace, Twitter and LinkedIn--has also made the ability to connect with other people an important aspect of the Internet. Along with these new technologies and behaviors come new ethics issues, however.

Internet searching can involve many ethics issues, but two major areas relate to who is watching what we do, and who is filtering our search results. Several methods exist for “watching” Internet users. Interception, the installation of cookies, and the capture of keystrokes are just a few examples of ways that various entities can observe and record our online information-seeking behavior. Sometimes it seems that Big Brother may not be so far away, after all.

Filtering, the second Internet searching issue that Professor Kalichman addressed, determines what users can and cannot view in their search results. Until recently, Google, the most popular search engine in North America, allowed content filtering in many of the countries in which it operates. Overt filtering is not the only activity that affects search results, however. Someone, somewhere always decides how information reaches users, if only via the algorithm powering the search engine they choose. Search engines use many factors—such as the user's physical location—in addition to the search terms entered, to determine the results of a search.

The use of social media also raises ethics concerns. For example, employers and others may wonder what bloggers are writing about and whether these postings could involve trade secrets or other information that should not be public. Microblogs, such as Twitter, might be viewed by people beyond the intended audience. Even the most careful users of tools like Facebook and MySpace can find their photos used for purposes they did not intend; photos and other information have even been provided to potential employers without the user's consent.

More serious concerns have arisen about social media when people use false identities online. Professor Kalichman recalled the case of a depressed teenage girl named Megan Meier. She met a new friend named Josh on MySpace. They developed an online relationship for a time, but then Josh broke it off. Soon afterward, Megan killed herself. It turned out that "Josh" was actually the mother of one of Megan's classmates, using a false identity to allegedly cyber-bully Megan.

Big-Brother scenarios can exist in the realm of social media, as well. For example, a March 2010 Department of Justice presentation entitled "Obtaining and Using Evidence from Social Networking Sites" suggests the use of social networking websites for undercover operations. It also states that Facebook is "often cooperative with emergency requests" from the Justice Department. These and other issues may pose privacy concerns for social media users.

Professor Kalichman acknowledged that we do not yet have solutions for all the ethics dilemmas that arise in today's information (Continued on page 4)
culture. He concluded by leaving the audience with some major questions that society will need to address in the future:

* How can we balance security with privacy and civil liberties?
* What have we lost with efficiency?
* What does it mean to be human today?
* What are our roles and responsibilities right now?

Kalichman did not attempt to answer these questions, stating that he feels he should create discussions about methods, rather than impose one approach over another. He did state, however, that although we still do not have all the answers, there are already some very good options from which we can choose.

**Terms & Conditions: It’s that little innocent looking link at the bottom of a web page, a Review by Gina Catalano, SDCPLL**

We were fortunate to have Julie Cromer Young, Associate Professor at Thomas Jefferson School of Law and Director of the Center for Law, Technology and Communications, speak at the SANDALL/SLA-SD Spring Workshop. She enlightened us on the importance of knowing what you are potentially getting into when using social media sites.

What many people don’t realize is that Terms and Conditions are online versions of a contract. When you enter websites or social networking sites you are entering into a contract where you may be waiving rights and/or granting rights. There is usually some kind of language in the Terms and Conditions stating that “by using or accessing our Website, you agree to these Terms and Conditions.” So even if you never actually read the Terms and Conditions you still may be bound to them just by going to the Website!

Professor Young explained that Terms and Conditions have grown from short and readable highlights meant to notify users of important rights or responsibilities to large unreadable content with links to even more content. I wonder, how many people actually read these things, let alone understand what they are getting themselves into?

Are you a Facebook user? Did you know that user content on Facebook is **not** copyrighted. Facebook Terms state, “you specifically give us the following permission, subject to your privacy and application settings: you grant us a non-exclusive, transferable, sub-licensable, royalty-free, worldwide license to use any IP content that you post on or in connection with Facebook ("IP License"). This IP License ends when you delete your IP content or your account unless your content has been shared with others, and they have not deleted it.” Facebook has taken advantage of this provision by placing user photos in advertisements and/or allowing third parties to use the photos. Note that you can change your privacy settings to opt out of this. However, most people don’t know about it because they don’t read the Terms and Conditions!

What’s the bottom line? Pretty much anything you do online is subject to restriction by Terms and Conditions. So, next time you see that little link to Terms and Conditions on the bottom of the page, you have been warned!

Thanks to the generosity of those attending the SANDALL/SLA Spring Workshop in April, we were able to donate **fifty pounds** of food and $20.00 to the San Diego Food Bank.

For ways in which you can organize your own food drive, go to: [http://www.sandiegofoodbank.org/](http://www.sandiegofoodbank.org/)

—Debra Morse, Chair, SANDALL Social Responsibility Committee
B3 GROUP ROCKS THE CASBAH – AND THE STUDIO DINER!

Every THIRD Sunday of the month, meet your fellow SANDALLians in a free-form conversation about technology, tools, tips, trends, and tall tales (had to finish out the alliteration!). We meet at the Studio Diner from 8:30 to 10 am for a fast and furious brain to brain connection.

It’s fun!

It’s exciting!

It’s a learning opportunity between the butter and the syrup!

I have to admit I was afraid nobody would come, even though people had RSVPd. Getting people out on a Sunday morning is not an easy feat!

I was such a happy camper when I found my friend Carol already there at the diner when I showed up. This has been where we have been hanging for coffee and morning courage for years. And then the boisterous Michelle came with her cheer and warmth and spirit, and the people just kept coming! Our corner booth was full of smart, informed, and curious people. I said CURIOUS, not crazy….but then, I was the instigator, so you can read between the lines.

Topics included an amazing range of issues, from Drupal to Joomla, from G3 to G4 technology, what smart phone is best, how Google Sites works, how Skype works, introducing Dim Dim conferencing, and on and on! We laughed, we cried, we shared stories about feeling dimdim because things were racing along so quickly in the technosphere. What a terrific range of people at the table: people who knew and understood the underlying technology, others who knew the cool new uses for new tools, and others who had tried stuff I had never heard of.

Come to the next meeting! Bring your laptop, smart phone, iPad, or whatever. There is free WiFi and everything is on the table. We have guest speakers who actually KNOW things who will be sharing their expertise with us. Come learn, come get hyped on endless cups of coffee, come eat a scrambled egg with friends.

SUNDAY, June 20th from 8:30 to 10 am.
Call me if you have questions! John Adkins – 619-481-7351
www.studiodiner.com

June AALL Webinar: Thinking about the Future with Stephen Abram

The world is constantly changing, and few years have brought as much change to law firms and their libraries as the past year. How can we anticipate and prepare for the next time the earth shifts? How do we lead our libraries and firms into the future? Join AALL for the June 10 webinar, Interpreting the Tea Leaves: Thinking about the Future with Stephen Abram, at 12 p.m. EST as we interview Abram, named by Library Journal as one of the top 50 people influencing the future of libraries. We’ll find out how this visionary thinker gathers information, formulates predictions based on current trends and events, and identifies what it all means for libraries. Plan to leave the session energized and armed with ways to see more clearly into the future.

Register by June 3.
or, Bartering - Not as Comical as it Sounds

By Heather Philips, U.S. Court Library

When I heard Nevada Senatorial Candidate Sue Lowden's now-famous "bring a chicken to the doctor" quote, I immediately remembered a quip M*A*S*H's Dr. Hawkeye Pierce made when someone characterized him as a 'rich doctor': "Rich?! Some of my patients pay me in kittens!"

While Lowden’s remarks have provided their share of late night comedy fodder, it is true that barter has historically been an important part of the American economy. And it isn't just a thing of the past. For example, the practice of two families switching off evenings of childcare to schedule "date nights" (or just some quiet time) is a fixture in many neighborhoods and small towns. Countless "you mow my lawn, and I’ll clip your hedges" arrangements are made every day among families, friends, and neighbors all around the U.S.

Modern-day bartering isn’t just limited to informal exchanges. In fact, the rise of Web 2.0 technologies and the recent economic downturn have combined to fuel a rise of web-based bartering platforms. After all, just because money is scarce doesn't mean that people stop wanting and obtaining things. It does mean that people try to pay for the items they get in ways that involve as little money as possible.

Web-based bartering sites facilitate exactly this kind of deal seeking. An internet-based platform lets users interact with people whom they otherwise would never have come in contact with. The incorporation of Web 2.0 practices such as user ratings lets web bartering sites use some benefits of social networking. For example, being able to examine the user ratings of prospective exchange partners before deciding to trade with them reduces the perception of risk. Likewise, knowing that an unsatisfactory transaction may lead to a negative user rating (and therefore a reduced potential for future exchanges) provides motivation for all parties to an exchange to deal in good faith, while providing dissatisfied participants with a constructive response to unsatisfactory exchanges.

Facilitated by social networking technology, bartering websites are the newest, most user-friendly way to save money. Bartering is also environmentally friendly because it enables people to use items that already exist, thus eliminating the environmental costs of producing new items.

(Continued on page 7)
Here is a brief sampling of some of the bartering sites that are currently available:

**BarterQuest**
Want to barter both goods and services? This site allows users to trade services as well as items. Users make offers on things that other users have listed. After some negotiation, the deal is accepted and the exchange is made.

**Blossom Swap**
http://www.blossomswap.com
Blossom Swap is a community of gardening and flower enthusiasts. In addition to facilitating trades of gardening items, the site features garden-related forums, garden tool and plant reviews and articles.

**Rehash Clothes**
http://rehashclothes.com
This site allows users to swap clothes with other users all around the world. Members list their gently used, unwanted clothing, and when another member sees something they want on another user's list, they offer something of theirs in return. The site is free to join, and members pay only the shipping fees on the items they send out.

**SwapTree**
http://www.swaptree.com
SwapTree is a social networking website where users trade items like books, music, movies and video games they don't want for items that they do want. Users pay the cost of mailing to send their items out, but the services SwapTree provides, such as listing items for trade, and facilitating trades (including a three-way trade algorithm), are completely free.

**Zwaggle**
http://www.zwaggle.com
In this service, users earn Zwaggle points ("Zoints") by giving other users the gently used items that they and their families no longer want. Users can then use the "Zoints" they have earned to obtain "buy" the items that other users have listed.

---

**AALL2go Pick of the Month**

AALL’s Continuing Professional Education Committee presents the AALL2go pick of the month: Create Comprehensive Online Tutorials the Easy Way.

Steve Mirsky, library specialist at the Connecticut State Library, provides an overview of the basic steps involved in choosing an online tutorial product (whatever it may be) and producing a tutorial from start to finish. To create a tutorial on the legislative process, Mirsky first looked for a stand-alone package that would be inexpensive, easy to use and maintain, and interactive in order to provide just-in-time learning tools for his website. This June 2008 webinar is Mirsky’s clear and concise introduction to producing online tutorials.

Find this and more than 60 other free continuing education programs and webinars for AALL members on AALL2go!
AN OPEN LETTER TO SANDALL MEMBERS & ALL PUBLIC LAW LIBRARY USERS

RE: Proposal to Sweep County Law Library Funding - OPPOSE

The California Administrative Office of the Courts’ (AOC) plans to add legislation in its FY2010-11 budget trailer bill to “redirect” part of the county law libraries’ revenue to the judicial branch for the next three years. County law libraries would be limited to the amount they received in FY2007-08 or the amount collected under the established fee, whichever is less. The Council of California County Law Librarians STRONGLY OPPOSES the AOC’s proposal.

As independent local entities, California’s county law libraries (CLLs) are funded by a small portion of the civil filing fee--each library receives the fixed amount specified in Business & Professions Code §6321. No State general fund money comes to the libraries. Please join the Council in OPPOSING the AOC proposal on the following bases:

- The AOC, a statewide organization, is attempting to redirect local funds to serve their statewide needs.
- The AOC’s proposal to impose arbitrary budget restrictions is an attempt to change the historic governance structure of CLLs, which was established by the State Legislature in 1891. Such a change should be outside the scope of a budget bill.
- CLLs understand that we are subject to monthly income changes resulting from changes in the number of paid filings. This has been the situation since 1891. It is unreasonable to impose an arbitrary cap.
- CLLs have not received an increase in our portion of the filing fee since 2007. The Consumer Price Index has increased 5.85% since 2007, while the Price Index for Legal Periodicals has increased 30.94%. During this same period, the Courts have taken 2 filing fee increases and are proposing a third increase.
- It is severely counterproductive to cut the income to CLLs when law libraries are providing extensive assistance to the Superior Court Self Help Centers and the many self-represented litigants in the court system.
- The AOC proposal will create the real possibility of CLLs having to cancel existing contracts for print materials and databases.
- Lower funding has the serious potential of insufficient funds to pay the monthly bills, and/or the very real possibility of libraries either owing the AOC money in the 12th month of each year or alternatively receiving too little that month to pay the bills.
- Closure of some CLLs is a serious probability as a result of lower funding.
- The AOC proposal repeals any method of future distribution increases for the CLLs.

The San Diego County Public Law Library serves over 100,000 people each year and is an integral part of providing access to justice for the residents of our county. Please help us OPPOSE this misguided attempt by the AOC to cut our funding. Let your Senator and Assembly members know what county law libraries mean to you!

For more information on this issue, you may contact me at (619) 685-6567.

Sincerely,

John W. Adkins
Director of Libraries
San Diego County Public Law Library
THINKING OUTSIDE THE BOOKENDS: PARALIBRARIAN -- A CAREER OR JUST A JOB?

For years, SANDALL and other chapters and library associations have sincerely (for the most part) supported the notion that our organizations are open to all library workers, including those with advanced degrees and those who have no degrees. However, in reality most programs and events are directed toward the advanced degreed librarian. This is a real obstacle to getting library support staff involved and interested in our profession – much less our chapter.

This has led to a serious “me vs. them” mentality between degreed and non-degreed library staff – and caused quite a bit of friction and upset as well. One non-degreed staffer has written:

“I want recognition that my job is important, that my work is valued, that I am valued as a human being. This is more important than money. I want to be trusted that I will do what I'm paid for. I need pride in myself and my job.”

The question of why more library support staff do not participate fully in our events and programs is found in the deepest seated feelings of what makes a “professional.” Certain educational degrees are important, but they aren’t everything.

So much goes into the making of a “true” professional – the character and hard work necessary to develop a deeper knowledge of your area of expertise; enthusiasm for mentoring and interesting others in what you do; exploring innovative ways to expand and increase your knowledge; and working beyond the four corners of your job description to achieve something of the highest quality.

For years people have decried the “deprofessionalization” of libraries, as fewer MLIS graduates get hired and jobs that once required an MLIS are reclassified to “nonprofessional” positions to save money. On the other hand, for decades we have heard from paraprofessionals about the resentment they have felt taking on jobs once done by MLIS-holders — for much less money.

I’m not minimizing the MLIS, but most people who work in libraries do jobs that never required the degree or no longer require it. Isn’t it time to look at the people who do these jobs and come up with better nomenclature than paraprofessional, support staff, or library assistant? Or if we insist on keeping some of these titles, let’s at least acknowledge that they refer to those who work alongside the “professionals” who deliver service to users and include valuable staff in circulation, tech services or IT who make those services possible.

What is a professional?

Merriam Webster’s says:
Main Entry: pro f esse n

... 4 a : a calling requiring specialized knowledge and often long and intensive academic preparation b : a principal calling, vocation, or employment c : the whole body of persons engaged in a calling

In examining subpart (a) of this definition, librarians certainly do have specialized knowledge that others do not. Anyone can search Google, but can just anyone find exactly the right information they need to argue that motion or win their case? A librarian knows how to search for information and get better results in less time than the

(Continued on page 10)
average Google user. The second part of the definition is about education. Whether or not one believes the MLIS training was useful, getting that degree requires that you still had to go to school for a long time to become a librarian. You didn’t have to go to school as long as a doctor or lawyer, but you probably did go at least as long, if not longer, than teachers, accountants, social workers, and businesspeople, to name a few other “professions.”

And so, what about definition subparts (b) and (c), above? What does one make of the definition of a profession as a vocation, employment, or the whole body of people engaged in that activity. Are not we all – professional and paraprofessional – members of the library “profession”?  

What is a paralibrarian? 

Here is where the concept of a paralibrarian comes in. Let’s understand the meaning, first of all.

para-

1. 

a prefix from Greek, with the meanings “at or to one side of, beside, side by side” (parabola: paragraph: parallel). As an English prefix, para- may have any of these senses: it is also productive in the naming of occupational roles considered ancillary or subsidiary to roles requiring more training, or of a higher status, on such models as paramedical and paraprofessional: paralegal: paralibrarian: parapoliceman.

http://dictionary.reference.com/browse/para

There is that term again – right next to paraprofessional and paralegal. Paralibrarian. I must admit I had never heard of it until a colleague showed it to me the other day and asked what I thought about the concept.

There is something to be said for sound educational preparation when entering a particular field of work. Who can doubt that law school or medical school is necessary for the practice of those two professions? But if you have ever attended law school, you will recall the common adage that all you need is learned in your first year or year and a half; after that (many opine) they are just taking your money as you try to rack up the units to graduate.

Is the requirement for having an advanced degree in library science to be a "professional" something we want to hold to, or can we make room for other combinations of experience and training that make one rise to that level of sophistication and respect.

This year’s Library Journal “Paraprofessional of the Year,” Allison Sloane, made a case for using the term paralibrarian to her colleagues in the non-MLIS section of the Massachusetts Library Association, pointing out that paraprofessional is just a shortening of paraprofessional. They voted to adopt the name for their section in 2004, choosing it over both paraprofessional and support staff. “Paraprofessional is a generic term and may refer to any and many professions, such as paraprofessional legal assistant,” says Sloan. “We lose the sense of the profession when we shorten it. By using paralibrarian, the profession is clearly explained.”

The truth of the matter is that I barely remember what I learned in library school. I am not going to pretend that my courses were all rigorous or demanding. My library school experience had a charm to it – I was young, for one thing; and my memory was a lot better. Maybe I learned more than I recall.
Somewhere in the middle: National Certification Program for Library Paraprofessionals

The concept of a national certification program for library support staff has been discussed and debated for years. However, a new day has finally come with ALA’s Library Support Services Certification Program (LSSCP), which began in January 2010.

According to the ALA site, the overall philosophy of the LSSCP project is that it is a “voluntary certification program for public and academic library support staff based on a set of competencies.” The program will be individually based and portable from state to state, but it does not guarantee a pay raise or promotion. Eligibility requirements include a high school degree or equivalent and having worked in a library for a minimum of 1 year (or 1820 hours) within the last 5 years. Cost of certification is unknown at this time, but the application fee for ALA members is about $350, but it is returned if you are not accepted to the program. The fee includes a four-year subscription to an online Candidate Achievement Record that allows students to collect all the documentation of their progress toward certification.

Students must successfully meet all three required competency sets: Foundations of Library Service, Communication and Teamwork, and Technology. In addition, candidates for certification must meet three additional competency sets from the remaining seven electives: Access Services, Adult Readers’ Advisory, Cataloging and Classification, Collection Management, Reference and Information Services, Supervision and Management, and Youth Services.

These standardized competencies allow for employers to expect a certain level of knowledge and practical training. It may also help employers articulate job requirements by looking at what paralibrarians are learning about.

To be approved for certification, each student’s competencies are assessed for their prior and new learning. Assessment will include a combination of approved courses and portfolios, and the process will be completely online. For more information, go to the ALA web site: http://www.ala-apa.org/lssc/index.html

You can help!

The ALA Library Support Staff Certification (LSSC) Program is looking for experienced librarians willing to evaluate portfolios submitted by Library Support Staff candidates. Librarians may submit applications to become a portfolio evaluator. All portfolios are available online through the LiveText Portfolio Program. Librarians choose the content areas they wish to evaluate and can choose how many portfolios they wish to evaluate in a year. Evaluators must participate in a short training session either in person at an ALA conference or meeting, or participate in an online webinar. Evaluators volunteer their time. Two portfolio evaluators will assess each portfolios and, if they do not agree on the assessment, a third evaluator will also review the portfolio.

As an evaluator, you will:

- help to improve library service
- help library support staff who are seeking certification
- share your expertise with colleagues

(Continued on page 12)
At the very least, paraprofessionals or paralibrarians deserve respect for the work they do. There are numerous libraries where that isn’t an issue, but unfortunately that is not the case everywhere.

In a recent article, Toccara Porter, now a university reference librarian, talks about the lack of respect from reference librarians whom she encountered and witnessed during her 15-month stint on the circulation desk at a large public library (American Libraries, Jan./Feb. 2010). She “may as well have gone by the moniker 'dummy worker,’” she writes, because circulation workers were prohibited from answering patron questions unless they were “directional in nature or...circulation-oriented...like a basic library catalog search.” She goes on to say, “One type of worker should not be treated as inferior because the nature of the work varies.... Every position...is necessary to help all workers perform their jobs efficiently.”

Paralibrarian Allison Sloan, too, points out that there are library administrators (and librarians) who “follow a traditional expectation of roles” and don't give their paralibrarians opportunities to develop their careers. “Being a paralibrarian is a career path, not just a job,” she firmly believes.

If I could decide, the Greek definition of the prefix para would be the norm: “at or to one side of, beside, side by side”—to describe the role of the non-MLIS librarian in libraries today, rather than the English definition. In English, says the dictionary, para is used “in the naming of occupational roles considered ancillary or subsidiary to roles requiring more training, or of a higher status.” Not quite the same as “side by side.”

I am not a big fan of immoveable obstacles. I think they suck the fun out of getting to where you want to be. Whether it is a giant boulder on the road to Zanzibar, a hard and fast rule that you have to complete 120 hours of meditation before going on a silent retreat with your favorite Zen master, or a library supervisor telling you it cannot be done because it has never been done that way – it is time to think outside the bookends.

Let’s encourage and support our paraprofessionals by championing the certification program. And more than that - let’s embrace the concept of paralibrarian in our profession to describe those experienced people we depend on to run the library every single day.

Get a Free Year of AALL Membership with Nonmember Annual Meeting Registration

New this year AALL is offering nonmembers a complimentary one-year membership when they register for the AALL Annual Meeting and Conference, to be held July 10-13 in Denver. The membership includes:

- Career resources, such as the online AALL Career Center and continuing 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 and the AALL Price Index for Legal Publications
- Subscriptions to the monthly magazine, AALL Spectrum, and quarterly journal, Law Library Journal, 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

Annual Meeting registration is now open. Register by June 1 at the early bird rate and save $100. Be sure to take advantage of this special offer for nonmembers.
How to explain law librarianship to 4th graders
by Betsy Chessler, Morrison & Foerster LLP

4th Grade Career Day

I spoke about law librarianship to my son’s 4th grade class, and thought you might be interested in the presentation. The big burning questions among fourth graders are: how much money do you make (not as much as attorneys), and how much do the databases cost to search (sometimes hundreds of dollars). They also wanted to know if I knew any famous attorneys, like Barak Obama. So, here’s what I had to say to twenty fourth graders.

March 19, 2010

I am a librarian and a researcher and I work at a law firm with lawyers. Here’s what I do:

1. Research.

What is research?
Research is finding answers to questions. Most of my work day is spent doing research, though I help manage the library too.

Who asks me questions?
Anyone at my law firm can ask me questions - lawyers, legal assistants, secretaries and marketing staff. I also get questions from other librarians in San Diego and across the country.

What kinds of questions do I answer?
I answer questions about patents.

What is a patent?
It’s a document you get from the U.S. government (and other governments) that says you own an invention. You have to apply to get a patent. We have lawyers that help you apply for a patent. And then, if you have a patent for an invention and someone tries to sell your invention without your permission, you can take them to court. We have lawyers at my firm that help you do that too.

At my law firm, we work on two types of patents: medicines (hold up pill bottle) and electronics (hold up mini TV). So, I get to do a lot of research on medicine and electronics. I have to find a lot of computer manuals, for instance. Sometimes I even find and buy old computers. And I have to get a lot of medical articles written by doctors.

What other kinds of questions to I answer?
I answer questions about lawsuits. Who is the judge? Who are the lawyers? What is the case about? Is the case over? I find the documents filed with the court.

I find out information about people. Sometimes I find addresses and phone numbers for people. I also find information about experts that work on cases. Where did they go to school? What articles and books have they written? What cases have they worked on?

I help our marketing department find information. Every week, I read through all the news on one of our big clients, and I summarize that news and put together a newsletter and send it out to about 30 attorneys.

(Continued on page 14)
2. How did I become a librarian?

Well, I didn’t start out as a librarian. I worked as a legal assistant for six years, helping attorneys. Then I talked to the librarian at the law firm and really liked what she did, so I went back to college and got a Masters in Librarianship. That took two years. Then I worked as a librarian at a university, working with nursing students and business students. And I worked for an Internet company, showing people how to use the Internet. I still teach people how to search on the Internet, so that was good training. And then I started working at law firms again and that’s where I am now.

3. What do I like about being a librarian?

I like answering questions and I never know what kind of questions I am going to answer. For example, not too long ago, an attorney asked me to pull together all kinds of information about companies that make fuel from algae. That was really interesting. Sometimes I’m asked to find out about lawsuits in Europe and China and Japan. That’s very hard, but very interesting. So, I never know what I’m going to do when I go in to work. Also, I like working with other librarians. I can call any librarian in the world and that librarian will help me track down information.

Librarians still use books a lot, but most librarians now use the computer more.

Librarians have to be friendly and curious. They have to be good writers and listeners and they have to pay attention to detail. They have to always want to learn something new.

Thanks for having me come in and talk to you today about what I do.

Renew Your AALL Membership by May 31 for a Chance to Win a Free AALL Webinar

In May the second round of AALL dues invoices for 2010-2011 will mail out to all library directors for their institutionally paid memberships and to all other individual members. The deadline for membership renewal is May 31.

This year, when you renew by May 31 you'll be entered in a drawing for a free AALL webinar of your choice in 2010-2011. Following is the 2010 membership renewal schedule:

- **May**: Second dues invoices mailed out.
- **June**: Final dues invoices mailed out.
- **July**: Expiration notices e-mailed to all members—individuals and those paid by institutions.
- **August 1**: Expired members deleted from the AALL membership database and access to the AALLNET Members Only Section and Law Library Journal and AALL Spectrum subscriptions discontinued.

For more information or to renew your membership online, view the [application form](#) on AALLNET. If you have any questions about your membership renewal, contact AALL Headquarters at [membership@aall.org](mailto:membership@aall.org) or 312/205-8022.
Thank you Leigh Inman for these great shots!
The Exciting and (Potentially) Dangerous World of WestlawNext
by Grace Viola, Latham & Watkins

Last week, I had the opportunity to visit the Thomson Reuters headquarters in Eagan, MN to learn more about WestlawNext. For two days, I listened to how their new database was developed, how it functions and why it is better than Westlaw.com. Prior to my trip, my knowledge of WestlawNext was limited to what I’ve learned from online reviews and brief overviews presented by our friendly local Westlaw representatives. Although these helped me gain some insight on WestlawNext, it did not have the same impact as the Inside Look presentations. Developers provided in depth information and law librarians across the country had the opportunity to ask them pointed questions, voice out concerns and test the database. So, why did I title this article The Exciting and (Potentially) Dangerous World of WestlawNext? Because this is exactly how I view the new product at its current state! I found WestlawNext exciting because it’s smart and innovative. At the same time, I found its current pricing structure a little scary and potentially dangerous to those who are not careful. First, let me tell you the top reasons why I think WestlawNext is exciting.

1. **New and clean interface**

   When I first used Westlaw.com, I remember feeling overwhelmed by the amount of information I saw on the welcome page. Blue links filled my screen and search boxes big and small were everywhere. I think many would agree that next to Google’s simple search box and abundance of white space, Westlaw.com’s interface looks cluttered and complicated. Its new design is clean, sleek and streamlined. Just like the Google interface that everyone has grown accustomed to, WestlawNext offers a simple search box at the top of its page. Right below it are links to a short list of major search topics and categories. The makeover is not just aimed at making the database attractive, but also in making it more efficient for researchers. WestlawNext developers conducted various studies on user information seeking behaviors to guide them on the design of the database. One of these studies included eye tracking which determines where the users’ eyes focus or land on a webpage. The developers used the research results from this study to create the new interface. If a single search box and short list of database files scares you a bit, don’t panic. You can still search individual database files if you wish. Links to various database files appear as you type in the search box. But why limit yourself to smaller database files when you can search the entire WestlawNext universe for the same price?

2. **Access to all database files for $60**

   Even though experienced researchers are comfortable with selecting the best databases for specific research tasks, picking out the best out of roughly 40,000 can still be daunting at times. What if the database we end up choosing doesn’t have the answer we need? Or what if the databases we choose contain adequate answers, but better ones lie within another database? I suppose we can call the Reference Attorneys to help us out, but what if they also omit the perfect database file for our research question? WestlawNext relieves us of this anxiety! It allows users to search everything available in its database for $60. Now, we can see whether relevant information related to our searches appear in other database files without having to run multiple and costly searches. Of course, there’s a catch, but I will discuss that later.

3. **Simplicity of searching & better search algorithm**

   Databases usually retrieve information based on the presence of keywords searched, term frequency and proximity within documents. Many of us have used over 50-word long search strings containing all the synonyms and variations of keywords we can think of and Boolean operators to obtain optimal search results. Although this is a sound strategy, there will be times when we might inadvertently omit words that cause us to miss out on relevant documents. WestlawNext attempts to alleviate this issue by improving their search algorithms.

   WestlawNext enhanced their search technology by incorporating proprietary analytical contents, Key Number, KeyCite, customer usage and meaningful interactions of users (viewing, printing, emailing and downloading of documents). Attorney editors with jurisdictional specialties read, summarize, and assign key numbers to all cases sent by courts throughout the country. This process allows them to determine what a case is about and assign relevant keywords that may not necessarily be in the text of the case. One example used at the presentation involved a Louisiana-specific term, “redhibition.” If a database only relies on keyword searching, a researcher will not find “redhibition” related documents in Mississippi databases, because the term is specific to Louisiana. Since attorney editors

(Continued on page 17)
determined that “redhibition” is equivalent to Mississippi’s “revocation” and classifies it as such, we can find Mississippi sources when we search for “redhibition” materials. Because of this enhancement, the natural language search on WestlawNext is better and would benefit many researchers accustomed to Google-like searches. Fans of terms and connectors searching, don’t despair! We can continue to use it on WestlawNext. When I tested the new database, I found it helpful to run a broad natural language search then “narrow” (new term for “locate”) the results with terms and connectors.

WestlawNext took advantage of KeyCite to find connections between cases, statutes and secondary sources. When similar phrases are detected, it is applied to the concepts searched which make the search results more relevant. Two search enhancements I found very interesting are their use of customer usage and document correlation data. Customer usage is a brand new technology. When users conduct searches, their queries and interaction with the search results are tracked. WestlawNext determines the most common searches and then tracks which documents were printed, emailed, downloaded, KeyCited or copied. Then, they match these meaningful interactions with the query. For example, if users search for information on California’s wrongful discharge in violation of public policy claims and a large number of people print or email the *Tammen v. Atlantic Richfield* case, then WestlawNext will upgrade the case’s relevance in the results list for that specific query. For this reason, WestlawNext searches will improve as more people use it and search technology advances.

4. Search results & other cool features

The search results format follows the simplicity of the WestlawNext welcome page. It consists of three columns. The left hand side contains a link to an overview and twelve main categories which consists of cases, statutes, regulations, administrative decisions & guidance, trial court orders, secondary sources, briefs, pleadings, motions & memoranda, expert testimony, jury verdicts & settlements, pending & proposed legislations and pending & proposed regulations. This breakdown is great, because it fits the description of what most attorneys asks for. I especially liked the overview link because it provides a list of the most relevant results from the top twelve categories. Right below these links are options to narrow the search through drop down menus and templates at no additional cost. Although these are helpful features, I found it very slow. That’s why I was glad to see another search box that allows terms and connectors to narrow the results list. The middle column contains the results where you can preview the documents. The third column on the right has the extra sources similar to ResultsPlus.

WestlawNext added workflow and collaboration tools. Users can now annotate search results with notes and highlights that can be shared with others or kept private. Snippets of texts can be saved in research folders that can be saved forever and accessed for free up to a year. One favorite enhancement is the Bluebook and California Style citations included in the text copied from documents. Other citation formats are also available. Many users might also like its Kindle capability, mobile website, iPhone app and upcoming iPad app.

One feature I strongly dislike is the removal of numerical references on the search results. The developers thought that the ability to share results in folders eliminates the need to numbers the results. They told us that assigning numbers on results would be too confusing, because there are different result sets per category. On the contrary, lack of numerical reference will be more confusing. Librarians always run searches for attorneys and we need to identify and refer to specific results without having to manually write the numbers or highlight documents. Someone voiced this problem at the presentation, so I hope developers will fix this issue soon.

5. Now, here’s the potentially dangerous part of WestlawNext.

The pricing discussion in Eagan was heated. The majority of law librarians in attendance were unhappy about WestlawNext’s fee structure. Although I was initially attracted to the $60 one time cost of searching the whole WestlawNext universe, it fizzled upon realizing that overall cost can potentially skyrocket due to the viewing and document delivery costs. The retail pricing guide for commercial plans can be accessed here: [http://west.thomson.com/pdf/librarian/L-356047.pdf](http://west.thomson.com/pdf/librarian/L-356047.pdf). Viewing documents costs from $10 (basic news source) to $250 (state surveys) and document delivery costs mostly $16.50. The documents I would probably view the most cost from $13 to $50. For those working in special libraries, this new fee structure makes it very difficult to estimate how much a research session will cost. If we find the answer in the first few clicks, then the cost is significantly low. If researchers view too many documents, then they might end up with a bill costing more than what they planned to spend.

When people ask librarians how to determine when to stop researching, we usually tell them to stop as soon as they keep seeing the same results. How many views will it take for a researcher to feel confident enough to arrive at this conclusion? Will they be satisfied after twenty or so case law views or will it be after a hundred clicks which could easily cost over $1300 plus document delivery? This is
mainly what makes WestlawNext potentially dangerous to me. Those who like to be comprehensive and read many results will rack up a lot of charges. Also, some research requires us to skim through all search results to find specific fact patterns that cannot be determined by skimming through result previews. In Westlaw.com’s transactional search, researchers feel comfort knowing that they can pay one flat rate for a search and view all two hundred or more results at no additional costs.

Although everyone agreed that WestlawNext’s search capability is superior to Westlaw.com, the pricing discussion in Eagan did not end with a compromise or concrete solution. Some librarians felt more comfortable paying more per search if documents can be viewed without additional charge. Others felt that document views should not be charged at all. Everyone agreed that WestlawNext should not be free, but there has to be another pricing structure that everyone can feel more comfortable with. If WestlawNext will replace Westlaw.com within five to seven years, we need to do our best to keep researchers in the know and continue to help them conduct cost-effective legal research.

**Annual Business Meeting**

Tuesday, June 8, 2010 (note: this is a date change)
Noon - 1:30 pm
2nd Floor Conference Room
600 West Broadway
San Diego, CA 92101

Lunch graciously provided again this year by Suzanne Smith and CEB!
Get a recap of what we’ve done in 2009-2010 and learn what is planned

Congratulate new library school graduates.
Celebrate with our June COOL Award winner.
Install officers.

RSVP to Betsy at bcessler@mofo.com

See you there!
SANDALL NEWS

Amy Moberly
Editor
California Western School of Law
225 Cedar St.
San Diego, CA 92101
Phone: 619-525-1421
Fax: 619-685-2918
E-mail: alm@cws.edu

We’re on the web!
http://www.aallnet.org/chapter/sandall

SANDALL 2009-2010 MEMBERSHIP FORM

Name:______________________________________________________________________________________
Organization:_________________________________________________________________________________
Mailing Address:_______________________________________________________________________________
City:____________________________________ State:____________________________ Zip:________________
Telephone:_______________________________ Fax:___________________Email:_________________________

Send Fee and Form to:
Benita Ghura
San Diego County Public Law Library
1105 Front St.
San Diego, CA 92101

Membership Fee: $20.00 ($15.00: students)
Make checks payable to: SANDALL

Current Member: Yes____  No_____   Student?:  Yes_______  No_______

Changed address, email address, fax number, etc.? Please check your directory listing and note any corrections here.

Updated data:_______________________________________________________________________________

Are you a member of AALL? Yes______  No________

Do you want your name address & email to be listed on the SANDALL WWW directory page?
Yes__________  No_________ Other________________________________________________________
