Silly me, I thought that without a SANDALL fall workshop, the professional development opportunities in San Diego this fall might be limited. As it turned out, we had two excellent educational programs and a great opportunity to network with one another still to come!

SLA-SD Fall Seminar
In October, I joined SANDALL members Ruth Levor, Anna Russell, Betsy Chessler, and Marianne Sterna at the SLA-SD Fall Seminar – The Future-Ready Information Professional: Adding Value Through Agility, Innovation and Collaboration. Materials from the seminar have been posted on SLA-SD’s blog:

- **The Future-Ready Librarian**: Getting Current with New Technologies to Anticipate Your Users’ Needs
  Speaker: Marydee Ojala, Editor of *ONLINE* magazine and *Online Insider* blog
- **Your Next Strategic Plan**: Nine Future-Ready Principles to Make it Successful
  Speaker: Dave Harmeyer, Associate Dean of University Libraries, Azusa Pacific University
- **Measure Up**: Using Six Sigma Tools for Continuous Library Improvement
  Speakers: Lesley Farmer and Alan Safer, California State University Long Beach
- **Copyright Issues and the Academic**: Creating a Comfort Level in Librarian and Faculty Collaboration
  Speakers: Virginia C. Hire Damrauer, Systems Administrator, National University (San Diego) Library; Jack Hamlin, National University; Steven Fleisher, Law/Business Liaison, National University (San Diego) Library
- **Creating and Using Your Own Peer Learning and Mentoring Community**
  Speakers: Nancy Angelo and Linda Garnets (Angelo-Garnets Consulting, Organizational Psychologists with specialization in organizational change); Amy Kautzman, Associate Librarian Humanities and Social Sciences, UC Davis; and Helen Henry, Associate Librarian Administrative Services, UC Davis
- **FutureReady 365 Blog**: From Idea to Applied Science
  Speakers: Christian Gray, Atlas Consulting and Reprints Desk

My favorite session was Marydee Ojala’s great update on search engines. She started with the 800 pound gorilla, giving us this news on Google:

1. which products Google is killing (labs, realtime, health, wonderwheel, news timeline, image swirl and more);
2. how Google’s new search algorithm with personalized results works (or doesn’t, depending on the search habits of your friends!);
3. recent changes to Google Instant
   (a) default is 4 suggestions instead of 10;
   (b) can’t get more than 10 even by adjusting settings;

(Continued on page 2)
(Continued from page 1)

(c) you can adjust some settings or turn it off

(4) updates on Advanced Google searching
   (a) have you all noticed that there’s no longer an Advanced link on your Google search screen? – you have to run a
      basic search first, then find the advanced link on your results page;
   (b) you can no longer search with a proximity limiter, even in Advanced – used to be able to use NEAR
   (c) have you noticed to microphone icon? – that’s right, you can search by voice or image now!

(5) the upshot:
   (a) Google is prioritizing the searching needs of the masses, not info professionals;
   (b) the name of the game right now is semantic, contextualized search and Google is using peer- and crowd-sourcing
      as a proxy;
   (c) this works well for casual searchers, but undermines power searchers’ ability to get precision results

Next, we looked briefly at Bing. Bing’s search algorithm and relevancy ranking haven’t yet incorporated peer- or crowd-sourcing,
so you get more predictable, consistent results. Apparently Bing has come a long way since the 2009 launch. Note to self: give
Bing another shot!

Other search engines she recommended checking out:
   (1) Duck Duck Go (for no-tracking, private searching);
   (2) Blekko (to “slash the web” – conduct field/tag searching for better contextual or sentiment searching, using standard or
      personalized tags to cull or sort results; also provides transparent searching – click on the SEO link to find out exactly why
      a site appears in your results list)
   (3) Topsy (for searching Twitter archives)

SANDALL November Brownbag
The November Brownbag session was presented by Thomas Jefferson School of Law Acting Law Library Director Patrick Meyer.
Nineteen SANDALL members gathered at TJSL and several more joined us via uStream (thanks Saad Ali!) to hear the results of
Patrick’s latest law firm legal research survey administered in 2010. Patrick’s presentation is available here.

Patrick’s survey garnered 165 valid responses from law firms ranging in size from 1-25 attorneys to over 200 attorneys. The survey
asked 17 carefully crafted questions, designed to ensure that the 2010 data could be compared to earlier administrations of the
survey to spot trends over time. The questions can be grouped into these categories:
   • What resources are available
   • Format of resources
   • What resources must new hires know how to use and in what format(s)
   • Most important research tasks
   • Questions about online research and pricing plans

For results, you’ll have read Patrick’s latest article, 2011 Law Firm Legal Research Requirements for New Attorneys, available on
SSRN. You can also view his earlier article, Law Firm Legal Research Requirements for New Attorneys, 101(3) Law Library
Journal 297 (2009) or on SSRN.

SANDALL Holiday Party
VP Brent Bernau has done a spectacular job planning our holiday party. This year, we’ll gather at Top of the Park for beautiful
views, good food, drink, and great company. Please join Brent, me, and the whole SANDALL Board in thanking CEB and Suzanne
Smith for their generous sponsorship! I look forward to seeing you all on December 7th. See list of SANDALL Events below for
more details.

Reminder: Upcoming All-California Institute
I hope you all have already marked your calendars for the All-California Institute that we’ll be hosting here in San Diego March 9-
10, 2012. VP Brent Bernau has been tirelessly working with SCALL and NOCALL vice presidents to ensure this is the best joint
institute yet. The agenda is coming together beautifully, with something for everyone. I hope you all will attend. Look for more
information on sessions and speakers soon!
SANDALL Holiday Party 2011

Wednesday, December 07, 2011
5:30p.m. – 8:30p.m.

Top of the Park Penthouse (7th Floor)
Inn at the Park
525 Spruce Street (between 5th & 6th Avenues), San Diego 92103

COME CELEBRATE THE HOLIDAY SEASON WITH US!

Enjoy a night of merriment and fun with your SANDALL colleagues as we celebrate the holiday season!

The Top of the Park boasts unobstructed panoramic views of San Diego Bay, Point Loma, downtown and the hills of Mexico from the outside decks. The Inn at the Park is a historic hotel in operation since 1926.

Menu information is available at http://www.aallnet.org/chapter/sandall/.

SANDALL, SCALL & NOCALL members $25, Non-Members $30
Special thanks to CEB for their generous financial support of this event.

Please complete the form below to register by mail or e-mail, or you may register online at: http://www.eventbrite.com/event/2409394564

Institutional Affiliation (if any):

Membership Affiliation (circle one):
Sandall SCALL NOCALL Non-Member
Name: ____________________________
E-Mail: ____________________________
Vegetarian option:  Y  N

Guest Name: ____________________________
Vegetarian option:  Y  N

Members ($25): $ _____________
Non-members/ Guests ($30): $ _____________
Total Enclosed: $ _____________
Make checks payable to: SANDALL

All registrations must be received by 5 p.m., Wednesday, November 30, 2011
Mail or PDF the registration form (check may separately follow) to:

Chris Pickford, SANDALL Treasurer, San Diego County Public Law Library,
1105 Front Street, San Diego, CA 92101 or cpickford@sdcpl.org

Questions about registration? Contact Chris Pickford at: cpickford@sdcpl.org
Questions about the event? Contact Brent Bernau at: bbernau@sandiego.edu
Over 60 information professionals attended SLA-SD’s 2011 Fall workshop. I happily attended on a grant from SANDALL. Some of my SANDALL colleagues attended as well: Ruth Levor, Jane Larrington, Marianne Sterna, Anna Russell, Bobbi Weaver and Kim Laru. We started off with breakfast outside at Marina Village, on a patio fringed with bougainvillea.

Marydee Ojala: Shifts in Search Engines

Fortified with coffee and pastries, I listened with great interest to keynote speaker Marydee Ojala, editor of ONLINE magazine.

**Google shifts**

Marydee outlined Google’s shift in its search algorithm that perhaps we had not fully noticed. Google now personalizes all search results, based on your geographic location and/or your previous search history. It is not the same “Page Rank” we had once known, where ranking was primarily based on both the number and quality of links to any given page. In fact, Marydee argued that Google has become less precise and relevant. Personalization aids in delivering more targeted ads, and ads account for almost all of Google’s revenues. So it is no surprise that Google is more focused on consumer searches and “social signals” (that is, ranking Web sites higher if more “liked” by social media sites). Marydee argued that if there is going to be a Google Killer, it’s going to be Google itself. Google is more geared to the general user, not the information professional.

Google has kept its advanced search features, such as the exact phrase search with quotes and searching for a wildcard within a phrase (example “George * Bush”). The precision search (placing a + sign in front of a word that must appear in results), has become even more important because of Google’s autosuggest and autopredict features that make assumptions (often incorrectly) about your search intentions. Over lunch, I asked Marydee about the little-known Google proximity operator. She said the “(around)” operator was never really publicized because it does not work as intended. It shuffles results around, but does not work properly. Google engineers could not be convinced that a proximity operator was necessary and did not perfect it.

(Continued on page 5)
If you search using Google’s Chrome browser, you can search by image or by voice command, though the latter leaves something to be desired in accuracy (the acronym NLM is a particularly hard voice search for Chrome). If you have been looking for the advanced search page on Google, it is harder to find. You have to go to a regular search page and look for the link in the top right. (Google is a moving target though; as I type this report, Google is certain to change something I’ve just described. If you want a little more constancy in your search, try Bing. Marydee says Microsoft only makes changes on this search engine every six months).

Google has cut back on the number of fields you can search, but kept site: and filetype:. Limiting your search to a particular Web site is especially helpful when searching for newspaper articles, according to Marydee. (I like to use it when searching government Web sites, myself. Who can find anything at the IRS Web site without it?)

Google has killed many of its products – Labs, realtime health, wonderwheel, news timeline, image swirl and others. Google Instant, which offers automatic suggestions of possible searches as you begin typing your search terms in, was meant to speed up your search, but does not. And it only presents ten results at a time, regardless of preferences you had set to the contrary. The advanced search page button has been moved from the front page to the corner of the search results page. Google continues with separate databases for books, finance, blogs, images and videos.

Bing isn’t so bad
Bing is the fish that ate Yahoo, that is being swallowed by Google. It may not have Google’s 66% market share, but you have to assume that Google looks at it once in a while in its rear view mirror. How does Bing set itself apart from search gorilla Google? Well, there are some superficial differences. Bing displays a beautiful photograph on its splash page, instead of clever graphical riffs on its name. It also uses HTML 5, which enables the page to move (imagine a picture of falling leaves). Search history on Bing also tracks Facebook and Twitter searches, and search results will note such information as “liked by your Facebook friends”.

Unlike Google, Bing has retained the ability to search by many different fields, such as location:, language:, inbody:, intitle, etc. You can also narrow results by date, country, and region, using the advanced search feature. And last, but not least, you can turn off your search history. Bing has a more stable feel than Google, as it is only updated every six months, while Google is continuously tweaked.

Yahoo Finance and Yahoo Blogs remain independent databases not swallowed by Microsoft’s Bing.

Blekko and other alternatives
According to Marydee, Blekko is the best current competitor to Google. Under development for three years, Blekko describes its search engine this way: “Blekko is a search engine that slashes out spam, content farms, and malware. We do this by having a smaller crawl of 3 billion pages that focuses on quality websites. We also have a tool called a slashtag that organizes websites around specific topics and improves search results for those topics.” The slash tag can be used many ways. One way is “sentiment analysis”. With a slash (/) tag, you can change the flavor of your results. So try searching “occupy wall street /conservative” and then try “occupy wall street /liberal”. A very interesting concept.

Other search engines: Duck Duck Go, devoted to search privacy; Exalead, a now static demo site for enterprise searches, Qwiki, a search engine that reads results out loud, Yandex, a Russian search engine available in both English
and Russian, and an investor in Blekko; Baidu and Ali Babi, two popular Chinese search engines, and Topsy.com, which allows archival searches of Twitter messages (tweets). And don’t forget YouTube. Even though it’s not tracked as a search engine, it has the second most used search engine behind Google.

_Bingle? Search engine trends_
The consumer is king (and queen) in search engines, with a pull back from advanced search features. Search results rely increasingly on your search history, geographic location, and use of social media. If your friends “like” a site, chances are that it will rank higher. There will be more emphasis on embedded multimedia as well.

Your Next Strategic Plan
Dave Harmeyer, Associate Dean of University Libraries at Azusa Pacific University, a private Christian college with 10,000 students, talked about the process of developing a strategic plan (SP), and specifically about how he and his colleagues developed a five year SP for their library.

Why have a strategic plan? Well, in the academic world, an SP is vital for academic accreditation. And it’s a big deal – Dave and his colleagues took 18 months to develop their SP, working with academic department heads and bringing in an outside librarian to provide counsel. Their 5 year plan is not so tightly defined as to make it impractical, and will be reviewed every six months in the first year.

To generate ideas for the SP, Dave and his colleagues read trade journals and blogs, and even found inspiration from their kids.

Copyright – still murky
I have heard a fair number of copyright lectures since my firm’s librarians have become the first contact point for copyright questions. And guess what? The area of copyright is as murky as ever, as confirmed by speakers Virginia Damrauer, Jack Hamlin and Steven Fleisher, all from National University. There is no exact formula for “fair use”. Everything must be considered on a case by case basis. The best you can hope for is a checklist and a chart. And if litigation or potential litigation is contemplated, it’s best to employ an attorney that specializes in copyright exclusively.

Luckily for librarians, there are some points of light in the fog. Columbia University has developed a good checklist to determine “fair use” and ACRL and University of North Carolina have created charts to determine when material goes off copyright. Authors can consult the SPARC Author Addendum to understand and preserve their IP rights. The addendum includes a sample author contract.

It is so easy to violate copyright when content is in digital format. So be careful when forwarding an attachment or copying or saving files, or sharing information with an unauthorized user.

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Peer Learning and Mentoring: The case of University of California librarians on furlough

When California budget cuts were especially severe, university staff, including librarians, were furloughed. Two psychologists, Nancy Angelo and Linda Garnets (of Angelo Garnets Consulting), reached out to library managers across the UC schools to facilitate face-to-face retreats to discuss these budget cuts, and ways to cope and grow in their jobs despite financial restrictions.

A group of library managers met three times at their own expense on furlough days. Before each retreat they were given homework and articles to read and then asked the broadest of questions. How can you influence others? What changes can you make for you and your staff, even if the solutions are not yet available within the UC system? What do you really want out of life? Are librarians like Atlas holding up the world or like Sisyphus, ceaselessly pushing a boulder up a hill only to have it roll back? Or maybe a bit of both? The questions were meant to inspire contemplation that is often unavailable during a busy work day.

Two participants, Helen Henry, UC Davis, and Amy Kautzman, also at UC Davis, talked about what the group meant to them. Helen participated because she felt the group would help her survive professionally. She found the retreats helped her understand her own values and gain perspective and insight. She became more forthright and focused. She valued the support of her fellow managers. Amy often felt stymied on how to move forward with projects and this group could brainstorm together on solutions. One tangible outcome was finding a thoughtful and dignified method of dealing with disruptive patrons in the library. Both felt the group was well worth the investment of time and money.

The group serves as a model for other peer groups of information professionals. Nancy Angelo and Linda Garnets suggested groups no smaller than six, and up to ten members. The group meets face to face, perhaps before or after a library conference. The group runs a poll beforehand, to determine goals, and participants are asked to do some homework before they meet.

Six Sigma and the library

The six sigma methodology was developed by Motorola some thirty years ago to reduce product defects. All major Fortune 500 companies use this methodology. Six sigma is the sweet spot where, statistically speaking, there are virtually no defects, errors or outliers. So, in a million widgets, only one will be defective. Another way to think of this is that six sigma is “systematic data driven problem solving”. You don’t rely on your gut feelings or anecdotal evidence to change a business process. You take measurements, and you don’t jump to any conclusions before you do so. Then you adjust your assembly line or checkout procedures, take some more measurements, see if that helped, then tweak some more. You keep tweaking until you reach “six sigma”, the penultimate of product perfection.
So how can six sigma apply to a library? Very well, according to speakers Lesley Framer and Alan Safer. Dr. Farmer is Coordinator of the Library Program and California State University Long Beach. Dr. Safer is director of the statistical consulting group at CSU Long Beach.

Here was the problem: over 30% of ILL requests were not filled in three days. How could the library speed up the process, save money, and handle a greater load of requests? The first step was to chart the ILL process. When were the requests coming in? Who was handling the requests? How long did each one take? Multiple bar charts and graphs were produced. It turned out the highest failures occurred on weekends. Why? The library was understaffed on the weekends, and students assigned to fulfill ILL requests didn’t understand how to do it. It was decided the regular staff would handle ILL requests during lulls in their work day, and that a new ILL system that was easier to use would be implemented. In the end, after additional tweaking and measuring, the library was able to save $2 per request, fulfill almost all requests in two days, and keep up with increased demand.

Six sigma is a structured way of asking Why? Why don’t people return books on loan? Because the books are needed for projects that extend past the due date. Why are the projects so long? Because they are based on three year grants. And now the solution takes on a different flavor. Maybe those grants should include funds to buy books outright instead of getting them on loan from the library. Do we focus on who is sneezing or why they are sneezing? Once you have asked a lot of questions, only then can you fix problems bit by bit, and then monitor the results, and keep adjusting and fixing and adjusting and fixing.

Dr. Safer teaches a graduate course on quality control and mentioned that his students are always looking for projects. If you have a potential project, contact him at asafer@csulb.edu.

Future Ready 365 Blog

On January 1, 2011, SLA launched the Future Ready 365 Blog. The goal? 365 posts within the year, by a different information professional each day. With a budget of less than $400, blog organizers Christian Gray and others used WordPress, Google Docs, email, GoToMeeting, Skype, and the old fashioned telephone and printing press to start a blog that has had over 3.4 million hits since launching, and 316,000 unique visitors to date. These numbers are not insignificant. That’s serious online traffic!

Any information professional can submit an article, whether short or long, for consideration. Here is your opportunity to highlight good news in the industry and direct conversation. Posts have included “Rethinking Value in a 2.0 World”, “Moving into the Future with SEO Analysis”, “When Information Saved Lives” and “Engagement in Corporate Responsibility is Future Ready”. There are also many reflections on how to stay current and how to anticipate the needs of your employer and patrons. The posts are thoughtful and thought provoking. Take a moment and browse a few postings and consider contributing.
You can lead a horse to water … but you cannot make him take Advanced Legal Research

by Catherine Deane, Thomas Jefferson School of Law
(reprinted with permission from RIPS Law Librarian Blog)

Ron Wheeler asked: “How can law librarians play a proactive role in the modern evolution of legal education?”

I could begin this conversation by pointing out that in order to effectuate any kind of progress, we need the law schools to allow us to participate. I could also point out that the number of tenure track, dual-degree positions for research and instructional librarians seems to be dwindling, and that the majority of legal research courses are optional and likely have low enrollment numbers. That would be the little Devil on my shoulder speaking.

The little Angel is taking stock of what we are already doing, what we do have control over, and which of our allies share our values with respect to legal research education. What are the real legal research education needs of our patron base? How can we maintain and expand upon our current offerings in the face of diminishing resources?

If Wishes were Horses…

We wish that our students needed our legal research expertise during law school. But students don’t need legal research to pass contracts. They don’t need it to pass the bar Exam. And most law students are so overworked that they find the easiest way to do research for their seminar papers, and that involves finding Internet sources, not doing research in books. The stark reality is that they do not really need us to get through law school.

Their legal research needs begin only when they have completed their requirements for graduation, have passed the bar exam, and are searching for or have just acquired a job as a lawyer. This is the time when they first realize just how much help they actually need, and this is when we should offer them training.

What if we provided to our recent alumni training on practical research topics aimed specifically at them, such as: Navigating Practice Guides; Using legal encyclopedia and digests in print and on Westpac (or whatever database you have available to alumni); researching Court Rules; and job acquisition focused research, eg. researching local law firms and lawyers?

This is something that we could coordinate with the Law School Career Services Office. It could raise awareness at the institution of what the library can do for law students seeking jobs. This collaborative endeavor also gives us an opportunity to outsource marketing at a time when few libraries have the manpower (or, to be honest, the expertise) to market in a comprehensive and consistent fashion.

What Have We Got?

My little Angel is tugging at my sleeve again and saying that we can collaborate with area law librarians to leverage our joint resources for the good of our patrons. We can offer what we have and ask for what we need. Libraries have different strengths. Some, for instance, have a metropolitan location, near where our alumni work. The downturn of the economy has been hard on all law libraries, but library directors have cut different things in response. Some law libraries have books, but not databases, and vice versa. Others have beautiful new high tech facilities, but limited staff.

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Instructional Material

My Angel wonders if we might be able to consolidate instructional materials and instructional offerings. Do we really need five different video tutorials on researching California secondary sources, or could we work together to produce one good tutorial that we can tailor to the print sources available at our individual libraries?

Consolidating the Patron Base

Providing training for only one or two law students at a time seems like an inefficient use of resources. What if we collaborated with the law firm and public law library librarians who are encountering our students “in the wild”? Law firm librarians could point new associates towards the research classes offered by the law school librarians at their respective alma maters.

Might librarians from different schools collaborate to develop a weekend of legal research workshops on various topics? It could be hosted by one school, but taught by any law librarians in geographic proximity. Substantive law professors do this all the time – they organize colloquia, bringing in experts in their field of law. The school building where I work is new and appealing. It would be a perfect place to host a legal research teach-in, but with only one full-time reference librarian on staff, we would need participation from area law librarians to fully staff such an event without burdening our library staff.

What if our Alumni are far away?

If your law school is inconveniently far away from where most of your alumni work, consider providing live or pre-recorded Webinars. Law firm librarians and public law library librarians near where your alumni are working might be willing to host and co-teach an evening of research workshops, especially if law school librarians offered to simultaneously teach alumni and non-alumni patrons of the host library. Even better, try to provide CLE credit.

My Angel insists, that if we want to remain relevant, we must be willing to go where our patron base is when they need us. If we stay tied to the brick and mortar library when only a small percentage of our students ever venture in there and an even smaller portion of those ever need or desire to crack open a print book, we risk becoming obsolete.

If we want to be valued for what we do, we have to create value for our institutions. If we want to be treated like real law professors and offered things like tenure and a reasonable salary, my Angel says, maybe we should start acting like law professors and provide the kind of resources that our students and young alumni need when they need it.

Since we cannot change what our students want, need, or are capable of doing, what can we do to change our offerings to meet the real needs of our real students and recent graduates?

2011 AALL Salary Survey Now Available

The AALL 2011 Biennial Salary Survey and Organizational Characteristics is now available online free for AALL members.

This new edition is the only source for up-to-date information about salaries for law librarians and other law library employees who work in academic libraries; private firms and corporate libraries; and state, court, and county law libraries. The survey was carried out this summer in complete confidentiality by Association Research, Inc., a professional research firm in Rockville, Maryland, that works exclusively with nonprofit organizations.

Printed copies of the survey will be available for purchase and shipment in mid-November; $110 for AALL members and $175 for nonmembers (contact orders@aall.org).
“Going Virtual: Thriving in the New Paradigm” NOCALL Fall Workshop 2011
Preservation Park, Oakland, CA
November 8, 2011
By Betsy Chessler, Morrison & Foerster LLP

I had the opportunity to speak at NOCALL’s Fall Workshop in Oakland November 8th, and wanted to share what I learned with you. We started with a discussion of job hunting tips (in which I learned that what I thought I knew is woefully out of date), talked about working with colleagues on different continents, and closed with a panel discussion on centralized electronic reference desks used by four big law firms. This is all took place on a cloud free day in Oakland, at Preservation park, a two block oasis of sixteen beautifully renovated Victorian homes.

How to Be Competitive in Today's Economy:
Resume, Interview and Job Hunting Tips from Career Counselor Jill Klees

True or False:

- You should always put “References available upon request” at the bottom of your resume.
- A handwritten thank-you note is better than a thank you note sent via email.
- Your entire work history should be outlined on your resume.
- Only your cover letter should be tailored to the job. You don’t need to change your resume for each job application.

All these statements are false, as our speaker, Jill Klees, a counselor at the San Jose State University Career Center, and liaison to the SJSU School of Library and Information Science, informed us in a lively one hour update on resume writing, job hunting and interview techniques. Read on for more job hunting tips.

Resume Rules

1. Tailor and target.
   Each job needs a tailored resume. The employer is telling you exactly what they want in the job description, so adjust your resume to match. Use the job description language in your resume. Don’t assume the employer can tell what skills you have based on a description of your work. Be specific. When you tailor your resume to the job, it shows you are really interested in the position.

2. Make it easy to read.
   A typical employer will spend 7-10 seconds on each resume. (Yes, that is not a typo; some job offers can pull in a hundred resumes). The only purpose of your resume is to get you an interview. Don’t make it hard to read. Contact information should always appear at the top, followed by education (if recent), highlights of qualifications, and technology skills.

3. Don’t date yourself.
   Only go back 10-15 years. You don’t have to include everything. Really. The resume is just to get you in the door for the interview. You can expand on your experience at that time.

4. Give your resume a contemporary look and feel.
Avoid shading, underlining and borders. Use a standard font that is easy to read. Do use bullet points. Get feedback on your resume from several people. Better yet, go to a career counselor at your alma mater. They review hundreds of resumes and they know what works and what doesn’t. Unless directed otherwise, always save your resume in .pdf format to preserve the formatting.

5. Focus on Accomplishments and Achievements

Use action verbs. For example, use “started” instead of “responsible for”. Avoid the word “duties”. Think about the ACTION you took, SKILLS used, and the OUTCOME or RESULTS.

Here’s a good example of action verbs at work:
“Researched and developed a Digital Collection Policy to ensure the team followed consistent guidelines and enhanced the overall look and feel of our digital collections.”

6. Focus on transferrable skills.

If your previous jobs don’t quite match up with the job you are applying for, emphasize transferrable skills. Jill gave the example of working at a fast food restaurant. Sure, you flipped burgers and swept the floor, but more importantly, you developed good customer service skills. So your resume can read: “Used strong communication skills to provide outstanding customer service to a diverse group of clientele”.

7. Demonstrate “soft skills”

Employers really do care about the “soft skills”. Those can include good communication skills, strong work ethic, motivation, interpersonal skills, problem solving, collaboration, leadership, analytical abilities, and organizational skills. Don’t be afraid to spell out your strengths in these areas.

The Cover Letter

If the employer asks for a cover letter, by all means send one. If not, then you don’t need to send one. If you do send a cover letter when you weren’t asked to, the employer may not read it. This is another reason to always tailor your resume to the job you are applying for.

The Job Search

Networking is key. Jill Klees says that 75-85% of jobs are found through networking. Networking doesn’t have to be scary. It can be as simple as having coffee with someone in your field of interest or joining a professional organization and attending their education programs. If you go to a presentation and meet just one person who works in your field of interest, then you’ve begun the networking process. You can also volunteer or intern in your area of interest. And if you’re given a lead on a job or a contact, immediately take action. Set up a time to meet immediately. Don’t let your leads languish.

Using Social Media in your Job Search

Social media is another way to market yourself, develop online connections and discover job openings. LinkedIn is generally considered the best social media for business connections, as opposed to Facebook. However, many job openings are posted on Facebook as well, so Facebook can’t be completely discounted in your job search.

Join appropriate professional groups on LinkedIn and make sure you update your skills summary. You should also challenge yourself to make sure your profile is 100% complete. You need three recommendations from colleagues before your profile is marked as complete.

When searching for jobs on social media, search by skills words, not job title. Terms like “research” and “content management” are better than “librarian”.

Interviewing: Do your homework!

The employer needs you to fully understand the company. So, not only do you need to pull apart the job description and

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study it, you need to get up to speed on the details of the company. This may include talking to people that already work for the company and can describe the style of interviewing and corporate culture.

The employers want to know:

1. CAN you do the job?
2. WILL you do the job?
3. How will you FIT with the team or organization?

You need to connect the dots and show the employer you are the best candidate for the job. Practice in front of the mirror, practice in the car, practice with a friend. Most importantly, do not practice in your head. Practice out loud.

Be able to answer the three standard questions you will typically hear at an interview:

1. Tell me about yourself.
   This is business speak code for “What can you do for me?” This is not about your dog or your hobbies; this is about how your qualifications suit the job. Don’t parrot your resume; but try to creatively describe your professional qualifications. And keep it to 1 minute, 2 minutes tops.

2. Why do you want this job?
   The wrong answer is “I’m unemployed and I just need a job.” This is your chance to say what is so exciting and great about the job and the company.

3. Why should we hire you?
   This should translate as: what are your strengths? So list 5-6 items.

Here are some other typical questions:

• Tell me about a weakness you have. (or something along those lines.)
   Of course, you turn a negative into a positive. And the negative doesn’t have to be so negative. “I’m very detail oriented and so I sometimes don’t look at the bigger picture. I know this is a weakness, so I do x,y,z to gain the perspective I need.”

• Describe a project that did not go as planned and tell us what you did.
   The key is that you learned from this experience and changed your process, method, approach, etc. Review your work history and come up with a couple of examples.

• Where do you want to be in 5 years?
   Well, the only acceptable answer is “Right here with this company!”, but you can embellish that a bit.

Questions to ask at the Interview

Always have a list of questions to ask the interviewer. Here are some questions to get you started.

1. What do you see as the greatest challenge for the person in this position?
2. Describe the culture.
3. What do you like best about working here?
4. Describe the ideal candidate for this position.
5. What are the next steps in the hiring process?

Always close with question #5, and then yes, send a thank you note. Send your thank you note within 24-48 hours of your interview. Is it better to send a handwritten note or a note via email? Often, an email thank you is preferred by
employers – the interviewer will receive it more quickly and some prefer it to the written note. Regardless of the format, always send a note and send it quickly. Lack of a thank you note can cost you the job.

And remember, YOU CAN'T OVERPREPARE!

Jill Klees, Career Consultant and Employment Specialist, can be reached at the San Jose State University Career Center (www.careercenter.sjsu.edu) or via email at jill.klees@sjsu.edu

Working in Virtual Environments – the Hewlett Packard Experience

Martha Lyons, distinguished technologist at HP Labs in Palo Alto, joined us in person for this presentation, while Sue Charles, Research Analyst for HP Company, joined us virtually from Fort Collins, Colorado. On the big screen in our conference room was a slide that showed Sue Charles kicked back in a chair in her home office, barefooted. Sue works from home 4 days a week, fielding research questions from 300 HP employees. She and Martha work on virtual cross continental teams that can involve people in London, Dublin, Texas, Palo Alto, and Brazil, to name just a few locations. Both shared with us how they came to embrace transcontinental collaboration. As you'll see, it requires sensitivity and patience, but is very rewarding.

Technology Helps, but Time Zones Are a Constant Challenge

Technology such as Skype, email and Instant Messenger, (or HP’s home grown “Virtual Room” software) allows you to talk and/or see your co-workers in real time. However, there is no getting around the different time zones. You have to consider time zones constantly. Sometimes time zones work for you, such as when the Brazilian engineers can work on the team project while you’re sleeping, and sometimes they don’t work for you, when you are in a rush to finish a project. You have to think logistics when working across continents.

Soft Skills Are Essential

Working with people from different countries and cultures involves a lot of “soft skills”. These include flexibility, understanding of cultural preferences, humor, and responsiveness, among others. As an example, Martha’s Brazilian colleagues would use the term “doubt” for “question”. Sue always tries to imagine a colleague’s environment. Are they under a lot of pressure due to deadlines? Is someone in their family ill? On her end, she wants her colleagues to know that they can trust her and that she will come through for them on their requests. She always tries to do her best quality work and finish before the deadline, while all the while being professional, courteous and approachable. She also works to accommodate her colleague’s schedules, and adapt to their communication and learning style. In the end, doing really great work, sensitively done, is the best way to sell yourself.

Be Confident and Enthusiastic and Take a Lot of Deep Breaths

Sue recommends that you act with confidence (“I'm ready to look into this”) and be enthusiastic. And never argue in an email. You can't easily portray humor or irony in an email message, so keep it straightforward. If a colleague is driving you crazy, take several deep breaths, and say “let me think about this”. Then sleep on it. Never respond in anger. If necessary, give options, set limits, and manage expectations. “I can’t talk now, but we can talk at X hour.”

Document Your Expectations to Measure Them Later

Document your expectations for a project at the start, and then later, you can measure the outcome. You can also figure out what roadblocks there might be (such as the unavailability of equipment or key players).
Virtual Reference Teams – Best Practices for Demonstrating Value

Speakers:
Tracey Pardo, Cooley;
Jeremy Sullivan, DLA Piper;
Betsy Chessler, Morrison & Foerster;
Carolyn Lundin, Winston & Strawn

For large law firms with multiple offices, a centralized “electronic reference desk” makes a lot of sense. Cooley, DLA Piper, Morrison & Foerster and Winston & Strawn have all developed ways to centralize the reference desk using various technologies. The front end is similar, with the attorney sending a research request to a single, central email address. However, the back end and procedures for handling requests varies from firm to firm. The four panelists explored just how their libraries handle the brave frontier of electronic reference desks.

DLA Piper (4,200 attorneys in 76 offices) is testing a system, Meta Storm, that will manage about 2,500 research requests per month. The system has just been live for 8 days, Jeremy Sullivan said with a laugh, so they are still feeling their way along. One interesting feature is a “kudos” check box that a librarian can mark anytime they receive good feedback from a patron. A kudos report can then be generated. Requests turn red if they sit too long. Jeremy prefers that his library team be generalists; able to answer all requests that come in to the queue. If only one person can answer trademark research requests, for example, what happens when that person wants to go on vacation, or even just go to lunch?

Winston Strawn (nearly 1,000 attorneys in 15 offices) uses (or will shortly use) a Sharepoint tool on their Intranet to track research requests. They have 9 librarians and two assistants, and the queue is monitored 12 hours per day in three hour shifts. “First responders” are assigned to each shift to take requests as they come in. They also keep a copy of each response via blind carbon copy to libraryref@winston.com, which forwards responses to a single Outlook email folder.

Cooley (650 attorneys in 10 offices) manages all their requests through a centralized inbox on Outlook and the expectation is that each email message will be acknowledged within 5 minutes of receipt. The Cooley library staff, which consists of the library manager (Tracey Pardo) and two reference librarians, are generalists, able to answer a variety of questions. The need for this became apparent when a librarian who answered patent requests left the firm and no one else could do her work. They have opened more offices recently, but their library staff has not increased, putting even more pressure on their centralized electronic reference desk.

Morrison & Foerster (1,000+ attorneys in 15 offices) adopted Service-now.com software that was already in use by their IT and word processing departments. They handle about 2,100 research requests a month across offices in the U.S., Asia and Europe, with a library staff of 25. Their service hours are 6 am – 6 pm, PST, Monday through Friday. Most requests are acknowledged within 15 minutes. Library staff take turns as “coordinator” watching the queue in four hour shifts and ensuring that a request is acknowledged within 30 minutes at the most. (Betsy remarked that the 5 minute rule would not work for them, as there is a several minute time lag between when an email is sent and when it appears in their Service-Now queue.) While many reference questions can be answered by all library staff, there is specialization among offices. For example, the Palo Alto and San Diego offices handle a lot of patent research, so will take on the most complex patent requests. Likewise, the San Francisco and New York offices have expertise in corporate and securities work and will handle the more complex corporate and securities requests. However, the library staff has also done training on basic U.S. research requests for the non-U.S. offices, and likewise, the firm’s London librarian has done training on UK and European research for U.S. library staff. So, there is cross training on the most basic requests.
Meet Our New Buddies
Submitted by Grace Chilingirian, LATHAM & WATKINS LLP

Last year, SANDALL launched SANDALL Buddies, a mentoring program that starts in the fall and ends in the summer. The program pairs professional law librarians with library students, new librarians and other information professionals who are interested in the field of law librarianship. The Buddies main goals are to encourage and support mentees by providing real world information, advice and access to networks that are sometimes unavailable to those starting out in this field. Participating in SANDALL Buddies allows mentors to give back to the community and provides mentees the opportunity to build strong connections and discover the exciting world of law librarianship.

This year, Betsy Chessler and I are heading the program. We had our first meeting in Del Mar last month. We were supposed to have froyo at Golden Spoon, but the weather was so chilly we skipped it altogether. Joletta Belton was the only mentee who was able to make it, so she had everyone's full attention and got to pick our brains. We discussed a variety of topics ranging from how we ended up in our professions, what a law librarian's typical day is like, differences between the daily routines of academic and firm librarians, various databases we use every day, jury duty experiences and even the principles of six sigma! By the end of our meeting, we were comparing smart phones and chatting about exciting new technology. If you hang out with us, you will be guaranteed a fun and lively discussion. Be on the look out for future meet-up announcements on our list-serv and our program blog, http://www.sandallbuddies.blogspot.com.

Buddies Class of 2011-2012

My name is Joletta Belton. I am a first year/first semester MLIS student at San Jose State University. I obtained my BA in Psychology from Oakland University (Michigan) in ‘98 and did a year of a Psychobiology/Neuroscience Ph.D program at Ohio State before moving to California to pursue my dream of becoming a firefighter. I am currently a firefighter paramedic for Orange County Fire Authority and love my job but an injury and surgery have led me to reassess my career path. Because I love research, I decided to go back to grad school in LIS and I am currently trying to figure out which way I want to take my degree! I have always loved learning new things; seeking, finding, synthesizing, and organizing information; I am passionate about research and have always been interested in law (but never pursued) so I want to explore law librarianship and learn more about the profession.

I am a student member of ALA, SLA and ASIS&T. I enjoy being outdoors, camping, hiking, reading, writing, and hanging out with my boyfriend of 11 years, John, and our dachshund, Buster. I am looking forward to a potential mentor relationship and perhaps finding the path to a career I love as much as my current position!
Brittany Cronin is currently a business reference and instruction librarian at San Diego State University. She grew up in Denver, Colorado and moved to San Diego in July to start her career in librarianship. She has a bachelor's degree in political science from Middlebury College and received her J.D. from the University of California, Los Angeles in May 2009. After law school, she attended the University of Denver where she received her Masters of Library and Information Science. She loves the field of librarianship so far and especially likes that every day she gets to do something different, reference, instruction, blogging and more! She also enjoys the often amusing interactions she has with students being on a college campus. She would love to work as a law librarian and is excited to meet other law librarians in San Diego. She is enjoying being in southern California and likes to spend her free time playing soccer or hanging out at the dog beach with her two year old lab.

Susan Lee is currently attending SJSU to complete her MLIS. She is a graduate of UCI and majored in English and Film Studies. Susan also has a library tech certificate from Palomar College and a paralegal certificate from USD. She interned at UCI Main Library and volunteered at the San Diego Public Library. She is currently involved in ALA. She has some paralegal training and want to work in a special library. Her goal is to learn, make contacts and try to find a volunteer, internship or entry level position. For fun, she likes to read, write and volunteer with homeless animals.

Am Sukithphaiboon is a first year Master of Library and Information Science student at San Jose State University. She received her B.A in Anthropology and Social Science, and certificates in Global Studies and Law and Policy from the University of California, Irvine. Currently, Am is interning at Iacoboni library where she assists the Community Library Manager in special projects specifically planning and implementing children story time and craft corner. In the past, Am has worked as a physical processing assistant at UCI’s Ayala Science library and volunteered at Clifton M. Brackensiek, a Los Angeles County Library. Am is looking to learn more about law librarianship since most of her experience has been in academic and public libraries. She is interested in foreign and international law, but is very open to other areas of law librarianship. Am enjoys traveling, photography, and good food. Her favorite travel destination is Thailand because she enjoys the carefree environment/ friendly people, spicy food, and photographing temples.

Betsy Chessler is Sr. Associate Librarian for Morrison & Foerster, LLP, a large international law firm. Prior to moving to San Diego, she worked as a librarian in Seattle at Perkins Coie. She also worked as an Internet trainer at NorthWestNet (later Verio), and at the University of Washington libraries in Seattle and Bothell, Washington. She worked as a paralegal for several years before being inspired to go to library school by her firm's law librarian. She has a B.A. and M.L.S. from the University of Washington, and a paralegal certificate. She loves being a librarian and wants to be one when she retires. She appreciates that each work day is a new box of chocolates as she never knows what questions she will be asked to research. She also really enjoys collaborating with other librarians and is very excited to share and learn as part of the SANDALL Buddies program. She is currently Past President of SANDALL, following one term as President and two terms as VP, and was previously active in LLOPS (Law Librarians of Puget Sound), in Seattle.
Ruth Levor is the Associate Director and Head of Public Services at the University of San Diego Legal Research Center, where she has worked for the past 19(!) years. Before realizing her dream of moving to sunny southern California, she was circulation librarian and then government documents librarian at University of Cincinnati Law Library. She even practiced law for a couple of years in Cincinnati before leaving the dark side for librarianship. Her undergraduate and law degrees are from the University of Cincinnati, and her library degree is from the University of Kentucky. She feels that working as a librarian is a unique privilege that allows her to enjoy all the fun of the academic and legal worlds with little of the adversarial pressure that lawyers and professors have to contend with. For even more fun than her job, she enjoys playing with her two dogs and three cats, knitting, drawing, travelling, and attending classes and lectures about whatever interests her at the moment.

Michele Lucero has over 17 years of experience and comes to the LAC Group from the LA Law Library based in Los Angeles where she was Director of Communications responsible for the development and growth of the recognition of the organization. Prior to this she was with West, a Thomson Reuters business in Los Angeles, where she managed Librarian Relations in Southern California, Arizona, Nevada, Hawaii, Colorado, Iowa, and Nebraska. From November 2009 to present, Michele has worked closely with the University North Texas – California State University Northridge MLS Program as local coordinator working with faculty, students and organizing professional development opportunities. Michele has worked in the private sector with Mayer, Brown, Rowe & Maw LLP in Houston, where she was the Legal Information Manager, Weil, Gotshal & Manges LLP in Houston and Lionel Sawyer & Collins in Las Vegas. Prior to joining the firm environment, Michele worked at the Las Vegas-Clark County Library District for almost 10 years.

She earned her undergraduate degree in Management and International Business from the University of Nevada, Las Vegas. Michele earned her M.L.S. degree in Legal Informatics from the University of North Texas in 2004 and her M.B.A. in Strategic Management from the University of North Texas in 2008. She completed the Certificate in Dispute Resolution from the Straus Institute at Pepperdine University in 2011. She is currently pursuing her Doctorate of Education in Organizational Leadership from Pepperdine University and a Master of Dispute Resolution from the Straus Institute at Pepperdine University with intent to complete December 2012.

Michele is actively involved in many professional associations holding offices and serving on committees in the library, legal and education fields. She is involved with the American Association of Law Libraries, Houston Area Law Libraries, Southern California Association of Law Libraries (SCALL), Western Pacific chapter, Private Law Libraries, San Diego Area Law Libraries, Arizona Association of Law Libraries, Special Libraries Association, California Academic and Research Libraries Association, and the American Library Association. Michele is also involved with the Los Angeles County Bar Association, Public Relations Society of America, Mediators Beyond Borders, and the Society of Educators. She has many notable publications and presented at many conferences.

Shannon Malcolm is a senior research librarian for Qualcomm, Inc. (an international company focused on semiconductors and telecommunications). Before Qualcomm he worked for Greenberg Traurig (a full-service, international law firm) and Bass, Berry, & Sims (a regional law firm in Tennessee specializing in antitrust and healthcare law). Before entering the private sector he served on the faculty of the University of Illinois teaching specialized research classes to graduate students in the college of law and the school of library and information science. He has passed the Tennessee bar and earned degrees from the University of Georgia (A.B), Indiana University—Bloomingston (J.D.), and the University of Washington (M.L.I.S.). A native Atlantan, Shannon was also an avionics technician for the U.S. Navy, serving during the Kosovo Campaign. When not wrangling with patents and litigation, he likes working out, being entertained by his cats, and driving his BMW K1200R in the desert faster than he probably should.

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Anna Russell is the electronic resources librarian at the University of San Diego’s Pardee Legal Research Center. She is very bummed that she has missed the SANDALL Buddies kick-off meeting. She will be thinking about the tasty frozen yogurt while helping patrons with reference questions at her library on Saturday. Prior to working as a legal librarian, she has held a number of government jobs and internships. She was a naval officer, transitioning into an intelligence officer and finally leading to true, dedicated information work by moving into librarianship. Her MLIS is from San Jose State University and her JD is from the University of San Diego. She has been a librarian for a little less than one year. Starting any new career is hard, but she knows she is in the right career field because she doesn’t mind the learning curve of the new job and looks forward each day to coming into work. She is interested in taking part in the SANDALL Buddies program to be a possible source of information like many librarians were to her when she first started thinking about possible library jobs. She is convinced that you won’t find a nicer, spunkier, more interesting group of people than a group of librarians.

SANDALL Upcoming Events:

**Sandall Holiday Party**
Wednesday, December 7, 5:30-8:30 p.m.
Top of the Park Penthouse (7th Floor)
Inn at the Park
525 Spruce Street (between 5th & 6th Avenues), San Diego, 92103
Cost:  Sandall, SCALL & NOCALL members $25, Non-Members & Guests $30
Special thanks to CEB for their generous financial support of this event.
Event details, menu information and registration form are available at [http://www.aallnet.org/chapter/sandall/](http://www.aallnet.org/chapter/sandall/).

**January Brown Bag**
Wednesday, January 11, noon-1 p.m.
USD Legal Research Center, 5998 Alcala Park, San Diego, 92110
Alma Ortega, Assistant Professor and Reference Librarian, USD Copley Library
Topic:  Cloud Computing and Useful Tools (Dropbox, Prezi, GoogleDocs
Cost: Free; please RSVP to Brent Bernau by Jan. 10 at bbernau@sandiego.edu

**All-California Institute**
Friday & Saturday, March 9-10, 2012
Joint Institute sponsored by SANDALL/NOCALL/SCALL
Crown Plaza Hotel, 2270 Hotel Circle North, Mission Valley, 92108
Save the Date! Details to be announced.
Zoo Librarianship: A Whole Different Animal

by Betsy Chessler, Morrison & Foerster LLP

Speaker: Talitha Matlin, MLIS, Associate Director - Library Services, San Diego Zoo Global

SANDALL Brownbag at Morrison & Foerster, September 21, 2011

On September 21, 2011, we were delighted to hear about the work of a rare form of special librarian - the zoo librarian. Zoobrarians are few and far between. San Diego Zoo's staff of two librarians, plus a half time research assistant, is the largest such staff on the West Coast. Talitha works right near the San Diego Zoo Safari Park (us old timers know it as the "Wild Animal Park"), at the San Diego Zoo Institute for Conservation Research in Escondido.

While the San Diego Zoo and Safari Park are local, her patrons are spread out across North America and the world, wherever San Diego Zoo Global research is done. Research projects include the study of the most endangered frog in the world, a continuing study of condors in Mexico and California, and research concerning birds in Hawaii, to name just a few projects.

Talitha manages the second largest zoo library in the world. Their zoo collection includes a lot of "grey" literature, mostly in the form of unpublished husbandry manuals, and an archival collection that includes a Wagner snake stuffer. This old tubular device was used to force-feed dead rats to boas many years ago, before that was considered a bad thing to do. The archives will be used extensively when the zoo's centennial is celebrated in 2016. The collection also includes a large collection of stud books. Some of these are online at http://library.sandiegozoo.org/studbook.htm in case you get a hankering to review the breeding genealogy of say, buffalo.

The San Diego zoo is also one of the few zoos with an external library Web site (http://library.sandiegozoo.org). For anyone doing zoological research, including kids doing reports on exotic animals, this is the place to go. There are a lot of vetted links and the site is super easy to read on mobile phones (a good thing if you need to look something up on the

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gnu while you’re at the zoo). The zoo Web site has great fact sheets (http://library.sandiegozoo.org/factsheet.htm) on different animals at the zoo. The keepers refer to these fact sheets for the bibliographies, and the volunteers read the whole thing to learn more about the animals they’ve been assigned to. These fact sheets are written and updated by the library’s half time research assistant, who is both a science writer and paleontologist. Talitha also produces a weekly newsletter: Latest Zoo & Conservation News that anyone can view and sign up for (http://library.sandiegozoo.org/news/zcn.html).

What’s a typical day in the life of a zoobrarian? Well, in addition to cataloging, Web updates, processing archives, paying bills, etc., there are research questions on how to best perform a root canal on elephants, and last year, a cheetah was brought to the office. Now, that’s cool!

Talitha’s entire slide presentation can be viewed at: http://www.aallnet.org/chapter/sandall/sandiegozoolibrarian.pdf

AALL2go Pick of the Month

AALL’s Continuing Professional Education Committee presents the AALL2go pick of the month: Teaching and Using Legal Classics: Black Letter Law and the Google Generation.

This hour-long audio file recorded at the 2007 Northeast Regional Law Libraries Meeting in Toronto features two speakers who are actively involved in teaching legal research. Both speakers try to give the audience a sense of how law students may expect to obtain easy answers to legal issues because they are used to finding "the answer" using Google and other technology, yet the black letter law may be more difficult to find...if it even exists.

Shelley W. Obal, a research partner at Toronto law firm Osler, Hoskin & Harcourt LLP, focuses on legal research using expert resources in a law firm setting and tells her law students and new attorneys to begin research with secondary sources before moving online for primary sources.

Next Alison Harvison Young, judge on the Superior Court of Justice of Ontario and former law dean at Queen’s University, uses her experiences in academia and on the bench to provide examples of real world research skills in practice, both good and bad. She also briefly describes the civil law versus common law systems and how the research methods in each system may be a bit different.

The remainder of the program contains a question and answer session hosted by moderator John Sadler from the University of Western Ontario law library.

Find this and more than 80 other free continuing education programs and webinars for AALL members on AALL2go!
Member Profile:

Jane Larrington

Reference Librarian at the
University of San Diego Legal
Research Center

SANDALL President

Where were you born? Where did you go to school?
I was born in the Los Angeles area but I grew up in Tucson, AZ. Trading the desert for cows, colleges, and contentment, I went to Carleton College in Northfield, MN and then University of Michigan Law School in Ann Arbor, MI. After a stint in D.C., I wound up back in Tucson where I eventually enrolled at the University of Arizona School of Information Resources and Library Science (SIRLS) in Tucson, AZ.

By the way, a couple of other SANDALL members are also alumnae of SIRLS and the Law Library Fellows Program at the U of A’s law library: Heather Phillips and Brandon Baker.

What brought you to San Diego?
My first job after library school was as a Reference Librarian at the Thomas Jefferson School of Law library, and really, who wouldn’t want to live in San Diego?

Why did you choose to become a law librarian?
When I look back, I can’t believe it took me so long to arrive at librarianship! I worked in tech services during college and spent one summer attaching and wanding barcodes for the entire collection of bound periodicals. During law school, I was a research assistant for two professors and worked on two journals, so I essentially lived in the library. Research for one professor took me to the medical, graduate, and undergraduate libraries as well. I definitely got a charge every time I located some obscure quote or source, so the seeds were already sewn for a career as a reference librarian.

My “aha moment” came later though, about 5 years after law school. I’d been a staff attorney working on policy and education related to violence against Native American women. Despite my passion for the work, I’d burned out. I didn’t want to start a traditional law career either, so I reached out and talked to as many J.D.s as I could find working in non-traditional legal careers. When I talked to an academic law librarian, it all came together.

Last book you read:
Cutting for Stone by Abraham Verghese.

Where would we find you on a Saturday?
Home with Axel and our two dogs, working in the yard or on one of the many, many home improvement projects in various stages of completion.

Favorite URL:
I have to confess, my homepage is http://www.google.com/ig.

Favorite quote:
“She is all that I have left, and music is her name” from Southern Cross by Crosby, Stills & Nash
Member Profile:

Chris Pickford

Cataloging Librarian at the
San Diego County Law Library

SANDALL Treasurer

Where were you born?  Where did you go to school?
Born in Phoenix, AZ
Attended elementary and middle school in California and Washington state
Attended high school in California and Illinois
Attended college in Georgia and California.

What brought you to San Diego?
Accepted the position with the County Law Library (previously I was in the Los Angeles region)

Why did you choose to become a law librarian?
It sort of chose me. I graduated from library school in 2006 and applied for several other cataloging positions at other
types of libraries. The Law Library had been seeking a cataloger for quite some time and they hired me almost right
away. So I guess I happened to be in the right place at the right time.

So the County Law Library is somewhat in flux with the new construction … what are some of the challenges
you are currently facing?
Construction is nearing completion and the biggest challenge now will be moving back into the renovated Main library.
We are also implementing a new service model in which all staff will be performing multiple duties. The old confining
barriers are being broken down and we are transforming ourselves into a learning organization.

What part of the new law library do you look forward to most?
The new technical services space (acquisitions and cataloging will now be together in the same location). However, the
new public space on the first floor will probably be the most awe inspiring.

Favorite magazine: Atlantic

Last book you read: Founding Brothers by Joseph Ellis

Where would we find you on a Saturday? Running errands, mountain biking, dining out

Favorite URL: www.hulu.com

Last vacation: In Thailand & Laos

Favorite quote: “A library is the best possible imitation, by human beings, of a divine mind, where the whole universe is
viewed and understood at the same time.” —Umberto Eco

Pets? I have ginger tabby named Parmenio
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@cwsl.edu

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

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Chris Pickford
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_______

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