

THE NEWS YOU CAN USE FOR
MINNESOTA LAW LIBRARY MEMBERS

reference desk MALL

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President's Corner

Transitions by Barb Minor

As I write this first official column as your president, we have moved past meteorological summer into fall. The rip-roaring state fair has folded its tents, and students are back in the care of educators everywhere. Law school 1Ls are confronting the reality of the course of study they have chosen, and “baby lawyers” who made it out alive are beginning to arrive on the doorsteps of firm librarians and corporate employers. It is truly autumn now—with the equinox on September 23—and change is in the air. If we had the opportunity to refresh our bodies and minds with pleasant summer activities and vacation time, getting back into routines has a comfortable appeal. I invite you to make the transition, too, from summer into **MALL**.

We are gearing up with organized activities this month, the first being the well-attended September 16 planning meeting for Downtowners. These monthly meetings offer an informal setting for socializing with your law library colleagues and generally focus on a single topic of current interest. They only require an hour of your time—over lunch—and both the attendee pool and the setting are fluid from month to month for a changing panorama of faces and places. If you have an area of concern or a question you'd like to bounce off of other MALL members, this is your forum. Contact Abby Willemsen or Sheri Brenden to get on the DT calendar or offer your space for a gathering.

In October you're invited to the fall meeting of the association—particulars to be announced. Your vice president, Todd Fenton, is the key planner, but any ideas or assistance you have to offer are appreciated. There is always room for one more on the Education Committee! During the holiday season we'll gather for a warm-hearted social evening, possibly with SLA as in the past. Looking ahead, 2015 is a year for the MALL Legal Research Institute, our exceptional learning opportunity for members and the community at large. If you like to teach smart people about legal information, this is your chance to participate. Todd and Sarah Mulligan will be looking for fresh faces and ideas for this multiweek CLE soiree.

There are numerous other behind-the-scenes opportunities for involvement in your professional association. All the committees have chairs, but they can't tackle every possibility by themselves. That's where you come in. Communications is a big part of the picture, with the web site, PR potential, publication projects, and awareness of developments in government relations issues, access to justice, and recruitment into our profession. Come on back to MALL this fall!

Fall is the season of change

By *Peggy Lahammer and Jennifer Doyle*

Welcome to the latest MALL edition. We hope you enjoy the new design and content. We welcome any feedback you may have on the changes, including the proposed new name “reference desk.” Please send your thoughts to peggy.lahammer@gpmlaw.com or jldoyle@rkmc.com.

For many of us this is a season for change—it's back to school time, time for planning and budgets, and a time for many changes in Twin City law firms.

This issue describes a lot of changes—games to engage lawyers, the changing charters for libraries, and changes in the practice of law librarianship altogether. The most difficult change, however, is the

loss of a beloved colleague. A tribute to our former colleague, Kelly Hess, appears on page 2 and includes details of her remarkable life. Please continue to keep her family, friends, and colleagues in your thoughts.

Change can be difficult, but it also can result in a productive reassessment of focus. Let's commit to use this season to embrace change for our personal and professional improvement.



**Editorial Team/
Committee:**
Jennifer Doyle
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Tribute

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Unsung: Kelly Hess

By: Suzy Frisch September 15, 2014

Kelly Hess hadn't worked long at Lindquist & Vennum before her talent as a librarian and leader shone through. She quickly rose through the ranks to become library manager at the age of 32, heading a staff of three and guiding the firm's knowledge management and legal research initiatives.

Hess still had so much she wanted to accomplish at work when she was diagnosed with breast cancer in 2012. Her death this summer at age 35 left the Lindquist & Vennum community reeling.

When Hess joined the firm in 2006 as a staff librarian, attorneys took notice of her legal research skills. With quiet confidence, she convinced the firm to transform from a traditional library to a data-base-driven research center, says library coworker Liz Scheibel.

"Kelly was a really kind person, but she also had the ability to be more of a strong leader than people would have guessed," Scheibel says. "She was great at convincing people and managed to get what she wanted by listening and understanding other people's point of view. It made them want to work with her."

Hess made a point of getting to know the firm's lawyers while also championing collaboration with the marketing department, says Peter Moyer, chief marketing officer. She also led a campaign to develop a competitive intelligence database that provides attorneys with detailed information about clients and prospects.

When chief information officer Suzette Allaire needed a new library manager in 2011, Hess was the natural choice. "Kelly had a lot of vision, and she was always so excited about every project. Her goal was to make sure information was available and accessible," Allaire says. "She was very intelligent, she knew how to solve a problem, and she was probably one of the kindest people you'd ever meet."

Hess continued to work during her two-year battle with cancer, fueled by a passion for her job. She is survived by her husband, Mike, and their young son, Brandon.



Gamification for Lawyers

Recap from ILTA 2014 Gamification Session (KM Track #KMPG5 #GamifyLaw)

by Milena Higgins, Director, Litigation Knowledge Management at Fish & Richardson,

In August, I had the privilege of organizing and moderating a Knowledge Management track session at the ILTA 2014 Imagine Conference in Nashville. The session was titled Gaming the Lawyers: Driving Adoption, Contribution, and Change. We had four experts on the panel:

- ◆ **Scott Reid**, Director of KM Innovation at Littler Mendelson and a former CKO at the US Army JAG Corps. Scott shared his experience motivating JAG lawyers to participate in their enterprise social network through gamification.
- ◆ **Pam Woldow**, Partner and General Counsel of global legal consulting firm Edge International. Pam works with law firm and law department clients who use gamification in their business and has written compelling posts on the benefits of gamification in the legal industry.
- ◆ **Raul Taveras**, Manager of IT Application Projects at Fish & Richardson. Raul is an avid Foursquare gamer and self-professed hashtag king. He shared his experience in gamifying Knowledge Management efforts at Fish.
- ◆ **Rubsun Ho**, Partner and co-founder of Cognition LLP. Cognition motivates lawyers to provide outstanding client value and service with a gamification process that earns them redeemable points.

Of course, the session included elements of game design. We had challenges for the audience and competition among the tables via points earned for a game trivia quiz and for asking questions of the panel. This is how we motivated our audience to be engaged and participate in the discussion. The result was a very lively, informative, and fun conference session with wonderful comments and questions from the audience.

My top three take-aways are:

1. Don't be fooled by the name
2. Expect resistance
3. Don't stop at implementation - iterate!

1. Don't be fooled by the name

Gamification is not just a game. Gamification can be defined as "using game theory to encourage user engagement." It is not about turning your site or application into a game. It's about motivating people to behave in a way that is aligned with your business goals. As such, gamification can be a great tool to help us solve business problems by getting users engaged and motivated to do the right thing.

Tip 1. Business goals and individual player goals need to be aligned (they cannot be divergent). Don't design something that motivates people to do things that are fun but that do not bring you closer to your business goals. Similarly, don't design something that is great at furthering the business goal but has nothing in it for the individual. Make sure your design covers both elements.

Tip 2. Remember the 4Rs:

1. *Reward* (points, if appropriate can be redeemable for gifts, billable credit, etc.)
2. *Recognition* (leaderboards)
3. *Reputation* (badges, levels)
4. *Return* (we want people to come back and repeat the behavior)

2. Expect resistance

If you think lawyers are not going to be interested, you're partly right. You'll hear a lot of push back and comments like "We're lawyers, we don't do games." But just watch those same lawyers during the Final Four. When March Madness rolls around IT has to warn them not to bring the network down.

Tip 3: Avoid using the word "game" and making things look too much like a game. You want your design to remain professional and appropriate for your work place.

Tip 4: Have a champion to get things started. Lawyers are sheep. They're conservative by nature, but once they see their peers participating they join the herd.

3. Don't stop at implementation - iterate!

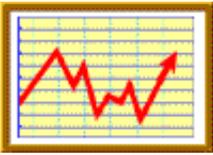
Gamification needs to be an iterative process. Start something, but don't stop there. Pay attention to how things evolve and be willing to change the rules to continue to make things challenging, fun, and rewarding for people. If you don't, people will get bored.

An example of gamification we are all familiar with is the frequent flyer program. You earn points for miles flown. You earn elite status after you reach so many miles. You get more benefits with each increasing status. After years in existence, at least two airlines are now changing the rules. They realized that people were buying cheap flights to far away places, and flying there just to earn the miles, not really to visit the place. (I was as shocked as you to learn this.) Airlines realized that this behavior was not helping them stay profitable, so they changed the rules. Now instead of pure miles, your level is also based on the amount of money you spend with them. Just like the frequent flyer programs have changed to avoid "mileage runners" we need to be willing to adapt our gamification efforts to keep up with our audience.

Tip 5: Think about your time box. If you have an overall leaderboard, consider adding or changing to a weekly or a monthly one.

Tip 6: Throttle. Limit the amount of points someone earns with an activity that provides little business value. This prevents people from easily gaming the system and keeps things more fair for other users.

Gamification may not be the silver bullet, but it is another tool in your tool belt. When used wisely, it can help you reach your business goals and make your users more engaged. It might even make work more fun! For many more pointers, in-depth discussion, and advanced gamification suggestions, you can access the audio recording from the ILTA session [here](#).



Library Budgets in Transition

Scott Raver, Manager of Strategic Intelligence at Gray Plant Mooty

It is a cliché: Law libraries are being asked to do more with less. In talking to librarians, reviewing the literature, and thinking back over the many, many discussions I've had about the funds we spend on library services and resources, it is difficult to avoid that simple truth. Costs of staff and resources increase, services provided expand, and the funds available to us do not keep pace. If you can find an article, anecdote, blog post, or tweet that does not reinforce this premise, I'd love to see it.

I do not mean this as a plea for pity, or, heaven forbid, a larger budget. The plight of the law firm library simply mirrors that of the larger law firm. Lawyers and law firms are being squeezed by clients that demand lower prices, greater efficiency, and better service. Clients expect their attorneys to intimately understand their business, display technological savvy, and institute sophisticated business practices (e.g., project management or knowledge management). Law firm revenues from existing clients have flattened, and as a result business development skills, knowledge, and effort have become increasingly important. Lawyers and law firms have necessarily shifted resources and expertise to meet client and market demands. Law firm libraries are being similarly tasked, and librarians have been forced to stretch and pull library budgets like taffy to cover novel services and roles while, of course, not being provided with any additional taffy.

It is also true that, for most libraries, the low-hanging fruit has already been plucked.

Resources with relatively low usage and high prices have already been eliminated, especially those in print. Few libraries are maintaining contracts with both major online legal research providers, having negotiated more favorable contracts with a single provider. Especially now, librarians are working harder to identify cuts to offset rising needs.

Below I discuss two broad trends that are having a major impact on library budgets and some of the ways that librarians might stretch the budget while providing more, and better, service and access to resources.

Evolving and Expanding Services

While revenues and law library budgets have flattened, libraries are being asked to provide significant new services in several areas. These costs make up a significant portion of a library's budget and can be expected to increase.

Competitive and/or business intelligence (CI/BI) is a well-established, substantial portion of most law firm library services. Many libraries now have at least one dedicated staff member who is an expert in CI/BI. A substantial investment in resources may be required to support these services, including a news aggregator such as Lexis Publisher or Manzama, a docket service such as Courtlink or WestDockets, and/or legal news providers such as Law360.

Knowledge management is another area of recent but well-established growth for libraries. Products such as WestKM and Lexis Search Advantage routinely appear in library budgets. Li-

brarians often lead or participate in firm KM efforts and may be asked to help build document collections, intranet applications, and extranet sites. In our library at Gray Plant Mooty, we have had a web developer as part of the team for several years. Although we may be somewhat of an outlier, the ability to have a technical expert within the department of content experts

makes perfect sense and may become a growing trend as law firms continue to strive for technological efficiencies via KM practices.

Project management is a growing part of law firm practice and culture. More and more firms employ project management experts, and some firms are locating project managers under an information services umbrella. Librarians may be asked to contribute project management expertise and resources for the firm, regardless of whether a project manager is in place.

Pricing professionals are also making significant inroads at law firms. Most larger firms now have pricing personnel in place. Some may be part of KM, project management, or other broader departments that include library services.

All of these new areas require personnel, supporting

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Library Budgets in Transition

Scott Raver, Manager of Strategic Intelligence at Gray Plant Mooty

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resources, and expertise, and therefore a substantial investment reflected in the budget.

The Downward Spiral of Cost Recovery

Firms' rates of recovery for legal research costs have been trending downward for years. Fewer and fewer clients are willing to pay directly for research costs, and fewer attorneys are able to bill them for it, or are willing to, in part because of a commitment to improving client service and relations. According to the most recent ALM Law Librarian Survey, the vast majority of firms recover less than 60 percent of their charges. Many recover far less.

Reduced recovery means smaller credits to offset costs in library budgets. At some point down the ladder of cost recovery, firms will consider doing away with cost recovery for legal research altogether.

One reason why firms might (or probably should) strongly consider this is simple fairness. If only a few of your clients are paying legal research costs, that means some clients are, essentially, subsidizing research for your clients unwilling to pay (or for clients that researchers are unwilling to charge). The lower the rate of recovery, the more likely it is that contributions to those collections are concentrated amongst a narrow band of clients. That is unfair.

Adding to the inequity,

most firms only charge back for their primary legal research provider. If users choose a flat-rate resource like Intelliconnect or Practical Law, firms will not attempt to collect for use.

It is a trend, though hardly a galloping one, for law firms to cease direct collection and treat all legal research costs as overhead. This is more fair, but, even with the limited amount firms are currently able to recover, it represents a massive bump to library budgets. The legal research costs recovered offset a large portion of the primary legal research provider's cost. To do away with recovery altogether adds many thousands to an already stretched budget.

A critical question for librarians is how best to frame this issue when discussing it with firm leadership. Will doing away with recovery promote more and better use of the resources? How much does cost recovery cost in terms of administrative expense? Is it possible for the firm to raise billing rates as an offset? Will the cost of absorbing those costs be justified by clients who no longer feel squeezed by legal research bills? Firm librarians are ideally situated to ask and help answer those questions, as firms map out a strategy in the new world of plummeting cost recovery.

Shifting and Stretching Resources

With new demands and relatively flat budgets, here are a few tasks that librarians might uti-

lize to help determine what to add, what to keep, and what to eliminate from their budgets.

Most of what I discuss below boils down to this: Know your patrons. This may seem self-evident, but it's extraordinarily difficult and requires tremendous diligence. As George Orwell said, "To see what is in front of one's nose needs a constant struggle."

Embed

More and more law firm librarians are embedded within practice groups (formally, or informally as liaisons) in order to understand more directly what attorneys need from their resources. We are experts at managing resources and performing legal research but do not practice law and may not grasp all of the most critical information needs of attorneys. For example, practice group meetings that I've attended routinely demonstrate the importance of having current, relevant information about your client's business and industry as a means of fostering a strong business relationship. Without exposure to those meetings, I may not have understood the powerful need to invest in resources that facilitate delivery of that knowledge, while cutting or curtailing other resources.

Track

We can now monitor usage of online products through applications like Onelog, and I believe that more of us regularly request detailed usage from vendors (which most vendors will provide, but sometimes only if asked). It is now easier to identify online re-

Library Budgets in Transition

Scott Raver, Manager of Strategic Intelligence at Gray Plant Mooty

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sources that are being underutilized.

Interview

When renewals come up, pigeonhole key users and interview them about their usage. Their feedback will inform whether the product is renewed, but also may provide insight about how products are used and which are most critical to practice groups. As an added bonus, feedback about technical issues, poor service, or mediocre usage may provide leverage when negotiating a renewal, resulting in a lower contract price.

Prioritize

Consider the current depth and quality of collections by practice group or subject area. Sort your collection by practice area and try to determine whether the group is over-, under-, or appropriately outfitted with resources.

You might also consider the relative growth or success of the group when determining whether their resources might be cut (or should be expanded).

Reduce Services

Consider eliminating not only resources but services. For example, document retrieval and other simple reference tasks might be more efficiently performed by administrative assistants or other staff. An emphasis on training certain staff members to perform those sorts of tasks may allow library staff to provide more sophisticated services, such as CI/BI research.

Formalize and Assess

Create a formal budget statement for the library that incorporates firm strategic goals and service standards, and use that statement as a means to assess both individual resources and

the collection more holistically. Does the way that we spend our library funds support the firm's competitive and service goals? Use the information you've gleaned from practice group meetings, usage statistics, firm data, and attorney interviews to inform your answer. As an example (very, very broadly), will keeping the *Code of Federal Regulations* in print improve our competitive position or increase the effectiveness of our advocacy? Would another resource be more effective and/or efficient or broadly utilized? Is there a resource that would better directly support client matters? Or that would better support a practice group that is growing and lacking in resources?

Asking those sorts of questions may offer a compelling justification and rebuttal to those resisting rational changes to your budget. I wish you the best of luck this budget season.



The Good, the Bad, and the Ugly: AALL 2015

By Pauline Afuso, Washington County Librarian

I must confess that originally I was not planning to attend AALL this summer because I wasn't on any committees, and funding for all professional development was cut from this year's budget. However, at the last minute, I was assigned to a committee and then was asked to run for an office for an SIS. Understandably, I felt that I had to attend this year's conference, and I was able to because of the generous grant from MALL.

As predicted, San Antonio weather was hot, the convention center was freezing, and the carpet was still ugly. Nonetheless, for this attendee, the AALL conference this summer was also very productive, and I am very grateful to MALL for the chance to attend this year's meeting.

Advocacy is for everyone!

The best session I attended was titled, "Advocacy for Everyone: Get that Finding, Get that Program Rolling, and Get that Bill Passed." This session had a moderator and three panelists who represented three different perspectives—a lobbyist, a judge, and county law library director. All three were excellent, and when it came down to it, all three had the same message: Advocacy is the art and science of getting someone else to do what you want them to do.

The session was in two parts. The first part was a question-and-answer session for the panelists, where moderator Janine Liebert directed questions to panelists Emily Feltren, director of the AALL Government Relations Office, Honorable Lora Livingston, Travis County Courthouse, 261st Civil District Court, and Sandra Levin, director of the LA Law Library. The second part of the session was a hands-on exercise that allowed the audience to take in some of the recommendations from the question-and-answer

session in order to practice writing an effective pitch to advocate an idea or request. Here are some key suggestions for successful advocacy shared by the panelists:

Advocacy occurs everywhere—in your professional, social, and personal life.

Each panelist had a slightly different spin on what advocacy meant to her, but the main message was that we advocate all the time—in court trying to convince a judge to rule in our favor, or in meetings, or with colleagues. Advocacy occurs in social situations if you happen to mention where you work and what you do at a party or post a picture or note on Facebook. Advocacy also occurs in your private life, too, because advocacy is working to persuade someone else to believe in the same goal as you. This advice leads nicely to their second point, which is:

Don't just advocate when you are holding your hand out.

Sandra Levin served as mayor and councilmember of Culver City, California, before becoming the director of the LA Law Library, and she also served as the library's general counsel for two years, so she has experience from both ends of the advocacy spectrum. What she remembers from her days as a councilmember is sometimes seeing certain people only when they wanted more money or resources. It got to the point that when these individuals showed up for meetings, everyone always asked, "OK, I wonder what they are going to ask for *this* time." Her recommendation: Talk about the library and its services even when you do not need anything special. Your audience is going to be more receptive to you if they are not mentally cringing because they know you are only there with your hand out.

Similarly, don't just focus on the decision-makers. You are not the only per-

NEW MALL MEMBERS



Ann Koch Baland
Schwegman, Lundberg &
Woessner

Nick Farris
St. Thomas University

Wendy Fossum
Lindquist & Venum

Ryan Greenwood
University of Minnesota

Shaun Jamison
Concord Law School

Stefanie Hollmichel
St. Thomas University

Kristyn Johnson
University of Minnesota

Kurt Meyer
University of Minnesota



NEW MALL MEMBERS BIOS

(Cont'd from 6)

Stefanie Hollmichel

Circulation Assistant
Schoenecker Law Library
University of St. Thomas
B.A. and M.A. in English literature from California State University, Northridge. Master's of Library and Information Science with a concentration in digital libraries from Drexel University.

Currently working in circulation at UST law and responsible for staffing the library's circulation desk and processing interlibrary loan and reserve requests. Also works on nonlegal research projects and assists with website upkeep and other technology-related projects and issues.

Shaun G. Jamison

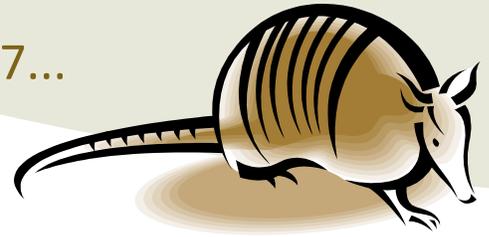
Librarian & Professor of Law
Concord Law School of Kaplan Univ.
Dr. Shaun Jamison is Concord's librarian. He assists students and faculty with reference questions and is the topic leader for Electronic Legal Research and Future of Law Practice. He also coordinates the design and implementation of electives at Concord Law School.

Dr. Jamison formerly worked for Thomson-West, starting as a reference attorney and eventually managing inside account managers and Westlaw telephone trainers. Prior to joining Thomson-West, Dr. Jamison was a solo practitioner. Dr. Jamison earned the Distinguished Toastmaster (DTM) award and enjoys presenting at CLEs. He has served on numerous committees including Kaplan University's Institutional Review Board (IRB). At the Minnesota State Bar Association he served as the chair of the Practice Management Section as well as co-chair for focus groups for the 2011 Self-Audit for Gender Equity and Diversity (SAGE). In addition to being a fan of his daughters' sports of swimming and volleyball, he regularly competes in triathlons and in 2013 completed Ironman Wisconsin.

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son who can talk to a judge, councilmember, board member, or whoever is the target of your advocacy. Be generous and talk about the library programs and services to staff people or the public. News about your impressive statistics or successful programs will carry more weight with your decision-maker if someone else shares that information. Endorsement and praise means more when it comes from a source other than you.

Let your audience know what is in it for them.

Judge Livingston pointed out that one way to sell an idea is to let the other person know "what is in it for them." She stressed that it is not necessarily a *quid pro quo* situation, but rather, it is her suggestion that you should make clear why what you want to do is relevant to the decision-maker. While it might be clear to you why you care about this issue, the trick is making your audience care. Are you saving *them* time, broadening services to *their* constituents, generating *more* revenue, etc.? One panelist pointed out that if the program is successful, your supporter can take on some ownership of the success. Win-win for everyone.

Anticipate the questions you'll be asked and be prepared with answers

Here, you will have to put yourself in the shoes of your audience. What kind of questions will be asked? Do you need statistics to back up your claims? Do you have a timeline that shows when the project will start and finish? Will there be updates during the project that will show how the money or resources are being spent? Will there be a report at the end to show how the project went and whether it was successful? What is your budget, and do you have a contingency plan in case you are over (or under)? And the most important question of all, what do you want this person to do?

Attorneys learn that they should not ask a question in court unless they know for sure what the answer will be. Similarly, do not meet with someone and ask for funding unless you can explain in great detail what you are going to be doing with that money and how you will know if you have spent it wisely.

Judge Livingston commented that one of the most frustrating aspects of her job occurs when she has parties before her in court, and they have not clearly stated in their motions what they want her to do. Don't let that problem happen to you when you are asking for help. Be specific and state what you want, how you are going to spend this money, how you are going to measure the success of the project, and how their financial help will be the best investment of their career.

In times of scarce resources, you can still advocate, but it just might take a little longer to see the results.

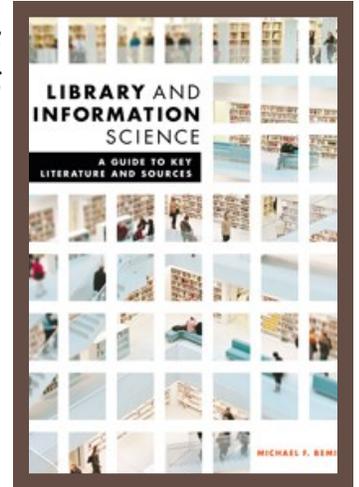
Although times are lean right now, all the panelists encourage you to keep trying. Emily Feltren pointed out that maybe someone is extra busy right now, but next week, they might have time to listen to your proposal. Sandra Levin stressed that it is possible to get financial support, but it will take more time. You will have to develop relationships, take time to demonstrate the value of the library, and perhaps tie your success with a larger, overall goal your audience has invested in. Don't be discouraged!

The second half of the session had members of the audience put together a persuasive "elevator pitch." The pitch is a succinct and persuasive statement delivered to tell your audience who you are, what you do, and what you want, all within a very short time frame, usually

GOOD READS

Library and Information Science: A Guide to Key Literature and Sources by Mike Bemis, MLIS

Released in March of this year, this publication has an entire chapter describing information sources that reflect the intersection of law and librarianship, such as copyright, privacy/confidentiality, legal research, legal reference work, and more. Full details, including a complete table of contents, may be found on the website of ALA Editions, the publisher, at: <http://www.alastore.ala.org/detail.aspx?ID=4033>



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lasting two minutes or less. The audience members used a template provided by the moderator and the suggestions made by the speakers. After making the brief pitch, the panelists made constructive comments.

The template itself consisted of two parts. The first focused on planning and asked the following questions:

- What is the problem you want to solve?
- What is your solution?
- Who is your target audience?

The second half of the form gave structure to the pitch. It had the following four sections:

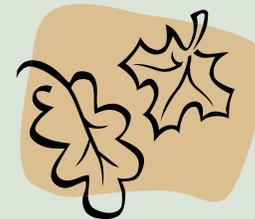
- Opener: Introduce yourself and grab the listener's attention with a short fact or sentence.
- Explain the problem: Why should your audience care?
- Explain your solution.
- Present your "ask": Provide a one-sentence action in the form of a yes-or-no question.

This session was extremely effective. The questions that the moderator asked really honed in on some important points of advocacy in general. The questions for specific panelists were thoughtful and elicited from each speaker practical suggestions for becoming a better advocate. The suggestions were reinforced by a short exercise; meanwhile, the moderator kept people interested and on task. (Side bar: This divided presentation format seemed to be the trend at AALL this year, and I went to another presentation that was not as successful as this session. The presentation was very rushed and the exercise to reinforce the presentation was too complex and time-consuming. It seemed to me that the audience's attention waned, and many groups just went through the motions rather than actually working on understanding the new techniques.)

I also attended the screening of the documentary film, *Terms and Conditions May Apply*, hosted by the Government Relations Committee. It was a disturbing look at what kind of deep information that corporations and the government can pick up once you have agreed to their terms. The growing invasion of privacy was shocking, and in spite of the news stories and longer and more cryptic terms and conditions agreements, everyone continues to click through without reading the agreement. What really hit me is that the examples that were shown in the film were recent stories I had already heard about on the news, or from radio programs. I'd recommend renting this film from Netflix or Amazon Prime, but then you would probably have to agree to some set of terms in order to view it...

I tend to enjoy the conference for mixture of the sessions, the networking, and the hobnobbing with old friends. This year was no exception. In conclusion I do want to thank MALL again for the generous grant to attend this year's conference. MALL has always been very supportive, and if you need financial assistance to attend a conference (AALL, or another conference related to law librarianship), I strongly encourage you to apply for a grant next year.

CLE CORNER



Attorney Ethics

Description: Presented by Dan Kufus & Edward F. Kautzer, Ruvelson and Kautzer, Ltd. (St. Paul)

Cost: Free

Date/Time/Location: December 9, 2014, 8:00 a.m.-9:00 a.m., Dakota County Western Service Center, Apple Valley

Credits: Application will be made for 1 ethics CLE credit

Source: Dakota County Law Library

DANCO: Understanding the Process

Description: Presented by Stacy St. George and Jennifer Bovitz, Dakota County attorneys

Cost: Free

Date/Time/Location: November 20, 2014, 12:00 p.m.-1:00 p.m., Jury Assembly Room, Judicial Center, Hastings

Credits: Application will be made for 1 standard CLE credit

Source: Dakota County Law Library

Elder Abuse in Minnesota: Detection and Prosecution

Description: Presented by Presenter Tara Patet, Esq., senior prosecutor, Office of the St. Paul City Attorney (St. Paul)

Cost: Free

Date/Time/Location: October 14, 2014, 8:00 a.m.-9:00 a.m., Dakota County Western Service Center, Apple Valley

Credits: Application will be made for 1 standard CLE credit

Source: Dakota County Law Library

Power of Attorney Revisited

Description: Presented by Laura Orr, attorney at law, Southern Minnesota Regional Legal Services

Cost: Free

Date/Time/Location: October 16, 2014, 12:00 p.m.-1:00 p.m., Jury Assembly Room, Judicial Center, Hastings

Credits: Application will be made for 1 standard credit

Source: Dakota County Law Library

Update on the U.S. Supreme Court: Civil Cases

Description: Presented by Marie Falinger, Esq., professor, Hamline University School of Law

Cost: Free

Date/Time/Location: December 18, 2014, 12:00 p.m.-1:00 p.m., Jury Assembly Room, Judicial Center, Hastings

Credits: Application will be made for 1 standard credit

Source: Dakota County Law Library



Conference Calendar

21st Century Resource Sharing: Which Inter-Library Loan Standard Should I Use?

Link: http://www.niso.org/news/events/2014/webinars/21st_century/

Description: This webinar will explore interlibrary loan (ILL) standards, discuss their differences and potential overlaps, and how interlibrary loan standards are currently in use for both traditional and e-resources, often without the users even being aware of them.

Cost: Free

Date/Time/Location: October 15, 2014, 12:00 p.m.-1:30 p.m., 15 Andersen Library, Conference Room, West Bank Area, Minneapolis Campus, University of Minnesota–Twin Cities

Moving from Impossible to Manageable: Helping Students Manage and Focus Research Topics

Link: <http://www.ala.org/acrl/focusresearchtopics>

Description: This webcast will provide tips and strategies to librarians about collaborating with academic faculty to offer meaningful instruction addressing the skills students need to use when they go about defining, modifying, and planning an “information need” at the beginning of the research process. It will also offer the results of a study that links student success to more enhanced instruction in the earliest stages of the research process and also provide resources and teaching strategies for guiding students in selecting and managing research topics.

Cost: ACRL member: \$50; ALA member: \$75; Nonmember: \$90; Student: \$40; Group: \$295

Date/Time: October 22, 2014, 1:00-2:30 p.m. CDT

Creating Holistic User Experiences

Link: <http://www.ala.org/alcts/confevents/upcoming/webinar/102914>

Description: This webinar will introduce you to the value of approaching the design of your services and systems from a user-centered approach and how you can apply observation methods to learn about your users and apply insights.

Cost: ALCTS member: \$43; Nonmember: \$59; International: \$43; Member group: \$99; Nonmember group: \$129

Date/Time: October 29, 2014, 1:00 p.m.-2:00 p.m. CDT

CI Essentials: Starting From Scratch

Link: <http://www.aallnet.org/hc/Calendar/Events/CI-Essentials.html>

Description: This webinar will provide an analysis of the steps to take and the kinds of resources you’ll need to start, maintain, and grow a competitive intelligence program in a law firm. Presenters will explain the types of information needed to undertake such a project, as well as offer suggestions for introducing and developing programs in varying law firm cultures.

Cost: AALL member: \$30; Nonmember: \$60; Site registration: \$150

Date/Time: October 30, 11:00 a.m.-12:00 p.m. CDT

Privacy in the Law Library—What You Don’t Know CAN Hurt You

Link: <http://www.aallnet.org/hc/Calendar/Events/Privacy-in-the-Law-Library.html>

Description: This webinar will provide an introduction to privacy laws impacting libraries, including American Library Association guidance. The process and results of the audit performed by one academic law library will be shared, along with resources for establishing a library privacy policy.

Cost: AALL member: \$30; Nonmember: \$60; Site registration: \$150

Date/Time: November 6, 2014, 11:00 a.m.-12:00 p.m. CST

Keyword Search = "Improve Discovery Systems"

Link: http://www.niso.org/news/events/2014/webinars/improve_discovery/

Description: This webinar will cover some of the latest developments of library discovery systems as well as discuss the findings of a NISO research study and the implications of those results.

Cost: Free

Date/Time/Location: November 12, 2014, 12:00 p.m.-1:30 p.m. CST, 15 Andersen Library, Conference Room, West Bank Area, Minneapolis Campus, University of Minnesota–Twin Cities

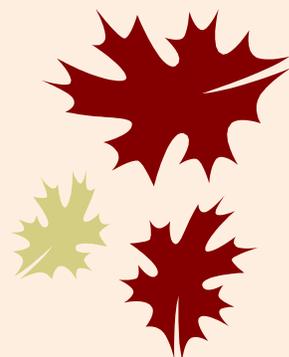
Google, Library Resources, & Your Students

Link: <http://www.minitex.umn.edu/Training/Details.aspx?SessionID=553>

Description: This webinar will assess the differences and uses of both Google and library resources as research tools and outline some potential solutions for your students and teachers.

Cost: Free

Date/Time: November 12, 2014, 3:00 p.m.-4:00 p.m. CST or November 25, 2014, 12:00 p.m.-1:00 p.m. CST



Conference Calendar

Continued from page 11.....

Precision Googling: Techniques to Extract Exactly What You Want from the Largest Search Engine

Link: <http://www.ala.org/acrl/precisiongoogling>

Description: This webcast will include a review of advanced search techniques, syntax, and operators; explanation of recent changes to the search interface; hands-on practice with advanced search operators and tools; and real-time exploration of and discussion of the algorithms that generate user-specific results.

Cost: ACRL member: \$50; ALA member: \$75; Nonmember: \$90; Student: \$40; Group: \$295

Date/Time: November 13, 2014, 1:00-2:30 p.m. CST

Can't We All Work Together?: Interoperability & Systems Integration

Link: <http://www.minitex.umn.edu/Events/Niso/#integration>

Description: This session will survey some of the ways libraries have integrated their data and systems beyond the library walls and will explore some new projects and tools that offer ideas for the near future of interoperability.

Cost: Free

Date/Time/Location: November 19, 2014, 10:00 a.m.-4:00 p.m. CST, 15 Andersen Library, Conference Room, West Bank Area, Minneapolis Campus, University of Minnesota–Twin Cities

Can I Copyright My Data?

Link: <http://www.ala.org/alcts/confevents/upcoming/webinar/120314>

Description: This webinar will discuss the issues of data ownership and the role that librarians can play in educating and promoting clear workflows for faculty. It'll cover the history of copyright, the purpose of intellectual property laws and policies, and where datasets fit in to the story, and it will also define research data and describe the current landscape of data sharing in the US.

Cost: ALCTS member: \$43; Nonmember: \$59; International: \$43; Member group: \$99; Nonmember group: \$129

Date/Time: December 3, 2014, 1:00 p.m.-2:00 p.m. CST

Connecting the Library to the Wider World: Successful Applications of Linked Data

Link: <http://www.minitex.umn.edu/Events/Niso/#connecting>

Description: This webinar will encompass the following linked data topics: description of linked open data (LOD); differentiating LOD from linked data; the vocabulary being used; some of the emerging tools and technologies; metadata and discovery; digitized special collections; creating online engagement; fueling smart content, insightful systems; building materials and tools; long term future and short term needs.

Cost: Free

Date/Time/Location: December 3, 2014, 10:00 a.m.-4:00 p.m. CST, 15 Andersen Library, Conference Room, West Bank Area, Minneapolis Campus, University of Minnesota–Twin Cities

NISO Two-Part Webinar: Sustainable Information, Part 1: Digital Preservation for Text

Link: <http://www.minitex.umn.edu/Events/Niso/#sustainable1>

Description: This webinar will share the experiences of several organizations in developing a process for ensuring the preservation of digital textual resources.

Cost: Free

Date/Time/Location: December 10, 2014, 12:00 p.m.-1:30 p.m. CST, 15 Andersen Library, Conference Room, West Bank Area, Minneapolis Campus, University of Minnesota–Twin Cities

NISO Two-Part Webinar: Sustainable Information Part 2: Digital Preservation of Audio-Visual Content

Link: <http://www.minitex.umn.edu/Events/Niso/#sustainable2>

Description: This webinar will share the experiences of several projects that are working to ensure that A/V files can be preserved with their full integrity ensured.

Cost: Free

Date/Time/Location: December 17, 2014, 12:00 p.m.-1:30 p.m. CST, 15 Andersen Library, Conference Room, West Bank Area, Minneapolis Campus, University of Minnesota–Twin Cities



MALL Award Recipients



Margie Maes
2014 AALL Hall of Fame

David Zopfi-Jordan accepting
on behalf of **Glenn Anderson,**
Barbara Berdahl, and **Dan Mat-**
thews

2014 AALL Joseph L. Andrews Le-
gal Literature Award for the Uni-
versity of Minnesota Law Library
Special Collections



Kelly Hess
Minnesota Unsung Legal Hero



Barb Kallusky
Minnesota Unsung Legal Hero:
Volunteer Service Award

Sara Galligan
2014 AALL Volunteer Service



MALL Awards, Grants & Scholarships Committee 2013-2014 Annual Report

Awards, Grants & Scholarships Committee members:

Mary Ellen Gallagher, Dakota County Law Library

Charlie Wilson, Lindquist & Vennum

Vic Garces, University of Minnesota Law Library (Committee Chair)

Grants

The committee awarded MALL Grants to the following members to attend the 2014 AALL Annual Meeting in San Antonio:

Pauline Afuso, Washington Co. Law Library

Kelly Hess, Lindquist & Vennum

Scholarships

The committee awarded three MALL Scholarships this year:

Teresa Myers (MLIS, St. Catherine University)

Erin Schlicht (J.D., William Mitchell College of Law)

Shannon Stoneking (MLIS, University of North Texas)

Awards

The MALL Law Librarianship Award was awarded to Trudi Busch, director of information resources, Oppenheimer, Wolff & Donnelly LLP.

Membership Committee 2013-2014 Annual Report

MALL had a total of 172 members during the 2013-2014 year. The year began and ended with members getting used to the new membership sign-up and renewal processes that were results of the new MALL website that started up in 2013. Members can now join and renew using online payments if they wish, and they can update their own profiles on the website's directory. The features of the profiles and the usability of this online directory are huge improvements over the old PDF directory.

Several good ideas for new initiatives were discussed (a buddy system for new members at their first meetings, using the new website's communication tools instead of the aall.net listserv) among various chairs and board members, but no action was taken. These may be projects for future Membership chairs to work on.

MALL Publications Committee 2013-2014 Annual Report

The MALL Publications Committee is responsible for maintaining contact with all committees on the subject of their current publications and tracking and maintaining lists of all materials published by MALL committees. This was done by sending e-mails to MALL committee chairs inquiring about their current and upcoming publications.

This year, the committee updated the MALL Brochure that is handed out at various events throughout the years, for example the AALL Annual Meeting. MALL members can view MALL publications [here](#).

The Publications Committee is planning a long-term project that involves updating the article originally written by Lori Hedstrom on the history of MALL (available [here](#)) as well as the timeline created by Anita Anderson (available [here](#)), and compiling an oral history of MALL. The purpose of the MALL Oral History Project is to maintain a living history of MALL by gathering video testimony from MALL members. The committee plans on interviewing experienced senior MALL members who can provide insights regarding the history of MALL and how the organization evolved over the years, as well as newer members regarding their hopes and desires for the future of MALL. The committee encourages anyone interested in this project to contact [Valerie Aggerbeck](#). This is a big project, and we need lots of volunteers!



Newsletter Committee 2013/2014 MALL Report

Co-Editors: Anita Anderson & Karla Gedell

Four issues of the *MALL Newsletter* were published this past year, with help from committee members Janelle Beitz, Andrea Fraser, Kaythey Windyk, and Sarah Yates. The editors thank them for their hard work!

Committee members handled regular features, including CLEs/Conferences (Andrea) and Member News (Kaythey). Janelle continued to lay out the newsletter and Sarah kept everything spell-checked and styled consistently as proofreader. A special thanks to all MALL members and guests who contributed interesting articles, photos, and news in the past year.

This concludes our term as co-editors. We are happy to work with the new volunteer(s) to show them our workflow and scheduling. The newsletter committee/team made it quite easy! We recommend this volunteer opportunity as a great way to serve our MALL community and to meet many of the terrific members.

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The MALL Newsletter is the official publication of the **Minnesota Association of Law Libraries**, a chapter of the American Association of Law Libraries. It is published four times per year and is a benefit of membership in MALL. Annual membership dues are \$20US. Membership renewals are due by July 1 of each year. For membership information or change of address, MALL's web site at <http://mall.wildapricot.org/> or contact the Membership Chair.