



LAW LINES

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President's Message

Jeff Cohan



Good Times, Bad Times- You Know I've Had My Share

As long as you can feel the beat within your heart, you're all right.

For younger LLAGNY members, the above are references to a song by Led Zeppelin. Hopefully my spin on this wisdom helps put things in perspective.

Times are difficult, but we will get through them. We will all self actualize, or however you want to put it.

The reality is that many of us are out of work and that for those of us still

working, we are working harder to pick up the slack, or working harder because we fear competitive pressures from within or outside of our organizations.

Well, take a breath and relax. Reflect on the fact that you are a member of the most prestigious group of law librarians in the country, and perhaps the world; your colleagues support you; and we have all improved our relative statuses within our organizations dramatically within the last ten years.

The circumstances of the economy are temporary, and when we come back, you will be a little stronger for your resiliency, not to mention you will still retain the reputation so many have fought so hard for in our profession.

That said, the rent is due and the baby needs new shoes.

President's message continued on p. 2

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Unfortunately, we don't have the funds to offer a bailout, but LLAGNY is taking proactive steps that we can reasonably accomplish.

Placement chair Patricia Barbone has gone above and beyond her normal duties to create social spaces for networking on the Internet and a registry of those recently out of work who wish to voluntarily submit their names for when temp work appears. Additionally, she has created mechanisms to put recruiters more closely in touch with members.

Our special events committee, cognizant of the role formal networking serves in these times, has taken special steps to insure that the special events this year have either been free or moderately priced. The Spring Dinner will be \$30 this year. This is a \$45 reduction from years past. Additionally, the set-up of the Spring Dinner will be as a buffet rather than a formal sit-down dinner so as to allow more opportunities for networking. And finally, the period of formal comments will be restricted to LLAGNY business only and will be greatly reduced so as to allow more time for members to speak with each other. We are also working on a way to make recruiters more visible.

So, these are the things we can do as a formal organization. The rest are things that you can do as an individual. When a colleague is laid-off, show compassion and understanding and offer wise counsel on what to do next. If you don't have wise counsel for these circumstances, but you know someone who can speak about this, refer your colleagues to said person. If there are social opportunities, take them. If you have other ideas on things LLAGNY can do, let us know.

If you are laid off, stay active in LLAGNY and other professional groups. Do so for several reasons. 1) You may network and find an opportunity, 2) You need to stay current with issues of professional concern which are addressed by our educational, pro bono, and other committees, 3) You need practice to stay fresh. Try teaching a session at Bridge the Gap, speaking at a committee seminar, helping to maintain the union list, or doing research for the pro bono committee; and 4) You built this organization. We need your continued support so that we might stand.

Thank you and good luck to all of us. I am looking forward to seeing you at the Spring Dinner.

Jeff



**LLAGNY EDUCATION COMMITTEE PROGRAM
AUTHENTIC LEGAL INFORMATION IN THE DIGITAL AGE: IS ONLINE
LEGAL INFORMATION TRUSTWORTHY?**

Jacqueline Cantwell, Brooklyn Supreme Court Library

**In our last issue, David Badertscher provided a recap of this program from his blog.
Here, Jacqueline Cantwell provides another take on the presentation.**

On November 6, 2008, the LLAGNY Education Committee sponsored Authentic Legal Information in the Digital Age: Is Online Legal Information Trustworthy?, a joint presentation of the AALL Washington Affairs Office and the AALL Access to Electronic Legal Information Committee (ELIAC).

Deborah Melnick, co-chair of the Education Committee, opened the presentation. She thanked both St. Johns University and New York County Lawyers Association (NYCLA) for hosting the event. So many LLAGNY members registered that the originally reserved room at the Manhattan Campus of St. John's University was inadequate. At the last moment, New York County Lawyers' Association Librarian Daniel Jordan provided a lecture room. To start, Debbie thanked the panelists, Mary Alice Baish, Anita Postyn, Gary D. Spivey, and James W. Leary for taking time out of their schedules to speak to the LLAGNY membership. Debbie then turned the meeting over to David Badertscher, the moderator.

Baderstscher introduced the panelists. Mary Alice Baish was well known to LLAGNY members for her long involvement with government information in her role of Acting Washington Affairs Representative for AALL. Anita Postyn of the Queens Civil

Court Law Library provided the New York survey information for the AALL State-by-State Survey and Report on Authentication of Online Legal Resources. James W. Leary was a member of the Office of General Counsel, New York State Department of State, and Gary D. Spivey has been the New York State Reporter since 1999 and is the head of the New York State Law Reporting Bureau.

In his opening remarks, Baderstscher indicated that he had approached the LLAGNY Education Committee with the idea for this presentation to fulfill two of ELIAC's charges: monitoring and promoting government Web sites and educating AALL members on the issues and developments of government Web sites and legal citation. He then turned the presentation over to Baish.

As well organized and instructive as Baish's presentation was, it was her enthusiasm and knowledge that enlivened her theme on how politics and technology intersected within legal publication and librarianship.

Baish stated that the authentication of legal information was a top priority for the AALL. She emphasized that the local chapters had a role in this issue, congratulated LLAGNY, and thanked the attending state administrators for



participating in this effort. This was the first display of her advocacy skill that morning. She had a calming and inclusive graciousness and a quick wit that drew comments from the panelists on her presentation points. She knew how to create a cooperative atmosphere that encouraged discussions with Leary and Spivey, and demonstrated the inclusiveness of democracy.

Baish emphasized that Web resources must be as trustworthy as print materials. Governments have shifted to online publication to save printing and distribution costs with little thought of how Web resources could be comprehensive, trustworthy, accessible, official, and archived. She stated the need for finding tools other than Google, and pointed out how politics had limited accessibility. Since 9/11, national security has been used as an excuse to take down documents, leaving us with the problem: how to track a missing e-document, one either missing or never posted?

The move to online publication has shifted preservation and archiving responsibilities from libraries to agencies, which have often failed to comply with statutory depository requirements. Baish did not develop this statement, but from her speech we could infer how the loss of the print depository function has forced libraries to become advocates, for without reliable and accessible documents governments could not be held accountable. Libraries now would have to work with policy makers to develop technology that ensured preservation and authentication.

Baish emphasized that creating official

and authentic online legal information would be a long-term effort, both politically and technologically. The AALL's 2007 Report alerted legal associations to the states' failure to deliberate upon their shift to online legal publication. A 2007 summit brought together the AALL and fifty representatives from legal and government stakeholder groups to discuss these issues. Presentations such as LLAGNY's would contribute to this ongoing effort.

Baish then spoke on authentication efforts within government publishing. She was enthusiastic about GLIN's authenticated content of laws of foreign nations, scheduled to be up November 11, 2008. She added that at the international level, the emphasis was on litigation and trying to find out what models existed. The AALL had also started discussions with NISO. The AALL's concerns have been supported by the Association of Reporters of Judicial Decisions, and their May 2008 revised statement of principles mirrored that of the AALL.

Baish devoted a good part of her talk to GPO's authentication efforts. Their Web site provides valuable information, as well as a reader's guide, *BensGuide for Children*. The AALL has suggested that the title be changed to *Bens Guide* to encourage adults to look at this helpful manual.

The GPO's definition of authentic was a model for law librarians. Acronyms to be aware of were: FDSnys for federal digital systems, and PKI, public key information. FDSny was a complex system developed by GPO to support the



e-life cycle of documents produced by the three branches. PKI locked the file so that only the appropriate office could open it.

Anita Postyn then updated her 2007 report. In the 2.5 years since she did her report, she saw no movement toward authentication, but did see agencies' Web sites directing the public to official resources. Anita distributed a flyer on locating NYS/NYC regulations online. (See the attached article for a comparison of the NYS administrative code official and unofficial versions.)

James Leary then took the floor. His remarks gave us an inside view of the nation's largest state administrative code. There is still no official online code in spite of the NYCRR's online title including the word "official." At 58,000 pages, the New York State regulatory code is 2.5 times larger than the second largest state code. Only nine employees work within this division, with four assigned to the *Register*. Printing costs have led to a public-private partnership with Thomson West for an eight year contract with the option for two two-year renewals.

The Department of State has not neglected the public's need for accessible information. Print copies of the NYCRR are available across the state in libraries and clerks' offices, and if members of the public needed certified copies, they can write to the Department. There is a \$5 charge for the certification and a 25-cent charge per copied page. The Department gets about 100-150 of these requests a year, ranging from a single page to multiple pages across the code.



The Department of State has also been involved in technology projects. A trial program had just completed and agencies were now able to submit regulatory proposals electronically.

Leary pointed out that the AALL's and AELIC's core values and principles were difficult for his agency to achieve. He indicated that they were noble and what his agency should strive for, but budget crises could subvert his agency's best intentions. Baish quickly reassured him that the core values were aspirational and intended to be guidelines. Leary closed his remarks inviting librarians to provide feedback on DOS's efforts so that they could continue to serve the citizens of New York State.

Gary Spivey was the last speaker. He opened his remarks with comments on the third ELIAC principle: guidance documents to ensure that users of primary legal information understand the context for the document and the relevance and interdependence of legal materials. He was concerned that without guiding the public on the necessity for interpreting legal documents and finding their interrelations with other materials, that posting documents was insufficiently informative.

Spivey said that in the New York court reporting system, print governed, and if there was a variation between the electronic version and the print, the print version was the authority. Errata sheets in the back of each reporter corrected errors. When attorneys requested a certified opinion for foreign courts, a copy was made from the printed book.



Spivey described the editorial process and the Bureau's partnership with West in this work: citations were validated, opinions were copy edited, and facts were checked against the record. Spivey was justifiably proud of how his agency had recognized that Internet cites within opinions could disappear. His agency has mirrored the cited Web site on their server, thus archiving the Web page at the time of citation. Like the Department of State, the Law Reporting Bureau has partnered with Thomson West to provide the text of opinions back to 1995.

After this excellent presentation, discussion was spirited as the meeting broke up and attendees went to lunch.

Daniel Jordan then gave tours of NYCLA's library as well as a brief history of the Association and its landmark building. After a morning of computer acronyms, we returned to the past when Jordan took us into the

basement's dusty stacks, a reminder that the past underlay the present. As Jordan explained that the Association had been formed in 1908 by attorneys discriminated against because of race, gender or ethnicity, I became aware of how appropriate this setting was for librarians devoted to inclusiveness. Those outsiders, by commissioning a splendid and graceful building, had dramatically stated their right to participate in civil life. They had placed themselves opposite St. Paul's Chapel, George Washington's church when the nation's capital was located in New York City. They had insisted upon their right to participate in public life. In their beautifully proportioned, sunlit room, we also had gathered to demonstrate that the values of law librarianship were the same as those of democracy.



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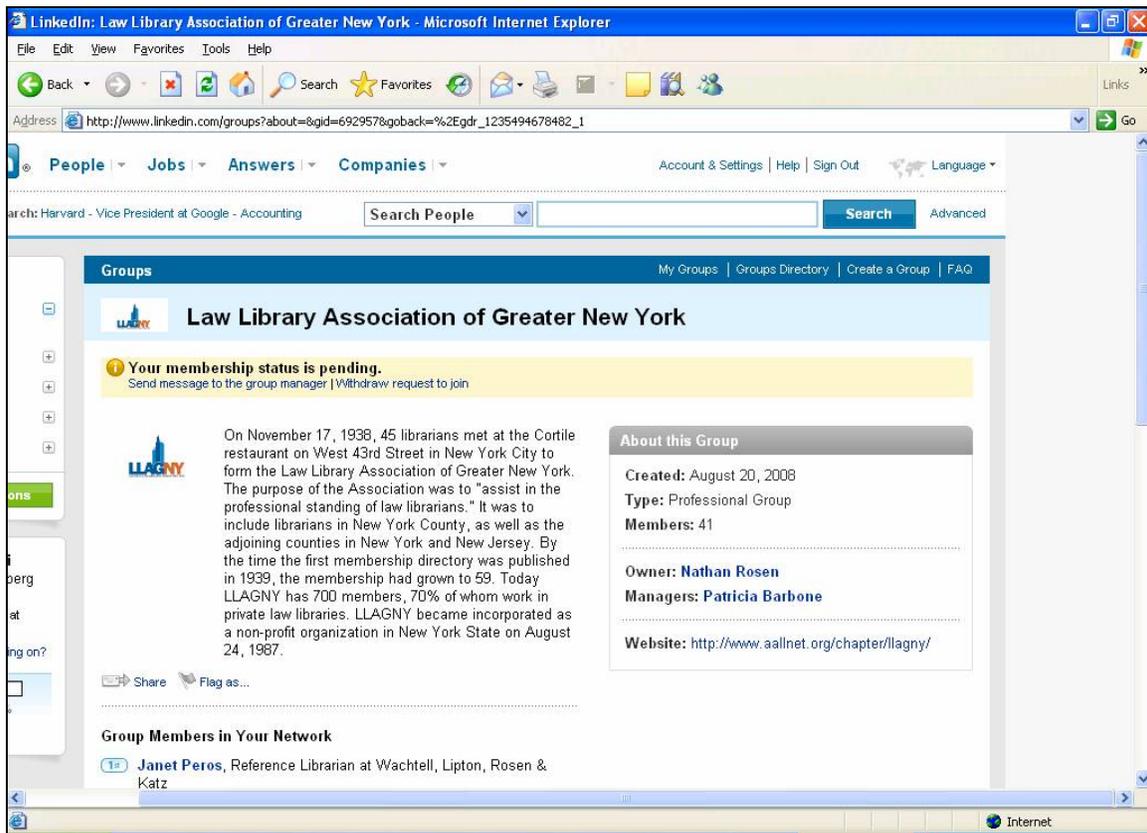
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A NEW FACE IN LAW LIBRARIANSHIP: DAVID DAMES, HOFSTRA UNIVERSITY SCHOOL OF LAW

Brian Craig, Mayer Brown, LLP



Any profession relies on new talent to enliven it currently and to help point the way to the future. Law librarianship generally, and LLAGNY specifically, are no exception. We are fortunate to have in our midst a number of young members, to whose contributions we can look forward for years to come.

One such member is David Dames, a recipient of both AALL and LLAGNY grants and scholarships while a student at Pratt. Dames is currently Reference Librarian at Hofstra University School of Law. He also recently began a two-year stint on the LLAGNY Board of Directors.

Dames, who also has a law degree from Lewis & Clark in Portland, OR, had his first exposure to the profession as a library assistant in the Boston office of the IP firm Fish & Richardson. “It was my first job out of college,” writes Dames in an e-mail to *Law Lines*. “I wasn’t planning to become a librarian or an attorney . . . [I]t was one of the few things I was relatively qualified to do

with an English degree . . . I didn’t even know that law firms had libraries before I worked in one.”

Dames was initially attracted to law as a career. While at Lewis and Clark, he snagged some valuable experience as an intern and law clerk in Portland. But the value, it seems, lay in convincing Dames by his third year of law school that the practice of law was not for him. He recalls:

I was working for a criminal defense firm, mostly going to minor hearings and appearances to help people who’d been charged with DUIs and small drug crimes . . . I’d thought that I wanted to work in criminal defense. I guess seeing the daily grind of the justice system either sucked the idealism out of me or showed me that I wasn’t quite as idealistic as I’d thought . . . I did enjoy the academic and theoretical side of law school. So, with that, and knowing that I wanted a job where I could feel like I was helping people, being a law librarian seemed like a good fit.

Did any incidents stand out during this time in “the daily grind of the justice system”? Dames recalls that “after explaining to an indigent client that even though the fee for a jury trial is \$200, the money doesn’t need to be paid immediately, he said, ‘I will gladly pay you Tuesday for a trial today,’ just like Wimpy in the Popeye cartoons.”

Dames moved back east and enrolled at Pratt, working as an intern at both Columbia Law School and the New York office of Greenberg Traurig while pursuing his MLIS. Degree in hand, he

ventured further East to Hempstead, NY, and the library at Hofstra Law.

What of the differences between a law firm library and a law school library? Dames says that

[a]cademic librarians spend more time planning ways to improve our libraries and our services, and because our most important patrons are the law students, there is a focus on education, especially in reference services. This isn't to say that firm libraries aren't also always trying to improve, but I think the decision-making process at academic libraries is usually more democratic. And because we ultimately aren't in the business of billing hours and making money, we can spend more time on things that would be non-billable at a firm. On the other hand, the bulk of reference questions from students tend to be pretty simple compared to the questions attorneys ask at firms, and the reference librarian often only tells the students which resources to use and how to use them, rather than doing the research. When we get in-depth reference requests from professors, the deadlines are longer and the requests are usually less specific because they are looking for material to help them write books and articles, rather than to help clients with specific problems. For better or worse, no one ever says that they need the trademark laws of Burkina Faso as they existed in 1993, in English, in half an hour. Also, law firm librarians in New York do a lot of business research. Most academic librarians don't do very much of that.

In addition to his reference desk duties, Dames offers legal research workshops for law students. He recalls:

The last workshop I taught was on environmental law research, to assist an environmental law class that required students to write a research paper. That was when I learned that students don't have to look like they're happy to like your class. Most law students are stressed out. No one at that workshop looked like they were having fun, but everyone was taking notes. After talking with family members who teach middle school, I realized how unrealistic it was for me to expect everyone to be in rapt attention at legal research workshops, and



how lucky I am to be able to do workshops for people who actually want to be there.

He still observes, however, one strange aspect about working in law firm libraries. “[A] lot of those who end up becoming law firm librarians either knew someone with a similar job, or like me, accidentally got a job as a library assistant. But the only way to change that would probably be to add some librarian characters to lawyer TV shows. They should have had one on Boston Legal.”

Imagine one of us jousting with William Shatner!



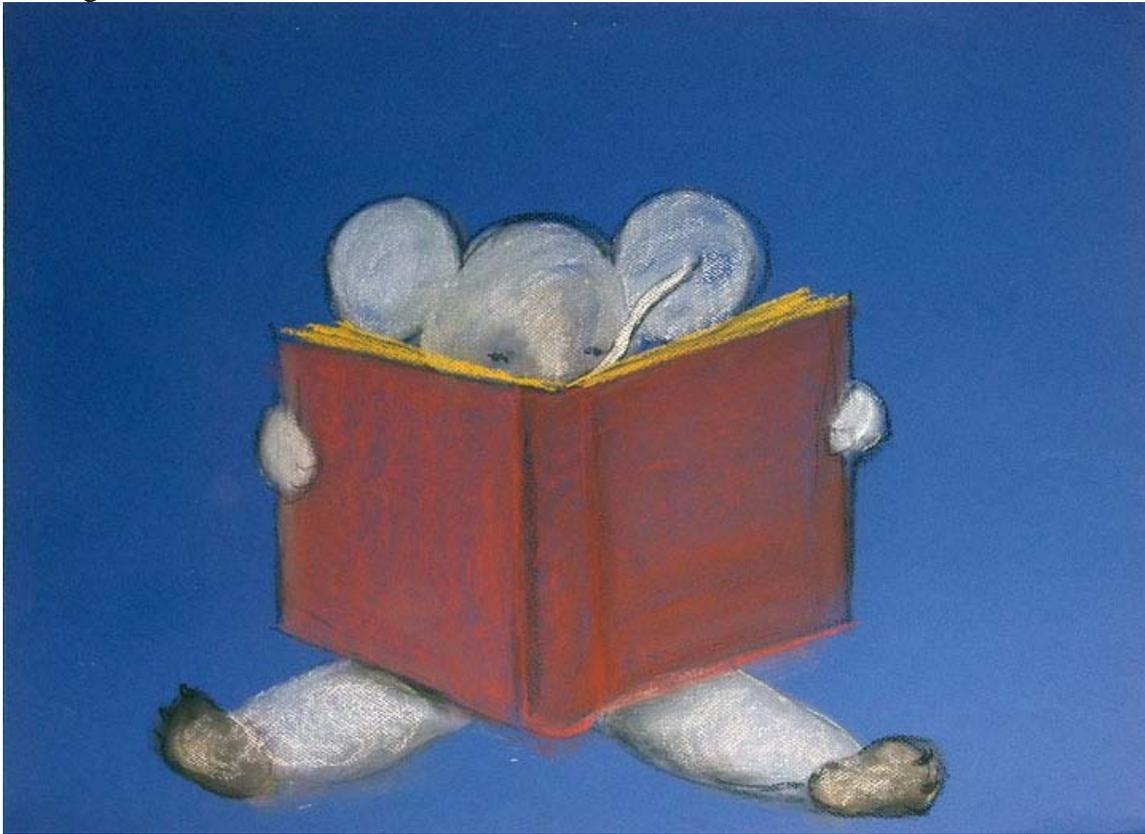
ARTWORK BY VIJA DOKS
Vija Doks, Baker & McKenzie

I've traditionally kept my two careers — as a librarian and as an artist — separate. That is until I became the reference librarian at Baker & McKenzie LLP. As Baker & McKenzie moved into the former Coudert Brothers' space, I watched as the Coudert portraits were removed. Then I was challenged by a co-worker to paint a founding father portrait for Baker. I painted the attached portrait of Mr. Russell Baker at 19.





In the past, I've also crossed the border in this pastel of a mouse reading.



In this current series, I am working with both minimal line and palette. I go back to basics; the line takes central stage. Mistakes are not erased; rather, they are forgiven and incorporated as movement. Paint is added en masse as needed. The weight of the paint is in sharp contrast to the lightness of the line.



My subject is animals — in white and black — emphasizing their fragile position in our present man-made environment



Vija Doks

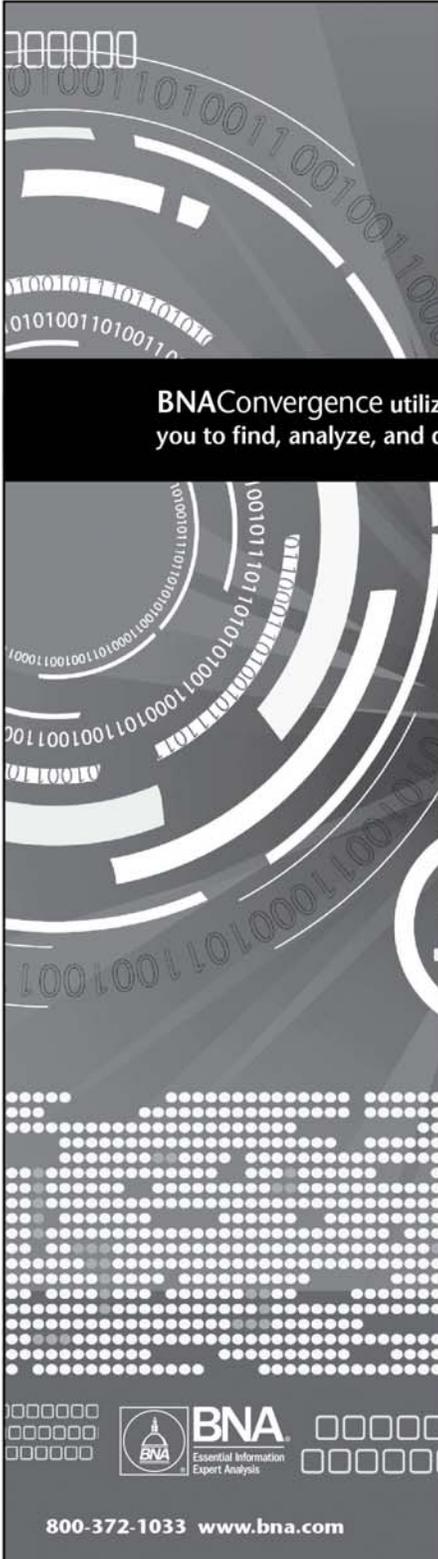


MEMBERSHIP NEWS AND MOVES

LLAGNY would like to welcome the following new or returning members:

Member Name	Firm/Company	Title
Errol Adams	NYS Court – Civil Branch	Senior Law Librarian
Terrijor Beale		
Natalya Berdzeni	Chase Cost Management	Vice President – Operations
Susan Kaufman	Wiggin and Dana, LLP	Special Projects Librarian
Kimberly Bordner	Withers Bergman, LLP	Paralegal/Research Assistant
Steven Byrne	GSI Westlaw Business	Field Sales Representative
Min Chan	East View Information Services	Director of Business Development
Julianne Eum	Office of the NYS Attorney General	Legal Support Administrator
Zena George-Lewis	New York Public Library	Library Technical Assistant
Peter Joseph		Student
Jerry Manning	DLA Piper	Manager of Library Systems
Murielle Louis	Manatt, Phelps & Phillips, LLP	Corporate Librarian
Wayne Mareci		
Jenny Sun	Willkie Farr & Gallagher, LLP	Corporate Librarian
Donna TerJesen	Chase Cost Management	Vice President – Legal Consulting
Sara Thomas	Edwards Angell Palmer & Dodge, LLP	Legal Secretary
Isabelle Thonicke	Cohen & Gesser, LLP	Office Manager





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Call for Nominations LLAGNY Board

The nominations committee is seeking qualified candidates for the positions of:

- ◆ Vice President/President Elect;
- ◆ Secretary;
- ◆ Board of Director (two year term);
- ◆ Board of Director (two year term);
- ◆ Board of Director (one year term – member of LLAGNY for five years or less).

Please include nominee's name, affiliation, address, phone number and the position for which you are nominating her or him. Nomination alone does not guarantee a position on the ballot. Please send (email, fax, phone or U.S. Post Office) your nominations by **Monday, March 2, 2008** to:

Mary E. Matuszak

New York County District Attorney's Office

1 Hogan Place – 8th floor

New York, NY 10038

212-335-4292 (phone)

212-335-4266 (fax)

matuszakm@hotmail.com



UPDATE ON NEW YORK'S ONLINE NYCRR Jacqueline Cantwell, Brooklyn Supreme Court Library

Thanks to Anita Postyn's flyer on locating New York regulations online, I learned about the online version of the New York Code of Rules and Regulations (NYCRR) at the Department of State's Web site. James Leary, an attorney at the Department of State's Office of the General Counsel, had invited librarians to contact him. Taking advantage of his offer, I spoke to him and Debbie Ritzko, the Publications Manager, Division of Administrative Rules, to get information on their agency as well as its public-private partnership with West.

West Publishing, in an August 10, 2007 press release, announced an eight-year contract with the New York Department of State to publish and distribute the official version of the NYCRR in print, CD-rom, and online. James Leary in his recent LLAGNY presentation mentioned that the contract included an option for two two-year extensions, causing some of the attending librarians to wonder how West had gotten such a long contract.

The state bidding process for this contract required Ms. Ritzko to prepare a RFP, which she began working on during 2005. The RFP was over 100 pages long, and contained many technical requirements that responded to public expectations for enhanced access to government information. It was reviewed by a team of Department of State staff members who possessed expertise in the

many components of the project. The request for the bid was published in the Contract Reporter, and all mandated legal procedures were followed.

The contract with West has benefited Department of State and has improved the public's access to government information. This was a no-money, no-cost contract, which has saved the state money, time, and personnel costs. West has absorbed printing, mailing, and distribution costs, and located the material on secure servers. West has also developed a natural language search engine on the public Web site, making this an enhanced product.

The unofficial compilation of the NYCRR became available on the Department of State's Web site in December 2007 (<http://www.dos.state.ny/inf/nycrr.htm>). This was shortly after the Governor signed Chapter. 407, Laws of 2007, on August 1, 2007. This enactment, effective January 1, 2008, created a new section 106-a of the Executive Law:

Internet access to the New York code, rules and regulations. The department of state shall post or maintain a link on its website to an unofficial version of the New York codes, rules, and regulations, which shall be provided at no cost to the end users. All state agencies which have adopted rules and regulations shall maintain a link to the department of state website which contains such link.



The Department of State did not initiate this bill. The bill jacket, available on the State Archives Web site (another great example of public access to legal information) contained a letter from the Department of State approving the bill. The bill jacket also included a Division of the Budget bill memorandum, of which law librarians should be aware, stating that the unofficial version cannot be read into evidence in New York State Courts.

An argument in support of the bill was that agencies were not required to post rules and regulations, and that if agencies did post, they only posted new and proposed actions. Interestingly, an opposing argument was that the public version would lack the print copy's annotations thus denying users guidance on how regulations have been interpreted. (At the LLAGNY presentation, both Gary Spivey and Mary Alice Baish had brought up the necessity for interpretive materials to guide users.)

I experimented with the various versions of the on-line NYCCR before I spoke to Leary and Ritzko, and came away impressed with the public version of the NYCRR and its supporting search language. Since public access law libraries are obligated to instruct patrons on the most reliable sources, I am going to change my reference referral practices to take advantage of West's NYCRR's online service.

To test the databases, I experimented with the phrase "homeless shelter." The Brooklyn Supreme Court Law Library gets questions

about homeless shelters from non-attorney patrons and searching for pertinent NYCRR regs has been difficult. We have a print version of the NYCRR as part of our depository collection, and have public access to the Internet for legal research only. We also have free public access to Lexis and Westlaw.

The Department of State NYCRR link goes to a Westlaw-provided site. The site is well designed and visually attractive. The "Help" file has a feature which I had never seen before: how to enable cookies in various versions of Netscape and Internet Explorer. I don't know how many members of the public understand the phrase "natural language search," but outside of that technicality, I thought the search help file well written and the Westlaw browsing features excellent. The option for browsing by best section would be valuable for our patrons.

As Leary pointed out in his LLAGNY presentation, Westlaw has two versions of the NYCRR . The file NY-ADC is listed as unofficial in the scope note, although its text comes from the Department of State. There are individual NY-ADC files for years going back to 2002. Westlaw has included the print index under a separate file, NY-ADC-IDX. The file NY-CRR is listed on the directory screen page as "current with data provided by NY DOS." Westlaw receives the data for this file from the New York Department of State, but the scope note clearly states the file is not official and not to be used as evidence:



This information is not the official version of the Official Compilation of the Rules and Regulations of the State of New York (NYCRR). No representation is made as to its accuracy, nor may it be read into evidence in New York State courts. To ensure accuracy and for evidentiary purposes, reference should be made to the official NYCRR. The official NYCRR is available from West Publishing: 1-800-344-5009.

This information is critical for users; Westlaw states clearly that the print version is considered authentic. Not all online legal information databases are as helpful.

Searching “homeless shelter” pulled up more useful documents in the Department of State site than in the Lexis/Westlaw versions. The first document in the Department of State site was 18 NYCRR 900.1, “Homeless Housing and Assistance Program.” Notice how the terms “homeless shelter” were not adjacent, but the natural language search pulled up this document as the most relevant. This section would not have come up in Westlaw or Lexis, unless I’d thought to make the terms within the same sentence. And I wouldn’t have.

The NY-CRR files pulled up nine entries containing the term “homeless shelter,” but because the NY-ADC file contained annotations, the same search turned up ten entries. The ResultsPlus listings for both files with the same search differed, and the NY-ADC file allowed the use of Keycite. To get the flexibility of the natural language search, and to pull up pertinent sections, I would have had to have made the terms adjacent to each other. When I searched for “homeless /p shelter” in NY-CRR, I

retrieved sixty-three documents. Some of those would be helpful to patrons, but a quick scan of the entries left me with the impression that the natural language search was better for ranking relevant results. Searching in the NY-ADC-IDX file for “homeless shelters” got a zero result.

This exercise was a good test. The natural language search compensated for inadequate indexing. The interface was clear. The public Web site actually was better at alerting users to its unofficial status; on Westlaw, users had to go into the scope note, and who does that besides librarians?

Another part of the Department of State-West contract is for searchable text of the Register, starting with the first issue of 2007, on a site maintained by West. At the the Department of State site are copies of the Register in pdf format dating back to 2003. The issues are searchable and print-friendly. Both are available at <http://www.dos.state.ny.us/info/register.htm>

Paper will continue in the rule-making process for permanent rule adoptions because the statute requires a permanent rule to be signed by an agency’s commissioner. One of the technological initiatives is the ability for state agencies to submit rule makings electronically through the use of forms accessible via the Department of State site, again at no cost to the state. The entry form is part of the electronic filing initiative, and in-house regulatory tracking system that has removed redundancy and has relieved the Department staff of repetitive keyboarding. This is reducing the time it



takes to produce the weekly Register. Agencies have been enthusiastic about this system, which again is part of the West contract.

I closed our conversation with questions about investigating agency intent, as I have had attorneys who wanted to investigate the background of a rule. Leary emphasized that the Register was the most reliable document for rulemaking history because it contained public comments and analyses (within a 2,000 word limit). This was reassuring.

Leary and Ritzko thanked me for the opportunity to better explain the Department of State's commitment to providing information in the public domain. They are well informed and committed public servants, and we have LLAGNY to thank for giving us the opportunity to know them and their work.

As an editorial aside, I must point out that because the resources of state agencies are limited, public-private partnerships will be necessary. Commercial publishing has made American law better indexed and more accessible than many other countries. Our task as librarians is to be advocates for high-quality editorial enhancements at a reasonable cost.

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Winter Meeting
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Tavern On The Green
Photos taken by Meg Butler, New York Law School



Gregory Bailey, MetLife Knowledge Center

Gregory's thoughts on changes in library services over the past several years: Library users are now getting newsletters through email. Issues with online delivery of content:

- ◆ email overload;
- ◆ emails are out-of-sight, out-of mind; you can't take an online newsletter along to read on your commute;
- ◆ newsletters are not fully used; users see them once in the inbox but don't want to read on a Blackberry.

Gregory is interested to know: what do you do with online newsletters? What are some solutions to help users, especially older attorneys whose eyesight does not allow for reading on a Blackberry?



Paulette Toth & John Fitzgerald, Kirkland & Ellis

Paulette's thoughts on changes in library services over the past several years:

Kirkland has a heavy patent litigation practice. The library is trying to

- ◆ Increase visibility of the library vis-à-vis patent research and expand the role of the library in scientific and technical research;
- ◆ Find more resources for pharmaceutical patent litigation practice;
- ◆ Increase the patent search capability of the staff.

In the past, librarians were asked to go on Dialog and do patent word searching. Now attorneys want The Answer, not just "here's what I found...."

Kirkland's library was focused on knowledge management in the 1990s and is now concentrating on specialized non-legal research.



THE JOB SEARCH: WHEN HELP IS OFFERED

Ellen Kaufman, former N.Y. Library Manager, Dewey & LeBoeuf

If you are an unemployed librarian or a library school student about to enter the most dismal job market in recent history, you will want to take advantage of free career-building programs sponsored by library associations and vendors. While much of the advice offered might be termed “common sense,” a solid refresher/networking opportunity can’t hurt. One recent class was InfoCurrent’s “Guide to Successful Interviewing,” which was held at the recruiter’s mid-Manhattan office on December 10, 2008.

Fifteen diverse, job-seeking professionals attended this free, three-hour seminar devoted to interviewing strategies and techniques, which was taught by Mark Kamien, InfoCurrent’s New York Branch Manager, with input from Kate Dietrick and Marta Ryan. Most attendees were librarians; some were new to the job market, but many were recently unemployed.

Mr. Kamien began with “the three c’s”: “calm, cool and confident.” When interviewing, you should seem capable, but not arrogant, and you should be ready to meet each question with an educated and diplomatic response.

Being ready means, at its most basic level, having done your homework — a requirement that should not challenge librarians. Familiarize yourself with the firm’s business and technology so that you can point out, during the interview, specific examples

of how your experience can benefit the firm.

You should also be physically ready for an interview, which means conservative dress: dangling earrings are out, multiple piercings should be left empty, hair should be neat. Cologne is a risk, bad breath a no-no. Your cell phone should be off. You should come equipped with pen and notebook and take notes. If you are being interviewed by phone in your home, make sure that you have arranged not to be interrupted.

A third aspect of readiness is anticipating the difficult questions interviewers are likely to ask, such as “Why do you want to work for this company?” Mr. Kamien suggested a compliment as an effective response: “I want to work for you because of your company’s impressive growth over the last five years.” He stressed the importance of meeting a negative question with a positive answer, and of being honest: don’t be ashamed of a prior position that ended badly; just say that it was good experience, but a bad fit. And don’t simply wait for the questions — ask them. It is fine, for instance, to ask, “what do you expect from me as an employee during my first six months of employment?”

At this point in the program, the InfoCurrent team gave mock interviews to two volunteers who had brought their resumes. Both interviewees performed admirably, but appreciated tactful advice from instructor and classmates on



posture, tone and how they might better emphasize their strengths and downplay their weaknesses.

An interview, according to Mr. Kamien, is like a date — you and a potential employer want something to click. But even a great interview may not

lead to a relationship. Be prepared to spend at least two months in a job search and possibly much longer. And, even in this economy, says Mr. Kamien, take care to accept the right position — one that will engage your skills and hold your interest — or you may be back in the job market before you know it.



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