

UPDATE

News For

Information Managers

and Special Librarians

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ABA Legal Technology Survey Reduced Budgets, Planning

The American Bar Association (ABA) released its 2003 Annual Technology Survey (www.lawtechnology.org), offering the latest information on technology use by close to 3100 attorneys in private practice. Progress in technology planning and decision-making is proceeding slowly, as only 29 percent reported that their firm had a technology committee (27 percent last year) and multiyear planning decreased to 21 percent from last year's 25 percent. Technology budgets have decreased to an average of \$85,650 from last year's \$90,518. Five separate reports are available for purchase, focusing on law office technology, litigation and courtroom technology, web and communication technology, online research, and mobile lawyers.

Only 1.6 percent of the average legal research project is attributed to law librarians, a slight rise from last year's 1.1 percent. Respondents say they conduct 64 percent of all legal research themselves, with other firm lawyers accounting for another 24 percent.

Table Of Contents

ABA Legal Tech Survey	1
Permanent Online Gov. Doc. Access	2
Call for Participation	2
AALL 2003 Conference	2
CE Opportunities	4
Telecom Donation to Hall Library	4
U.S.Embassy Info Pros.	5
Mergers & Acquisitions	5
Company Announcements	6, 7
Clark Atlanta LIS Jeopardized	7

The percent was highest in solo and small law firms, with larger firms reporting that librarians performed less than seven percent of the legal research.

Lawyers reported spending 37 percent of their total legal research hours using fee-based Internet or online services versus 16 percent on free services. Print services still comprise 34 percent of legal research hours. CD-ROMs and other "removable media" make up 12 percent of the total research hours.

Eighty-six percent of respondents perform legal research online, with 46 percent preferring to begin online research projects using fee-based services, 32 percent using free legal online services, and 18 percent using general search engines or directories. The most popular online resources are email case-alert services (50 percent) and advance sheet services (42 percent), followed by automated clipping services (19 percent). About 33 percent use email discussion lists for legal research and 19 percent use online message boards.

A majority (58 percent) of lawyers still receives most information on legal technology from print publications, with the web accounting for only nine percent. Fifty-six percent cite the *ABA Journal*, followed by state bar periodicals (37 percent).

Among other highlights: about half of respondents (51 percent) indicate their firm has a document or records management policy. Only 18 percent note that their firms have a private portal, with the technology more prevalent in larger firms. Forty-three percent of firms have an intranet and 19 percent, an extranet. However, 26 percent of those in firms with 100 or more lawyers don't know whether their firm has an extranet.

The survey also reports on legal research off site, including the use of laptops and handhelds; courtroom practice and the use of hardware; litigation software; courtroom training; electronic filing; electronic discovery; email usage; storage; retention and security; and online communication issues.

GPO, Natl. Archives Agreement On Permanent Online Access

An agreement has been reached between the Government Printing Office (GPO) and the National Archives and Records Administration (NARA) that will ensure free, permanent online public access to the more than 250,000 federal government titles found on GPO Access, www.gpoaccess.gov. NARA will assume legal custody of the records as part of the official Archives of the United States and GPO will retain physical custody and be responsible for permanent public access and preservation of the records. The agreement covers the content on GPO Access including the online versions of the *Congressional Record*, the *Federal Register*, the *Code of Federal Regulations*, and other electronic publications distributed by the Superintendent of Documents.

"GPO is committed to providing permanent public access to the online versions of the most important government publications. That is why we are honored that NARA has recognized our commitment to making this information available today and to preserving it for future generations by making us an archival affiliate," said Public Printer Bruce James.

Call for Participation

• **Knowledge Wise:** A Roadmap for Smart Enterprises," the 2004 Information Highways Conference & Showcase, Toronto, March 22-24. Outlines of proposed presentations are due by September 15 to Kim Silk, chair of the program committee, at ksilk@econtentinstitute.org. Preference will be given to econtent users, consultants, industry analysts, and experts, with a user/client as co-presenter, and should incorporate a case study. The focus is on knowledge-wise organizations and how they have learned to strike a balance between their strategic, human, and technological assets to maximize the flow of data, content, and knowledge throughout the enterprise.

Librarians have long been concerned about the need to ensure permanent public access to and preservation of electronic government information. "This new agreement is a critically important step that demonstrates the Federal Government's commitment to these concerns. We applaud GPO and NARA for working collaboratively so that the public will have access to this valuable information, both today and in the future," said Janis Johnston, president of the American Association of Law Libraries.

AALL 2003 Seattle Conference Exhibits, Sessions Win Plaudits

Seattle was a place to learn new skills, network, and get energized, for the nearly 2000 members and supporters of the American Association of Law Libraries (AALL) who gathered there for the 2003 Annual Meeting and Conference. The association is in the midst of compiling the latest salary survey, which will be for sale this fall at a cost of \$175 to nonmembers. A Career Development Needs Assessment Survey and career development focus groups at the conference will help AALL enhance its professional education program.

Overall, AALL members who attended the conference were quite satisfied with the expe-

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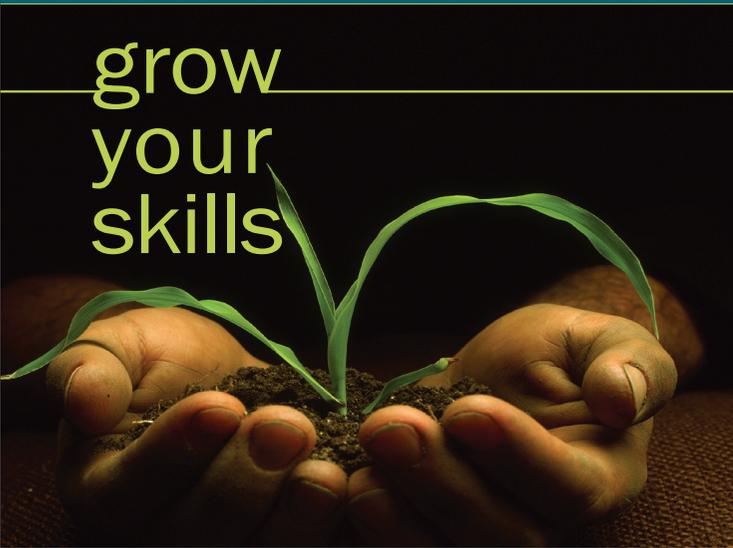
rience, although one person said that the networking was more valuable to her than the programs. Another attendee said the programs were better than in prior years and another said the conference exceeded her expectations.

Malinda Muller, librarian in the Los Angeles office of Reed Smith, found that programs with a specific focus on aspects of her daily job were most valuable to her—such as business research, teaching paralegals and new lawyers, and updates on useful web links. The overall issues that people were talking about, in her experience, were portals, knowledge management, and access to information. In her library, ROI (return on investment) is key. "Intranets weren't even mentioned," she said. She spent time in the exhibits where she found that products she was aware of have been enhanced. There were fewer vendors, because of mergers, but, "The small guys—the techno geeks—have created wonderful products," she decided, when compared with the products of the larger companies. She believes that the vendors are dealing with the criticisms from the marketplace in the past few years and are trying to develop new relationships.

David Mao, assistant librarian at Covington & Burling in Washington, DC, is of the opinion that AALL does a good job of balancing conference programming for the variety of people who attend. He spent time looking

at the library management issues being discussed. He also found the exhibits worthwhile and invited one vendor to the office to give a presentation to the entire staff, based on what he learned in Seattle. Elizabeth LeDoux, also of Covington & Burling, told *Corporate Library Update* that the AALL conferences "get better every year, because AALL learns lessons at each conference." She was enthusiastic about the advocacy training offered in Seattle. "There is nothing more important than advocacy", she said. The program that she heard people talking about throughout the conference was "How to Get to Yes by Saying No More Often: Envision a Bolder Tomorrow," presented by Kelly Browne of the Connecticut School of Law Library. "People came out of this one excited by the assertive approach," LeDoux said.

Among the many awards and scholarships presented at the conference each year, the Marian Gould Gallagher Distinguished Service Award is among the most coveted. This year, three people were honored for longtime service to the profession and to AALL. **MARVIN ANDERSON** retired in 2002 after serving 22 years as the Minnesota state law librarian. During his tenure, he established county law libraries and was known for his dedication to outreach and volunteerism. **LEAH CHANIN**, academic law librarian and legal scholar, practiced law in Macon, GA, from 1958-1964. She became director of the law library and



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professor of law at Furman Smith Law Library, Mercer University School of Law in Macon from 1964-1992. She then became director of the law library and distinguished professor of law at the University of the District of Columbia Law Library for four years. She moved to Howard University Law Library as head of public services in 1996, retiring in 2001. She was president of AALL in 1982-893. **FRANCIS ROBERT "BOB" DOYLE** has been the director of the law library at Loyola University Chicago since 1978. In his first nine years there he increased the library's funding sufficiently to build special collections in health law and child law, areas in which Loyola is now renowned. During his 45-year career, he has

CE Opportunities

- **"Branding Master Class:** Fine-tuning Information Service Brands," September 24, 2-3:30 p.m. ET, Special Libraries Association (SLA) Virtual Seminar. Led by Chris Olson, the presentation concentrates on advanced branding concepts for libraries and information services – crafting strategies that can impact the intangible aspects of a brand and its relationship with customers. Registration ranges from \$185-\$285; the cost is per site, not per person. For more information, visit www.sla.org/content/Events/distance/virtsem2003/index.cfm.
- **6th World Financial Information** Conference, October 14-16, Washington, DC, sponsored by the Software & Information Industry Association. Panel discussions will highlight the future of data vendors, disintermediation in the financial services industry, impact of standards, strategies for the management of market data, important regulatory trends, and critical reference data issues. More information can be found at www.fisd.net/wfic2003/default.asp.
- **OpenURL and Metasearching** are the topics of two National Information Standards Organization (NISO) one-day workshops being offered in Washington, DC, October 29-30. October 29 is devoted to "Open URL: Demystifying Link Resolution." On October 30, the topic is "Metasearch: What It Is Now, What It Could Be, and How Standards Can Help Us Get There." One workshop is \$199 for NISO member and \$259 for nonmembers. Two-day registration is \$359 and \$499. Details at www.niso.org/news/events_workshops/MS-03-registration.pdf.

been a mentor to generations of law librarians and has authored several journal articles and books.

Newly installed AALL President Janis Johnston, director, associate professor of law, and associate professor of library administration at the Jenner Memorial Law Library, University of Illinois, is looking forward to the 2004 conference in Boston, where the theme will be "Boston to Bombay: The World of Legal Information," recognizing that the practice of law has gone global. "Between now and Boston, I and the Executive Board will be hard at work on keeping AALL relevant to the changing needs of law librarians," she told the Seattle meeting attendees. "As our work environments, our roles, and our needed skills keep evolving so too does AALL need to constantly change to keep pace.... a flexible organization that can adapt to meet the needs of newer members."

Telecommunications Collection Donated to Linda Hall Library

The Linda Hall Library of Science, Engineering, & Technology, Kansas City, MO, recently received a unique collection on telecommunications standards from Ken Krechmer and Elaine Baskin of Palo Alto, CA. They donated a complete file of *Communications Standards Review* (CSR), from 1990 to 2002, in both print and electronic formats, plus a file of related standards committees documents from multiple standards committees. Beginning September 2, all issues of CSR will be freely accessible via the library's online catalog, LEONARDO, at <http://leonardo.lindahall.org>.

The collection contains CSR report abstracts and references on standards committee work-in-progress, all the documents submitted to each committee. It also has the accompanying file of the full committee documents referenced by the journal. These provide detailed technical information on tests and discussions that influenced choices among alternative approaches in the course of bringing various standards to the marketplace. Together these records document the process of developing telecommunications standards for network access technology for wireless (1990-1996) and wireline (1990-2002)

technologies, including modems, facsimile, DSL receivers, structured cabling, home gateways, and more. "These files will be of particular interest to those researching the standardization process, the history of technology, and prior art, as well as those interested in the influence of standards on technical markets," says Information Resources Officer Nancy Day.

Keyword searching of the journals will be available. Copies of specific documents submitted to each committee identified through the CSR files may be requested through the library's document service web page, fulfilled at the library's prevailing rates and subject to issuing committee distribution restrictions.

The Linda Hall Library, opened in 1946, is the world's largest privately support public research library of science, engineering, and technology. It processes more than 100,000 requests annually, worldwide.

Tech., Goals, Culture Training Key for Embassy Info. Profs.

The U.S. State Department supports Information Resource Centers (IRC) at American embassies and consulates in 170 locations around the world. Proactive outreach to such target audiences as the working press, embassy staff, mid-level host government officials, academics, and researchers who have an interest in U.S. foreign policy and related issues is the most important characteristic of the IRCs. Each year, a group of up to 24 IRC staff from around the world come to Washington, DC, for two weeks of training, followed by one week at a graduate library school and one week at the annual conference of either the Special Libraries Association or the American Library Association. In the next few issues of *Corporate Library Update* we will be interviewing some of the IRC staff members from the 2003 group.

Ann Holland is professional development officer in the Washington Office of the program. She accompanied the group to the Special Libraries Association conference in New York City this year. Prior to her present position, Holland was an information resources officer (IRO) with responsibility for IRCs in

China and Africa.

Training initiatives were in place when the IRCs came under the jurisdiction of the U.S. Information Agency (USIA), prior to being assumed by the State Department, but the structured annual program began in 1985. Participants are nominated by an American officer at their post. There are typically 50 to 60 nominations for 24 slots. They spend the first two weeks of the trip at the State Department's National Foreign Affairs Training Center, with courses on American culture and values, updates on online databases, and visits to important libraries in Washington, DC.

In addition to the annual training trip, the IROs in the field have independence to decide on the training goals and objectives for their

Mergers & Acquisitions

- **The Thomson Corporation has acquired**

Techstreet, Inc., a digital content delivery company that provides full-text industry standards and specifications to engineers, researchers, and technical and information professionals. Terms of the transaction weren't released. Besides information from hundreds of standards developing organizations, Techstreet also offers technical books, materials property data, and technical training from more than 1000 publishers, industry associations, and technical societies worldwide. Techstreet will become part of Thomson Scientific and Healthcare.

- **Advanstar Communications Inc. is buying**

a group of healthcare industry-specific magazines and related custom project services from the Thomson Corporation. The purchase price of \$135 million will be paid in cash. Advanstar Communications is a privately held corporation majority owned by DLJ Merchant Banking Partners III, LP, a fund managed by Credit Suisse First Boston Private Equity. The portfolio is composed of three groups: Medical Economics Communications Group, Montvale, NJ; Dental Products Report Group, Northfield, IL; and Veterinary Healthcare Communications Group, Lenexa, KS. In total, the acquisition includes 15 magazines, one veterinary tradeshow and conference, and a special projects group, which includes custom projects, symposia, and continuing medical education programs that are produced in multiple media formats (print, audio, CD, live events, and on the Internet). Total revenue for the portfolio being sold to Advanstar was \$87.7 million in 2002.

region, since each region has differences in information technology infrastructure, languages, learning cultures, and public diplomacy issues.

"A degree is not always required for our IRC positions," Holland said. "Because our programs are special and unique, we want the best person for the job, not merely a degree. We believe that the right person can learn to manage our special library operations with the proper training." It is vital that they be trained quickly about the mission, programs, and goals of IRCs," Holland believes, including how to organize and manage a proactive outreach information program.

The training begins with a core competencies course, with spin-offs related to the needs of specific regions. Even when newly hired IRC staff have professional library degrees, they may not have an understanding of the culture, history, and government of the United States, which gives them a context for research questions, Holland says. Webmaster skills are in demand by many IRCs as they are tasked with maintaining the home page for

their embassies. Other special courses focus on working smarter with the Internet, communication and presentation skills—including tips on how to use PowerPoint effectively. Supervisory personnel also receive specialized training in team building, conflict management, entrepreneurship, service motivation, creativity and innovation, and technology management. Because the State Department spends approximately \$1 million annually for access to online databases, training in effective use of these resources is also a priority.

When asked about how the IRC staff members have changed in the time that Holland has been involved with the program, she said, "We now have employees with higher levels of education and better technical skills.... One of the reasons for this is that IRCs are using more technology requiring us to recruit for people with different skill sets than we did when USIA operated traditional libraries." The trend of employees with 20 years longevity is disappearing as people with highly marketable skills in technology either move on to higher paying jobs or return to university

Company Announcements

• **A Century of Nobel Prize Recipients** is a new reference source from Marcel Dekker. It covers contributions to chemistry, physics, and medicine during the 20th century, complete with 550 color illustrations documenting the scientific accomplishments. Due for publication in October, the price is \$150. Visit www.dekker.com for details.

• **Datamonitor's market research information** is being added to company information products available from Bureau van Dijk (BvD). The reports already have been added to FAME, which covers the U.K. and Ireland, and OSIRIS, covering publicly listed companies worldwide. Over 2000 industry profiles are being incorporated, including global and regional reports as well as more than 1500 country-level profiles. BvD products will offer Datamonitor profiles on an unlimited access basis as well as through a pay-per-view option. Several linking options are provided. Visit www.bvdep.com or email newyork@bvdep.com.

• **Mergent Industry Reports** provide in-depth analysis of key industries covering North America and Asia/Pacific by country and region. A European edition will be available soon. The reports discuss market and geographic environment as well as key trends and market outlooks. The new product is available by annual subscription as well as by

single industry units, via the Internet, in PDF format, or as a fully integrated module on MergentOnline. For more information, visit www.mergent.com.

• **EOS International** has successfully implemented EOS Q-Series Serials at Katten Muchin Zavis Rosenman, a nationwide commercial law firm with a legal staff of over 600 attorneys. The firm's Library Information Center manages over 10,700 titles across multiple locations. The firm needed a system that would integrate existing libraries into one system and accommodate the multi-parts of legal publications as well as standard and non-standard frequencies for updates. EOS International can be found online at www.eosintl.com.

• **Banco de España** the central bank of Spain, has chosen Ex Libris' ALEPH 500 integrated library management system to replace its current DOBIS/LIBIS software. The Banco de España, whose history goes back more than two centuries, is the fifth central bank in Europe to select ALEPH. The others are the European Central Bank in Frankfurt and the central banks of Holland, Italy, and Luxembourg. In 1994, the Banco de España became a member of the European System of Central Banks, joining the central banks of the other European nations.

after three or four years of work experience, according to Holland.

Clark Atlanta LIS in Jeopardy Valdosta May Be Accredited

Clark Atlanta University's (CAU) School of Library and Information Studies (SLIS)—the only library school in Georgia—may be closed by the end of the 2004-2005 academic year unless its supporters can convince university administrators to change their minds. According to SLIS Dean Arthur Gunn, on July 23, President Walter Broadnax and Provost Dorcas Bowles met with him, faculty, and staff to announce the proposal. The recommendation was made by a special committee comprised of faculty and administrators—though no one from SLIS. After Gunn put the word out, "the response of library school deans from across the country, alumni, and other supporters has been absolutely overwhelming," he said. On August 18, after a presentation by Gunn, CAU's curriculum committee and academic coun-

cil voted overwhelmingly not just to preserve SLIS, but to strengthen it, noting its special role as a historically black institution.

SLIS was re-accredited in 2002 on a conditional basis. To get that designation lifted, SLIS by 2005 must meet four challenges—one of them demonstrating that the university will financially support the program. Gunn believes that is the crux of the issue. While SLIS has relied on a grant from the State of Georgia for the past several years for more than half its budget, university administrators believe that grant is threatened by the prospect that a program at Valdosta State University will be accredited. However, Valdosta State is more than 300 miles away, in rural Georgia, Gunn noted, and the state would have no other library school to serve its largest city. He added that SLIS had experienced a 70 percent growth in enrollment last year and expects a jump of 20 percent this year. Despite faculty support for SLIS, it's not clear that CAU leaders will be convinced. "In the midst of what seems to be a positive upswing, it's curious that this kind of decision would be made in a closed room," Gunn said. — *Norman Oder*

Company Announcements

- **Detailed data on thousands of Japanese** companies published by Kompass is now available exclusively through Dialog (File 592) and Dialog DataStar (KPWO) services. Coverage includes data on more than 6200 Japanese companies, primarily manufacturers involved in import-export businesses based in the Tokyo metropolitan area. Profiles soon will be added for companies in Kobe, Kyoto, Nagoya, and Osaka. Records on more than 10,000 companies are expected by the end of this year, 16,000 in 2004, and 30,000 in 2006.

- **A new on-demand search service** has been launched by Chemical Abstracts Service (CAS). Science IP, www.ScienceIP.org, adds "the human element to the equation; our search professionals will provide direct, rapid assistance to the patenting community," explains CAS Director Robert Massie. Services can range from simple literature searches for prior art to more complicated projects that involve attorneys writing patentability, freedom-to-practice/operate, and validity opinions.

- **Five new technical periodicals** will be added to the 120 journals already available from the Institute of Electrical and Electronics Engineers (IEEE). Beginning in 2004, *IEEE Transactions on Computational Biology and Bioinformatics*,

IEEE Geoscience and Remote Sensing Letters, *IEEE Transactions on Automation Science and Engineering*, *IEEE Transactions on Dependable and Secure Computing*, and *IEEE Distributed Systems Online* will appear. The latter title originally launched online as a virtual community to support *IEEE Internet Computing* and *IEEE Pervasive Computing*. It is now a stand-alone online journal and will be free through the IEEE Xplore online delivery platform during its first year of publication.

- **InfoSci-Online**, produced by Idea Group, Inc., provides a comprehensive, full-text collection of literature from the field of information science. It recently was released by EBSCO Publishing, using the searching and linking technology of EBSCOhost. The source includes, in PDF format, book chapters, journal articles, case studies, and conference proceedings about research, trends, technologies, and challenges in the fields of information science, technology, and management, updated monthly. Among the journals included are *Journal of Distance Education Technologies*, *Journal of End-User Computing*, *Information Resources Management Journal*, *Annals of Cases on Information Technology*, and *Journal of Database Management*.