

# Legal Division Docket

Spring 2018



## Chair's Column

By Bobbi Weaver, [baw@cwsli.edu](mailto:baw@cwsli.edu)

Ready for Baltimore!

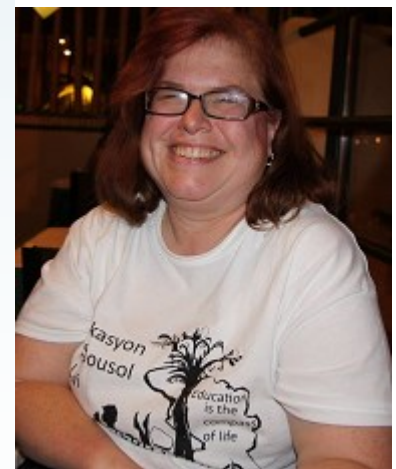
Greetings DLEG Members:

We are busy planning some great programs for the upcoming SLA 2018 Conference in Baltimore and I hope to see many of you there. We'll kick off the DLEG festivities with a Legal Division Reception on Sun. June 10 at 7:30 pm. Come join us for food and beverage along with a great opportunity to network with your colleagues. SLA Headquarters is requiring that you register for the reception (and also the Business Meeting Breakfast, see below) ahead of time. The reception is listed as part of the ticketed events, although there is no charge for the ticket. A list of the ticketed events can be found online at <http://alturl.com/kapsy>, and instructions for adding the events to your registration appear at the bottom of the page.

The Bloomberg BNA-sponsored DLEG Annual Business Breakfast Meeting is also a ticketed event for which you must register in advance. Follow the same link and instructions as noted for the reception. Get a healthy breakfast to start your day and see what the Division has in store for the future.

We will be hosting a kiosk in the exhibit hall again this year, which will be available while the exhibits are open. We plan to have DLEG souvenirs as well as some local treats. To help give back to the host city, we will be collecting new socks and undergarments for women and children to benefit the clients of the House of Ruth Maryland (<http://www.hruth.org/>), a shelter for victims of intimate partner violence. These items are among the most needed by the women and children served by the shelter and a package or two could easily fit in a carry-on bag. A listing of retailers near the Convention Center is in this issue as well, just in case your bags are just too stuffed already. Plus, a donation will get you a chance to win a \$25 Starbucks® gift card. Give a chance & get a chance.

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### In this issue:

- [New Client Intake Research](#)
- [Transitions: A Life's Journey](#)
- [Celebrating 100 Years of Library Services at Covington](#)
- [House of Ruth donation drive](#)

## Chair's Column (cont'd)

The Division has some great programs lined up for the remainder of the conference. There is a page in this newsletter with a summary of the educational programs. On Monday, June 11, Barbara Bavis from the Law Library of Congress in Washington, DC will present a Quick Take on researching Executive Orders. Ms. Bavis has compiled an online research guide on Presidential Executive Orders, which is available at <https://blogs.loc.gov/law/2012/11/executive-orders-a-beginners-guide/>. She will share some of her experience with finding this source of law. Also on Monday afternoon, the Legal Division will host its Knowledge Café. Since there was such an interest in artificial intelligence at last year's café, we've decided to focus the group discussions on this very timely topic.

On Tuesday, June 12, we will be co-sponsoring a program with the Food, Agriculture & Environmental Resources (FAER) Division on the impact of immigration policy changes on food supply. 4 Speakers will be doing a comparative look between the situation in the United States and the United Kingdom. Stricter immigration stances in the U.S. have made workers from other countries wary about coming to the U.S. for agricultural work. Likewise, the upcoming separation of the United Kingdom from the European Union (BREXIT) has made many workers from Eastern European countries wary about going to the United Kingdom for farm work. Patrick O'Brien co-authored a report on the topic for the American Farm Bureau Federation, which is available online at [https://www.fb.org/files/AFBF\\_LaborStudy\\_Feb2014.pdf](https://www.fb.org/files/AFBF_LaborStudy_Feb2014.pdf). He will be speaking on the U.S. perspective. Howard Carrier of James Madison University has conducted webinars on resources associated with Brexit. He will address the United Kingdom's perspective and share resources on researching Brexit's impact on food supply for the country.

We will wrap up our educational programs on Wed. June 13 with a program on researching corporate registries. Victoria North will focus on corporate registries in the United Kingdom. I will talk about registries in U.S. states as well as some "tax haven" countries.

Baltimore is a wonderful venue. Camden Yards is a great baseball stadium. Catch a game if you have a chance. The city is also the final resting place of author Edgar Allan Poe, and his former home and museum are also in the city.

If you plan to come early or stay late, Washington DC is just a short train trip away and has many wonderful attractions as well. If you'd like to venture north, Philadelphia also have some great attractions, such as Constitutional Center and the Liberty Bell, Independence Hall, the Philadelphia Museum of Art (you can have your "Rocky" moment), the Free Library of Philadelphia, Franklin Institute, and for the quirkier crowd, a jaunt down South Street. I'm heading there to visit my family, but I'd be glad to give you some sight-seeing tips.



## Editor's Note

by Chystelle Browman, [slalddocket@gmail.com](mailto:slalddocket@gmail.com)

### We're getting ready for SLA 2018!

In this Legal Division Docket, we are getting ready for SLA 2018 Baltimore. Kick-off is June 9th and will go to the 13th. Between those two dates the DLEG community has plenty of sessions and suggestions to make most of your conference.

We hope you can make it to one or more of the following DLEG events:

#### Sun, June 10

- DLEG Reception at 7:30pm

#### Mon, June 11

- DLEG Bus Mtg Bfast at 7:30am
- Reference Requests: Time Management and Expectation - Setting at 9am
- Knowledge Café: AI and The Law Library at 4pm
- Keeping Up with the President (Executive Orders) at 4pm

#### Tues, June 12

- Fewer Workers, Less Food at 10:30am

#### Wed, June 13

- Getting the Goods: Corporate Registries at 9am

To get your feet wet, Ms. Bobbi Weaver, our Legal Division President, has chronicled DLEG's upcoming program itinerary. Additionally she's put together a wonderful list of possible extracurricular activities, so you and your fellow DLEG chapter buddies can go and explore the city together.

Additionally in this edition of LDD, Ms. Amy Noll and Kate Pettegrew share how they created a well-oiled risk fighting machine to help their firm mitigate potential legal and financial issues during the client in-take process.



Mr. Eugene M. Giudice reminds us to embrace transitions as well as use our past experiences to help us navigate our professional futures.

Our newsletter ends with a warm entry authored by Ms. Catherine Kitchell, the Division's chair-elect, who discusses Covington & Burling's support of legal librarianship on its 100<sup>th</sup> anniversary. It's also a tip-of-the-hat to Mr. Larry Guthrie, who is partially responsible for *Covington: A Centennial History*.

We hope to see you soon!



### Preparing for your Baltimore Trip via YouTube®

Bobbi Weaver, Chair, SLA-DLEG

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Though we will be very busy with the great educational and social activities planned for this year's annual conference in Baltimore, some folks might some extra time off or take a break from the conference programs to see what the city has to offer. This article is a compilation of some videos available for free on YouTube®. Most are fairly short, so take a few minutes to view online what you might want to see in person in June.

### General Tourism

Baltimore Travel - Things to see and do (Josh Post, Dec. 11, 2016) <https://www.youtube.com/watch?v=k6l4yph0v5I>  
--This speed tour of attractions throughout the city will give you a quick glimpse of some of the things you might want to explore.

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## Librarians Conducting New Client Intake Research

By Kate Pettegrew, Director of Information Services and Amy Noll, Conflict Analyst, McNees Wallace and Nurick LLC, Harrisburg, Pa



Legal malpractice insurers are increasingly concerned about claims generated by unworthy clients. To reduce the incidence of malpractice claims, they expect their member firms to run due diligence searches on incoming clients and to be attentive to any concerns those searches may reveal. In our information center at McNees, we had successfully implemented a competitive and business intelligence research program over the course of a few years. so when our firm's Loss Prevention Counsel approached us for assistance in 2013 after attending a malpractice insurance carrier conference, we were familiar with the resources and procedures that would be needed for a client quality research initiative.

After some research and discovery, we realized that we needed to add an additional part-time staff researcher to accommodate our new system. It took about year to get the processes and staff in place. Firm counsel and Information Center staff had to come to a consensus on what new business intake searches would entail (clients with certain expected billables? All clients?), the resources we would use (an amalgamation of all our resources, or pay for one product?), when they would occur in the client intake process, the scope of the research, how much time should be spent, and how concerns (yellow flags) would be communicated to the loss prevention team and responsible attorneys. Ultimately, we had to develop a system that would sufficiently assess primary risk factors for an unworthy client, while not taking too much staff research time or delaying the file opening process. To help facilitate this, we contracted with Lexis Nexis to use their Diligence product, rather than search multiple information services.

It was deemed too costly to reprogram our file opening workflow when we first started, so we manually run a daily report of corporations or individuals that need to be researched, then conduct

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## Librarians Conducting New Client Intake Research (cont'd)

the research escalating any results that meet our yellow flag criteria to Firm Counsel. Firm Counsel then determines if the responsible attorney needs to be notified and if engaging the new client should be reconsidered. The firm is presently implementing a new time and billing system, which will incorporate the new business intake

research into the file opening workflow. We hope with this improvement that we will continue to protect our firm's interests in a more efficient manner.

Since implementing this process just over three years ago, we have performed over 3,000 new business intake due diligence searches, with 10-15% of them resulting in escalation to Firm Counsel. Management and attorneys appreciate being informed on the firm's potential clients and any potential financial or legal issues, and the firm has avoided several potential "red flag" clients because of our research process. To maximize efficiency and better leverage our knowledge resources, the conflicts department transferred from the billing department to the Information Center and now handles new business intake research in addition to conflicts checks. With the implementation of our new time and billing system we hope to mine the information found during the client intake process for business and competitive intelligence purposes in the future.



### YouTube Videos [cont'd]

Baltimore Inner Harbor: My 6 Favorite Attractions (Devin Trent, June 13, 2016) <https://www.youtube.com/watch?v=BFHnSW4bcr0>

--The producer of this short film is a tour guide, but he still provides some good information about the Inner Harbor area of Baltimore, including a customized Google Map to which you can link from the video page.

### Libraries

Enoch Pratt Library Baltimore Maryland Upclose Detailed (Upclose Detailed, Nov 11, 2017)

<https://www.youtube.com/watch?v=fR2ihG-4oqw>

--No dialog, but sort of a music video on the features of the library

Pratt Restoration Series: Episode 1: <https://www.youtube.com/watch?v=padiW6DPMCU&list=PLkIhHuOcU8PmelKEWzMjn34FnHhWXI5tQ>

--The recent restoration of the Central Branch is documented in a series of short films. Links to subsequent episodes appear on the right frame. Information on the

[continued on page 6]

### YouTubeVideos (cont'd)

Information on the Central Branch can be found online at <http://www.prattlibrary.org/locations/central/>

Cleaning Day at the Peabody Library (Johns Hopkins University, Jan. 15, 2016) <https://www.youtube.com/watch?v=D1ry-mttVyA>  
--No dialog, but this short film gives you an idea of the architecture and collection of the George Peabody Library on Johns Hopkins University.

Absolutely Beautiful! George Peabody Library (Nicopeace, June 13, 2016) <https://www.youtube.com/watch?v=MjpM7reYbwo>  
--You might want to skip the filming of the trip to and from the library, but the film does provide some good shots of the interior and exterior of the library. At the beginning, there are some potty-mouth utterances and a use of Wikipedia to find information on the library (you might find one or more of these [cont'd on page 7])

## Transitions: A Life's Journey

By Eugene M. Giudice, Research Services  
Training Specialist, Dentons US LLP



If there is one constant in life it is change. We change daily, starting with daily physiological changes (nails grow, hair grows, cells generate and die off) to personal changes (changes in relationships, changes in where we live) to changes that effect many people (political changes, economic changes). We also change professionally. We call these changes transitions. Dictionary.com defines transition as "movement, passage, or change from one position, state, stage, subject, concept, etc., to another; change". This definition implies a discreet time of transition. The transition has a beginning, a middle and an end as we move from an "as is" condition to a "to be" condition.

I would submit that we as professionals should be transitioning all the time. We should be taking our day to day experience and using them to move us toward our next position, whatever that may be. I remember being told many years ago that one should start looking for their next job the day one starts a new job. There is truth and wisdom in this. Transitions are not something that we "do". They are lived as part and parcel of the human experience.

When most people talk about professional transition, they usually talk about things like networking, and resume writing and interviewing skills, all of which are important. What I want to talk about is being able to take experiences, some of which may be very old and maybe not even related to

## Transitions: A Life's Journey [cont'd]

librarianship and weave them into a tapestry that we can carry throughout all our transitions, both large and small, both momentous and every day. I want to posit some questions, the answers to which can help define and guide our professional transitions. These questions are not meant to be comprehensive. They are the things that I have thought about in my transitions.

Where do you find your fundamental identity as a librarian? I've always said that everything I learned about being a librarian, I learned while being the manager of my high school football team. You might think that incongruous because back then, I was not even thinking about being a librarian. What my experience as the manager taught me was the importance of service in anything that one does. Having a service orientation can aid in transitions because it shows an attitude of cooperation and collaboration. Being the manager may not be the most glamorous job on a high school football team, but it is one of the necessary parts that makes for a winning team. Are you, by your service orientation making yourself a necessary part of a winning team?

**How have we come to see users of our services?** This is an interesting subject to explore. There was an article in October 2013 issue of AALL Spectrum entitled "A Customer is a Patron is a Client But Not Really" by Carol Ottolenghi. The ability to name the people who use library services will, by that process, for us as professionals to re-evaluate our relationship to them. That is a significant transition. I have always used the term client because it presumes a collaborative, dynamic relationship. Also, since many of us are working in the law firm environment, the use of the term client reminds us that just like the attorneys are hired to deliver value to their clients, we are also hired to deliver value to the attorneys who send their requests to us.

**How have you used previous professional experience?** I have direct personal experience with this. My current job relies heavily on the experience I gained as an instructor and course developer at Accenture. I don't think I would have gotten this job if I had not, **on a regular basis** looked back at those experiences and asked myself how could I use those experiences in the task at hand.

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## YouTube Videos [cont'd]

things offensive.) If you would like to know the background of the library, visit its web site at <https://peabodyevents.library.jhu.edu/>.

University of Baltimore Law Library Video Tour (Aug. 30, 2017)

<https://www.youtube.com/watch?v=WeucqE3ON00>

--Basically a slide show presentation with subtitles and narration, this short video still gives a good overview of the collection and services of the University of Baltimore Law School Library. For more information, see the library's web site at <http://law.ubalt.edu/library/>

Lending Library of the Gay and Lesbian Community Center of Baltimore

<http://www.glccb.org/>

--No YouTube video available on the Center, but information can be found on its web site above. One of the programs offered by the Center is a lending library for the community.

## Bookstores

Sustainable business model for bookstore and coffee house at Red Emma's in Baltimore (Fair Traveller, Jan. 21, 2018)

<https://www.youtube.com/watch?v=LLXqbJs9OzE>

[cont'd on page 8]

### YouTubeVideos (cont'd)

--This short video shows an interview with the owner of **Red Emma's Bookstore and Coffee House**. You can see a little bit of the collection, but the dialog mostly focuses on the business' community-oriented philosophy. To learn more about Red Emma's, visit its web site at <https://www.redemmas.org/>.

Book Talk: 'After I'm Gone' with Laura Lippman [at The Ivy Bookshop] (Baltimore Post Examiner, Feb. 12, 2014).

<https://www.youtube.com/watch?v=HFpy2UTz1hs>

--I couldn't find a video focusing on the bookstore, but you can see some of the collection in this video of Ms. Lippman's talk. Ms. Lippman is the author of many Baltimore-based novels. You can find out more about this bookstore by visiting its web site at <http://www.theivybookshop.com/>.

Everyone's Place African Cultural Center and Bookstore (Systematically Freeing, Feb. 9, 2018)

<https://www.youtube.com/watch?v=mx1nceAvN8Q>

--This bookstore features a collection written by and for people of African descent. It includes both adult-level books as well as a good

[cont'd on page 9]

## Transitions: A Life's Journey [cont'd]

### **What have we done with feedback, both positive and developmental?**

Everybody likes to be praised, and we easily internalize praise but how are we when the feedback given is developmental in nature? How do we internalize it and use it as a tool and a source of transition? Have we looked back on all the various types of feedback we have been given and critically asked how can I use some or all of this today to make be a better employee, a better researcher, and in the final analysis a better person?

### **How are we taking advantage of professional development opportunities?**

One of the things that I learned at my first AALL conference was to try and attend a session that is outside your regular area of work or expertise. I would submit that looking at professional development in a broader sense to include opportunities to hear lectures or attend seminars on topics outside the areas of law or librarianship can act as catalysts for thinking about one's own professional life differently. It is the ability to look at things differently that will create within a person an ethos of constant growth and transition. It is often a futile gesture to say "I'm in transition now because I lost my job, so I should do some professional development to get ready for the next." The value of "fire alarm induced professional development" is limited at best because it is done under duress.

**How have we aided others in their transitions?** It's a well-worn adage that "what goes around, comes around". We have all know people in various stages of transition? Sometimes these transitions are difficult and sometime not. Either way, I am absolutely convinced of the necessity to accompany people in their transitions. Our basic humanity and professionalism requires us to help our colleagues in need but it is also good because from the journey and transition of other, we can learn something that will be of use as we move through our transition. I know from personal experience the value of having people accompany me on my transitions and I have gained immeasurable value from accompanying others on the journey.

**Have you served as a mentor?** Mentoring is a professional responsibility we all have. Mentoring is an enriching experience, not only for the mentee but for the mentor as well. Mentoring provides leadership skills that can be useful if one is planning to enter management at some time in the future. Mentoring also demonstrates care for the profession and an interest in its future development. A person you mentor today may well become tomorrow's library director. By mentoring, you are helping transform and transition the profession for the future.

—This article first appeared in the 2016 fall edition of the *CALL Bulletin* published by the Chicago Association of Law Libraries.



## Celebrating 100 Years of Library Services at Covington

By Catherine Kitchell Chair-Elect, SLA Legal Division  
Senior Reference Librarian, Bloomberg Law

This year marks the 100th anniversary of Covington & Burling. Founded in Washington, DC, the firm is now a global operation with over 1,000 lawyers on four continents in 12 locations. To commemorate this anniversary and document the changes to the firm and the legal industry, Charles A. Miller, a lawyer with the firm for 58 years, wrote *Covington: A Centennial History*. The project was two years in the making and Mr. Miller credits SLA's 2017 Hall of Fame inductee, Larry Guthrie, with playing an integral role in conducting some of the research for the book and arranging for its publication.

Covington had a library from its beginnings and, not surprisingly, the librarians have played a key part in the firm's history and success. Mr. Miller notes "the library was a focal point within the office, serving not only as a research venue but also as a gathering place where lawyers could become acquainted and build friendships." Over the years, Covington amassed a large print collection of the requisite law reviews, court reporters, loose-leaf services, and administrative agency volumes. Additionally, the firm compiled a unique collection of legislative histories. Those legislative histories are now available via Hein Online and, of course, most of the other resources are accessible online via outside vendors or through the firm's intranet.

Covington particularly has extensive materials in the life sciences/FDA practice area, collected under the leadership of librarian Jennifer Pelaia. This collection is so comprehensive that the FDA has consulted it to acquire information they cannot find in their own agency! The firm has had more than its fair share of historically important law librarians, including Elizabeth Finley (AALL Hall of Fame 2010), Jack Ellenberger (AALL Hall of Fame 2010, also DC/SLA President 1968-69), Ellen Mahar, Roberta Shaffer (briefly SLA Executive Director, and later Law Librarian of Congress), and David Mao (Law Librarian of Congress and then Acting Librarian of Congress).

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### YouTube Videos [cont'd]

good selection of children's literature. The store's Facebook® page can be viewed at <https://www.facebook.com/Everyones-Place-107917832575771/>.

The Book Thing reopens Saturday after March 2016 fire (ABC2 News, Oct. 12, 2017) <https://www.youtube.com/watch?v=ETrhRCMniLY>  
--This book warehouse is a charity with a large collection of books available for free. Monetary donations and donations of items from the organization's wish list are welcomed. View its web site at <http://bookthing.org/>.

### Museums

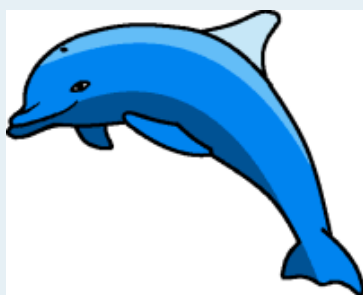
B&O Railroad Museum YouTube® Channel <https://www.youtube.com/user/BORRM>  
--If you're a railroad enthusiast, you might want to watch some of the many videos available on the museum and the B&O Railroad. You can also visit the museum's web site at <http://www.borail.org/>.

Edgar Allan Poe's home in Baltimore & Gravesite (Dante Luna, May 5, 2017) <https://www.youtube.com/watch?v=NnCiBenyJcl>  
--Narrated by volunteer, David Gaylin, this film shows features of the Poe House and [cont'd on page 10]

### YouTubeVideos (cont'd)

giving some biographical background about the author. You can find more about the Poe House and Museum at its web site at <http://www.poeinbaltimore.org/museum/>. Poe's grave is located in the burial grounds of Westminster Hall at 519 W. Fayette Street. Information on Westminster Hall's location and hours can be found online at <http://www.westminsterhall.org/>.

Preview Your Visit to the National Aquarium (National Aquarium, May 16, 2012) <https://www.youtube.com/watch?v=Jdgiaalxno>  
--OK, not really a museum per se, but it is a facility that houses various displays of living sea creatures. The video mostly describes the National Aquarium site in Baltimore, but there is also some information about the Washington, DC location. For more information on the National Aquarium in Baltimore, visit its web site at <https://www.aqua.org/>



## Celebrating 100 Years of Library Services at Covington [cont'd]

Centennial Librarians currently at Covington include: Jennifer Pelaia (Director), Rhea Wilson (Assistant Librarian for Technical Services), Carrie Ansell (Research Manager), Abigail Falls and James Wasicek (Research Librarians), Larry Guthrie (ILL Librarian), Jeannine Gelpi (Technical Services Specialist), Vanessa Freeman (DC Online Resources Librarian), Karen Schubart (New York Library Director), Nicholas Perugini (New York Library Assistant), Lise Deary (Los Angeles Research Librarian), Lori Ruth (San Francisco Senior Research Librarian), Matt Ward (San Francisco Office Services), Ingeborg van der Burgt (Brussels Librarian), Sally Gordon (London Library Assistant), and Ortencia Gonzalez (Silicon Valley Office Services).

Congratulations to the firm, the author, and all the librarians!

Going to SLA 2018 in Baltimore?  
Why not share what you learn by reviewing a DLEG educational program for the next *Legal Division Docket*?

Please contact Chrystelle Browman at [slalddocket@gmail.com](mailto:slalddocket@gmail.com) if you are interested in writing a review.

*Donate new women's or  
children's socks or underwear  
at the **SLA-DLEG** kiosk for*



## **House of Ruth Maryland**

Bring a donation to the kiosk & get an extra ticket for our opportunity drawing for a Starbucks® \$25 gift card. Give a chance & get a chance.

**Your donations go to help women & children  
affected by intimate partner violence.**

**No room in the luggage? Ask us about retailers nearby.**

**For more information about House of Ruth Maryland, watch its  
video at <http://alturl.com/vz5cj>**

*(This is a graphic file. You must type in the URL to see the video.)*

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