



LIBRARY AND INFORMATION SERVICES ASSOCIATION NEWSLETTER - SPRING, 2000

MARTINS' MUSINGS

March Madness has a different meaning for me this year (not that it meant a whole lot with that basketball thingy). As I write this, I'm 8 days away from having to turn in my capstone report and complete my final requirements for my degree. By the time you read this, I'll have joined the ranks of LISV alumni (though I'm not abdicating my throne just yet - you have a few more months of suffering under my iron thumb). It's been a whirlwind of activity for the past month - collecting surveys, entering data, analyzing results, and writing that pesky literature review. However, I must say that it wasn't as bad as I thought it would be. I think that my previous classes and assignments actually prepared me for this experience (yes, I know, I'm as shocked as the rest of you - someone get the smelling salts). What's even more shocking is that I learned something from the capstone experience (procrastination is very, very bad) and feel like I will actually make a contribution to the library literature. What was my topic? Well, you'll have to wait until I get it published somewhere to read the full story, but I bet some of you can guess the focus of my survey. Linda? Diana? Marcy? Say it in unison: "Something with gays and lesbians!" If I've been anything in library school, I've been predictable.

What lies around the next bend in the road for me? For the program? As my trusty psychic eight-ball would say, "ASK AGAIN LATER".

I know that the ties I made in library school will stay strong as I enter the profession - DU dominates the Intellectual Freedom Committee, with 3 LISA presidents (so far) having served on the committee.

Assuming I do finish my capstone on time, I will have cleared the last hurdle in keeping my new position, since my contract says "MLIS by June or you're fired!" Now I'll have 6 years of being a good & productive boy before I apply for tenure, so I'm certain that my capstone report will not be my last effort at writing for the next few years (though I do plan to take a little break!) As for the LISV department, it looks like we have another exciting time ahead of us as we explore new opportunities for the program. Frankly, I'd be content with a little less excitement, but it's part and parcel of taking risks. We all took a risk by choosing DU and we all have our reasons why we made that choice. For me, the benefits accrued since making that choice have made it all worthwhile. I'm starting to get misty here, but I'll save the schmaltzy stuff for later columns (and maybe for a graduation party - HINT!!) Until next time, when I'll assuredly be describing this year's fight to get lemon-yellow hoods...

Martin Garnar, Class of '00



Call for Papers - Colorado Libraries
Special Issue - Deadline April 17th

The LISV department of the University of Denver will be providing the content for the Summer 2000 issue of Colorado Libraries. All current students in the LISV program are invited to submit papers for publication in this special issue. Please take advantage of this wonderful opportunity to show the Colorado library community what we are learning, get a taste of the publishing world, and add a publication credit to your resume. All topics relevant to library and information services are welcomed. Some suggested topics include but are not limited to:

Value of a Modern Day Library School
Education Minority Issues in Library
Services Challenges/Issues of
Librarianship in a K-12 setting
Impact of Technology on Library Services
Guidelines for submission:

Papers may be written expressly for submission or may come from previous coursework.

Papers should be between 1000 to 2000 words in length. Papers must be submitted in duplicate on standard 8 1/2" x 11" paper. Papers must be word processed, double-spaced, and printed on one side of the paper only. Margins should be one inch on both sides, top, and bottom. Author's name, position (if applicable), institution(s), address, and telephone number, and e-mail address should appear with the title of the article on the title page of the paper. Footnotes should be typed and numbered on the last page of the paper.

References should be complete and conform to Turabian: A Manual for Writers of Term Papers, Theses, and Dissertations, (University of Chicago, latest edition). An electronic copy should also be submitted to mgarnar@regis.edu. If an electronic copy cannot be sent via e-mail, please substitute a diskette copy. Please indicate the word processing program and version used for the electronic copy.

A version of these guidelines can be found in the back of every issues of Colorado Libraries.

**Deadline for submission:
Monday, April 17th, 2000**

All papers will be reviewed by an editorial committee from the LISV department consisting of the following members:

Deb Grealy, Interim Director, LISV Department
Dr. Clara Sitter, LISV Faculty
Jill Corrente, LISA Secretary
Beth Wrenn-Estes, LISA Newsletter Editor
Martin Garnar, LISA President (ex-officio)

**Papers should be submitted to the LISV department in person at
International House - University College
LISV Department
2211 S. Josephine St.
Denver, CO 80208
Attention: LISV Editorial Committee**

Authors of papers selected for publication will work with the editorial committee to edit and revise papers for final submission to the Colorado Libraries staff on May 15th. Questions about the process should be directed to Martin Garnar at mgarnar@regis.edu or at (303)-964-5459 (work).

Colleague Connection: Web Technologies in Libraries

On March 1st, DU & LISV, LISA helped sponsor the Colleague Connection. It was great opportunity for students to catch up with friends and make new contacts in the library community.

Lynne Fox, Dan Maas, Sam Sartore, and Jamie LaRue each talked about technology issues facing librarians and then fielded questions as a panel. Lynne Fox discussed the importance of good information when conducting medical research. She drove the point home by telling a rather graphic story (not fit for print here, but if you really want to know, ask me and I'll tell you) of the bad things that can happen when people rely on bad information for treating medical conditions. To prevent situations like this, Lynne demonstrated a web site that she uses to help patrons evaluate content provided on medical web sites. Dan Maas talked about flaming logos and where the Internet is headed – not just an information resource anymore, but also a form of interactive entertainment. He showed a really cool web site utilizing flash technology, www.eye4u.com. Sam Sartore discussed the new high tech computer lab they're putting in one of the elementary schools in Douglas County. Finally, Jamie LaRue discussed web site use statistics and likened them to many of the statistics libraries collect. Circulation statistics tell us how many items were checked out – but we don't know how useful the items were. Thus, he pointed out that statistics can be useful or interesting, but they can't be both.

If this isn't inspiration enough to make you want to attend next year's Colleague Connection, maybe this year's grand door prize will inspire you – a free LISV class went to one lucky attendee! Special thanks to Deb Grealy, who helped with the planning and secured the grand prize.

Calling All Student Authors! - SECOND REMINDER

Jill Corrente
LISA Secretary
Editorial Committee Member

The theme for the Summer issue of Colorado Libraries will center around submissions from the students of the LISV Department of the University of Denver. Deb Grealy will be the guest editor for this issue and an editorial committee formed of LISV faculty and students will review all papers received.

Papers are not limited to any specific topic except for those that are of interest to Colorado librarians. Dust off an old class paper and revamp it to fit the guidelines for submission. Take your current ideas and research and turn them into an article that will appear in a real live publication. Not only will you have "resume fodder" and a sense of accomplishment, but you will also get a complementary copy of the issue in which your article appears.

Remember that the deadline is Monday, April 17, 2000. Submit today!



**NEWSLETTER DEADLINES -SUMMER ISSUE
DEADLINE FOR COPY - MAY 16
SEND COPY TO
Beth Wrenn-Estes, Editor
Email:
eswrennestes@macconnect.com**

NEED FOR AN EDITOR
Beth Wrenn-Estes

Summer will see me graduating from the program. I will produce the Summer edition of the newsletter as one of my last responsibilities.

LISA will need another Editor starting with the Fall issue. If anyone is interested please get a hold of me. It is fun, looks good on your resume and will get you in touch with what's happening in the program.

We use PageMaker to produce the newsletter and it is distributed to the web (PDF format) and also the old-fashioned way - paper.

Contact me at Beth Wrenn-Estes, 303-322-3420 or email - eswrennestes@macconnect.com



**THE LISA NEWSLETTER WELCOMES
SUBMISSIONS FROM ANYONE IN
THE LISV PROGRAM AND THE
COLORADO LIBRARY COMMUNITY**

Law Librarians In The Future

**Mark E Estes, Director of Library Services
Holme Roberts & Owen LLP and Member
of the DU Library School Advisory Board**

In the future, I see law librarians having more fun than they have now and than they had five years ago. Why? Not because work will be any easier, but because fun and joy are essential to quality customer service. And customer service more than anything else defines law librarianship in the future.

Customer service responds to what the customer values, not just what the customer says they want. Addressing what the customer values keeps us focused on solving their information need instead of just their information want. Focusing on the information need helps align us with the strategic business purposes of our employer. Alignment with business purposes makes our value to our employer more apparent.

Given our understanding of customer service, of delivering what the customer values and not just what we want to deliver, we have a tremendous opportunity and challenge to teach to our immediate customers. By modeling exceptional customer services we teach our customers to give exceptional service to their customers. Law librarians depend on the continuing success of our immediate customers, whether they're partners, judges or law faculty. Partners must keep existing clients and get new ones; judges dispense justice lest the public seek alternate means of resolving disputes; law faculty (and admissions staff) must teach and recruit satisfied law students; when their successes fall short of stellar then law librarians face increased budget pressures. Thus, it is in our self-interest to not only provide exceptional customer service but also to teach customer.

Delivering exceptional customer service means we must better understand our customers - both the immediate internal ones and the external ones. In the past we organized external information or internal information, like memos of law, in the future we will organize information and create systems to collect information about our customers so that we can answer their questions better. For example, this partner prefers hard copy of law review articles, this faculty member prefers electronic versions in WordPerfect and this judge wants the search terms to be bold, underlined italicized text. We will learn their responsibilities within the organization and outside the organization because as their responsibilities change their information needs also change.

By organizing information about our customers so that we can better serve them we also serve as community organizers. Transforming the role of the physical library as a community focal point into a role of librarian as community organizer who furthers the sense of the organization as community and as sub-groups like practice groups or subject departments. We will articulate the information technology competencies needed to fully participate in such a community.

Through building communities, we further our understanding of end users so that we can apply techniques and technologies from other disciplines to better retrieve, evaluate and manipulate information. End users will retrieve more themselves than they do now, but we'll be busier than before building those systems and doing even more complex research. Because we're paying closer attention to our customers we will both see new opportunities to partner in new activities to better serve the organizational community or the public at large. These opportunities might be a new publication in a new

Keeping up with our customers requires a greater emphasis on continuing education. CE becomes part of our job descriptions; personal business plans will incorporate learning objectives and the resources — time and dollars to accomplish those objectives. We'll get our CE from lots of different sources: professional associations, colleges and universities, new "Law Librarian CE provider companies" in all the ways we do now and perhaps by choice subliminally while we "relax" watching a movie on our home entertainment system.

In less than 10 years there will be more law librarians working in "librarian information solving bureaus" than working in the traditional employers, i.e. law firms, courts, law schools. These librarians will be on retainer to small firms or individual lawyers to provide the high quality services offered today in large firms.

So where's the fun and joy in all this? It's the thrill of meeting those challenges of creating information solutions so that the customer says, "Wow, I didn't know I needed that — it's better than what I asked for" so that we can say, "you're welcome I appreciated the challenge."

CAPSTONE SEMINAR ON APRIL 15TH

LISA is presenting a 2-hour seminar about the capstone experience. You'll learn about the mechanics of doing a capstone project, get a sneak preview of the new capstone handbook, and hear about the experiences of former capstone students. If you're planning to do your capstone in the next few quarters, you can't miss this!

What: Capstone Seminar
When: Saturday, April 15th from 1 - 3pm
Where: University Hall 304

Light refreshments will be provided. In order to provide enough refreshments and have enough chairs, please RSVP by Friday, April 7th to Martin Garnar at mgarnar@regis.edu or at (303)-964-5459 (work).