

ISSUE 257 – FALL 2020

Fall 2020 Issue 257 PDF (forthcoming – in January)

From the Editors – by Emily Barney, Emily Byrne, and Matthew Timko

President's Letter – by Lindsey Carpino

CALL Executive Board Minutes

(provided by Secretary Philip Johnson)

- **August**
- **September**
- **October**

Featured Articles

- **New Member Profile: Ariel Scotese**
- **Member News (new feature)**
- **Meet the 2021-2022 Executive Board Candidates**
- **September Business Meeting**
- **November Business Meeting**

Special Feature: **COVID 19 Library Operations**

- Chapman & Cutler LLP – Sarah Andeen
- Northwestern Pritzker Legal Research Center – James Driscoll
- UIC Louis L. Biro Law Library – Philip Johnson
- Kane County Law Library – Halle Cox
- Skadden Arps Slate Meagher & Flom – Carrie Port
- Marshall, Gerstein & Borun LLP – Todd Hillmer
- NIU David C. Shapiro Memorial Law Library – Kate Hartman
- Illinois Supreme Court (Chicago Branch) – Sarah Walangitan
- Loyola University Chicago Law Library – Lucy Robbins



FALL 2020

LETTER FROM THE EDITORS

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): EMILY BARNEY, EMILY BYRNE, MATTHEW TIMKO

Welcome to the Fall issue of the CALL Bulletin with a special feature exploring how many of the CALL Institutional libraries have handled the pandemic. You will hear from academic, law firm, and government libraries on the different pitfalls they have faced and how they have adapted to continue providing services to their patrons.

As always we have all of your favorite columns: President Lindsey Carpino highlights the ongoing work of CALL committees and members; we official meet Ariel Scotese as a new member of CALL; summaries of the September and November CALL Business meetings and the Executive Board Meeting minutes for your review. We also have a new section on member news highlighting the accomplishments of our members, and introduce the Executive Board candidates for 2021-2022. Enjoy and have a wonderful holiday season!

TAGGED:  FROM THE EDITORS



FALL 2020

PRESIDENT'S MESSAGE

DECEMBER 10, 2020 | ARTICLE AUTHOR(S): LINDSEY CARPINO

CALL Members,

As we gathered around the Thanksgiving table this year, whatever that “virtual table” may have looked like this year. I am sure we all thought about what we are thankful for even through this challenging year. Maybe it was food on the table, a warm home or virtual family time. I am thankful that CALL continues to be resilient in the times of change. Who would have guessed last year that we would issue a *Bulletin* around best *pandemic* practices? This issue also features our new member profile and member news section. Happy reading!

We have hosted two very successful virtual business meetings with over 60 plus members in attendance in September and November. In September, we had speaker Grace Pai, the [Director of Organizing at Asian Americans Advancing Justice](#). In November we heard from speaker [David Schwartz](#) is the Frederic P. Vose Professor of Law and Associate Dean of Research and Intellectual Life at Northwestern Pritzker School of Law. Through the Community Service Committee, we have donated to the Asian Americans Advancing Justice and [Public Interest Law Initiative](#) (PILI).

The Continuing Education Committee has provided thoughtful programming on the AMPC Proposal Process and Bystander Intervention Training in partnership with the Asian Americans Advancing Justice. The Meetings Committee continues to be creative in involving members socially. On December 17, 2020, CALL is hosting a **virtual trivial night**. The committee will also be gathering in completely new ways, by hosting a book and movie review club. The first book we will read in January is *The Little Paris Bookshop* by Nina George. Thank you to Jill Meyer for putting this together. I hope you will join us for these social activities!

I would like to congratulate the CALL Executive Board nominees for the 2021-2022 year. Candidates for Director: Carrie Port and Patricia Scott. Candidates for Secretary: Sarah Andeen and Mike McMillan. Candidates for Vice President/President-Elect: Shari Berkowitz Duff and Scott Vanderlin. Good luck to all of our candidates. Thank you to the Nominations & Elections committee for putting together a wonderful slate!

Are you looking to attend a virtual conference or hone your professional development skills? Consider applying for a **CALL grant**. You can find the Grant Application Form **here**.

The CALL Board would like to wish you a Happy New Year! We will “see” you in 2021.

TAGGED:  PRESIDENT'S LETTER

CALL EXECUTIVE BOARD MEETING MINUTES – JUNE 2020

DECEMBER 15, 2020 | ARTICLE AUTHOR(S): PHILIP JOHNSON

Tuesday, June 9, 2020 9:00 a.m.

Board Members Present: Lindsey Carpino, Jamie Sommer, Tom Keefe, Megan Butman, Mandy Lee, Jessie LeMar, and Philip Johnson

Board Members Absent: None

Significant Actions: None

Guests: None

Treasurer's Report (Section IV)

- The financial report is pending Tom getting final information from previous treasurer Julie Swanson.
- Membership numbers to date – These are pending the extended renewal deadline of June 30

TAGGED:  EXECUTIVE BOARD MEETING MINUTES

FALL 2020, CALL EXECUTIVE BOARD

CALL EXECUTIVE BOARD MEETING MINUTES – AUGUST 2020

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): PHILIP JOHNSON

Tuesday, August 11, 2020 8:30 a.m.

Board Members Present: Lindsey Carpino, Jamie Sommer, Tom Keefe, Megan Butman, Mandy Lee, Jessie LeMar, and Philip Johnson

Board Members Absent: None

Significant Actions: None

Guests: None

Treasurer's Report (Section IV)

- The financial report is pending an in-person meeting at the bank to transfer account information to Tom.
- Membership numbers to date – These are pending the collection of renewal checks and cleaning up deferred renewals, i.e. those paid for by check, in Neon.

TAGGED:  EXECUTIVE BOARD MEETING MINUTES

FALL 2020, CALL EXECUTIVE BOARD

CALL EXECUTIVE BOARD MEETING MINUTES – SEPTEMBER 2020

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): PHILIP JOHNSON

Tuesday, September 8, 2020; 8:30 a.m.

Board Members Present: Lindsey Carpino, Jamie Sommer, Tom Keefe, Megan Butman, Mandy Lee, Jessie LeMar, and Philip Johnson

Board Members Absent: None

Significant Actions: None

Guests: Eugene Giudice and Carrie Port (Meetings Committee)

Treasurer's Report (Section IV)

- Tom is a signer on the account now and was able to visit the PO box to pick up renewal checks.
 - BMO Checking: \$16,906
 - BMO Savings: \$20,820
- Membership numbers to date – Reconciling membership numbers in Neon should be done soon.

TAGGED:  EXECUTIVE BOARD MEETING MINUTES

FALL 2020, CALL EXECUTIVE BOARD

CALL EXECUTIVE BOARD MEETING MINUTES – OCTOBER 2020

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): PHILIP JOHNSON

Tuesday, October 13, 2020 8:30 a.m.

Board Members Present: Lindsey Carpino, Jamie Sommer, Tom Keefe, Megan Butman, Mandy Lee, Jessie LeMar, and Philip Johnson

Board Members Absent: None

Significant Actions: None

Guests: Clare Willis (Membership Committee), Jesse Bowman (Community Service Committee), Todd Hillmer & Debbie Ginsberg (Continuing Education Committee)

Treasurer's Report (Section IV)

- We have about \$4,000 more in the checking account than this time last year.
- Membership numbers to date – We currently have 152 paid members and 20 deferred members.

2020-21 Budget – Lindsey, Tom, and Jamie met in September to discuss the budget, which they based on last year's and projections for this year. The budget was unanimously approved.

TAGGED:  EXECUTIVE BOARD MEETING MINUTES



FALL 2020, MEMBER PROFILES

NEW MEMBER PROFILE: ARIEL SCOTESE

DECEMBER 10, 2020 | ARTICLE AUTHOR(S): ARIEL ALICE SCOTESE

Ariel Scotese is the Associate Director for User Services at the D'Angelo Law Library at the University of Chicago. She became a member of CALL in September. Ariel graciously answered the following questions from the *CALL Bulletin*.

Tell us a little about your position at the D'Angelo Law Library

In my role as Associate Director for User Services, I manage Access Services (circulation, document delivery, course reserves, etc), Reference services, programming for faculty and students, instruction and outreach. In addition to these managerial responsibilities, I also provide law reference and research support for the Law School and University communities.

Where did you grow up, and where else have you lived before coming to Chicago?

I was born in Hyde Park actually! My family is from the area. My family moved to Evanston when I was in about second grade. I lived in Evanston until I finished library school. After I finished my Masters in Library and Information Science, my husband and I moved to Ithaca, New York because I was offered a position at Cornell Law Library. After staying there for about 2.5 years, we moved back to Evanston for this

position. So, really I have not strayed far from home. Evanston and Chicago are my favorite places hands down, but I do miss the natural beauty of Ithaca.

What has been your most rewarding experience as a law librarian?

My most rewarding experience as a law librarian was teaching the Legal Research Clinic at Cornell Law School. In the Legal Research Clinic, we worked with a variety of clients and legal topics, and the students (under my supervision) would research legal questions for the client. We did not represent the client in court or file documents on their behalf, but the service we did provide was highly valued. We did a lot of community outreach, including to our local soup kitchen. I enjoyed working with the students in this capacity, and I enjoyed connecting with the community.

How have you handled getting up to speed in your new position during the pandemic?

When the University of Chicago went fully remote, I had been in my position for about a month which was not a lot of time. There is always an adjustment period when starting a new job, but starting a new job while figuring out how to continue to conduct business in a virtual environment was a challenge. What really helped was communicating with my colleagues and with my supervisor. We use Slack and Microsoft Teams, and having those channels for quick communication has been very helpful.

Where's your favorite place to travel? Where have you not visited that you want to visit the most?

My favorite place that I've been to thus far is either Paris, France or Johannesburg, South Africa. I desperately want to go back to both places. The place that I have not visited that I really want to go to is Tokyo, Japan. I studied Japanese for years, and I have always wanted to visit.

TAGGED:  [NEW MEMBERS](#)  [MEMBER PROFILE](#)



FALL 2020, CALL EXECUTIVE BOARD, NOMINATIONS & ELECTIONS

2021-2022 EXECUTIVE BOARD CANDIDATES

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): JOE MITZENMACHER

The CALL Nominations and Elections Committee is pleased to announce the slate of candidates for the election of the Board of Directors for the 2021-2022 CALL year:

Vice President/President-Elect



Shari Berkowitz Duff
University of Chicago



Scott Vanderlin

Jones Day

Secretary



Sarah Andeen
McDermott Will & Emery LLP



Mike McMillan

Chapman Cutler LLP

Director



Carrie Port
Flom Loyola University Chicago



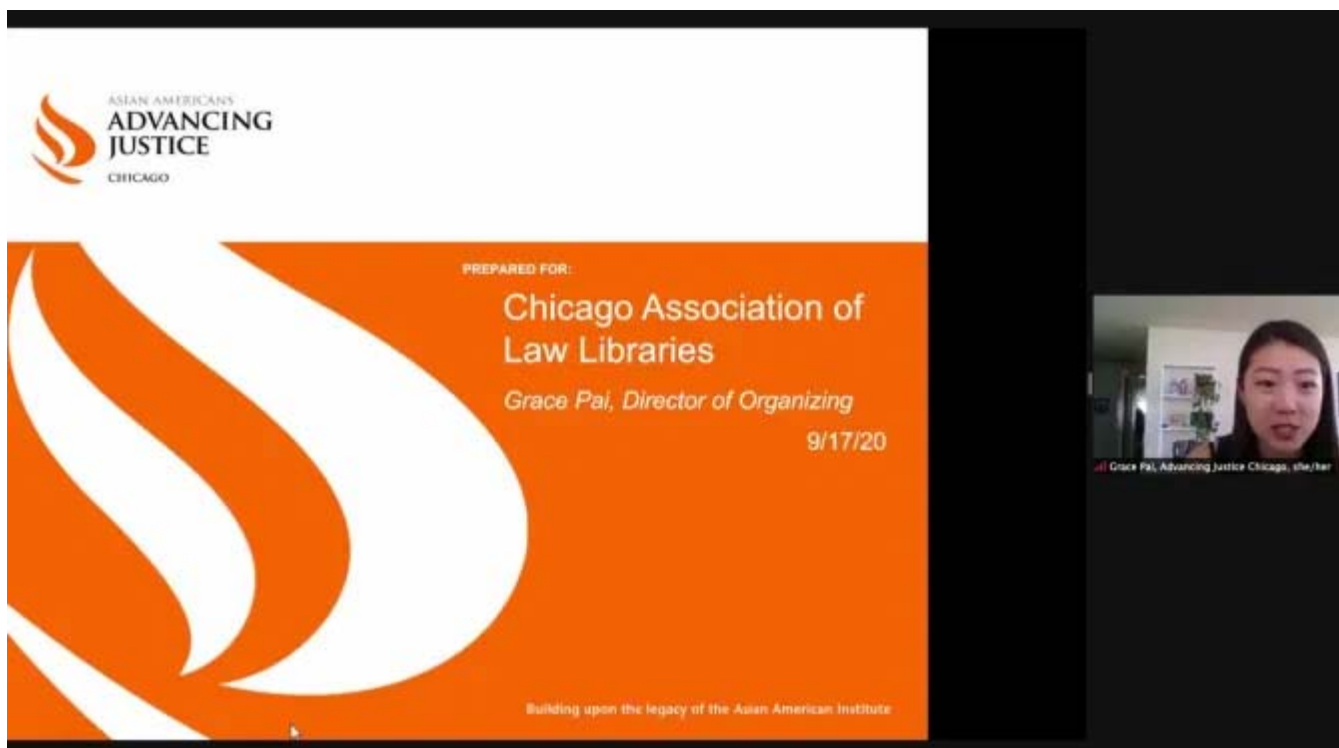
Patricia Scott

Skadden Arps Slate Meagher &

Thank you to committee members Eugene Giudice, Todd Ito, and Julie Melvin for their assistance in putting together the slate, and thank you to all of the members who submitted nominees.

The candidates will be introduced to the membership during the November Business Meeting today. More information about the election process and the candidates' bios and statements will be made available soon.

TAGGED: ◀ NOMINATIONS ◀ EXECUTIVE BOARD



FALL 2020, MEETINGS

SEPTEMBER BUSINESS MEETING – GRACE PAI, DIRECTOR OF ADVANCING JUSTICE–CHICAGO

DECEMBER 10, 2020 | ARTICLE AUTHOR(S): PHILIP JOHNSON

Our September Business Meeting was attended by about 70 CALL members. President Lindsey Carpino opened the meeting by thanking outgoing board members (Jessie LeMar, who is now Past President, Joe Mitzenmacher, and Jesse Bowman) and welcoming the board members that joined in May (Vice President/President-Elect Jamie Sommer, Treasurer Tom Keefe, and Director Mandy Lee). Lindsey noted that we're maintaining our usual schedule as best as possible, including virtual Business Meetings, calls for grants and awards, and continuing education events. Virtual happy hours have been popular and will continue. Further, we will ramp up diversity and inclusion efforts this year.

Jamie Sommer introduced our speaker, Grace Pai, who is Director of Organizing at Asian Americans Advancing Justice–Chicago (Advancing Justice). She has been organizing in the Chicago area for seven years and joined Asian Americans Advancing Justice in April 2018 as the Senior Community Organizer for the Midwest and moved to her current role in 2019. Ms. Pai has traveled across the region training Asian American organizations and their staff on building frameworks, civic engagement, and issue-

based advocacy. In 2017 the organization “adopted a new racial equity mission” to expand its network and “win on issues that affect all marginalized communities.”

Ms. Pai spoke more specifically about the idea of building power, which means organizing money and people around ideas. Advancing Justice doesn’t bankroll political candidates but is focused on making sure marginalized groups have the ability to make decisions. They want to make sure that no community is negatively impacted by what the organization seeks and move resources to areas with the greatest need.

Ms. Pai outlined how Advancing Justice seeks to achieve this. They engage with other groups on issues of immigrant rights at the local, state, and federal level. At the local and state level, they’re focused on ending collaboration between local authorities and ICE, and they supported passing the Illinois TRUST Act in 2017. At the federal level, they have worked with other groups to stop the separation of families at the border and otherwise interrupt the criminalization of immigrants.

They also focus on language access. Because immigrants with limited English proficiency have a difficult time getting to important information or services, they are trying to expand the required languages that information must be given in. They seek expanded funding to make sure that these efforts are targeted where they’re needed and want a statewide Language Justice Act. Ms. Pai pointed out that our communities do not all have equitable access to voting for the officials and policies that impact them, and poll watching regularly identifies issues for those already eligible when it comes to language access. An increase access to in-language resources and ballots would effectively expand access. Advancing Justice runs the largest non-partisan poll watching program in Illinois focused on language access.

Regarding education equity, Ms. Pai noted that most schools don’t have adequate resources to ensure immigrant and refugee students have equal opportunity for success. They push for investment in resources that cater to immigrant and refugee students, advocate for culturally relevant curriculum that includes immigrant histories, and seek change to CPS policies that disadvantage English language learners. Through their youth-based KINETIC program, they also support a shift resources away from policing in CPS, enacting a state-wide bill to mandate that Asian-American history be taught as part of the Illinois public school curriculum, and developing the leadership skills of immigrant and refugee youth.

A final prong of their advocacy concerns police accountability. Advancing Justice asserts that policing, as part of the larger prison industrial complex, is an inherently racist institution and actively harms communities of color, especially Black communities. They seek to hold police accountable, divest from policing, and invest in community resources like schools, mental health clinics, and workforce development programs.

Question and Answer

Q: How have organizing efforts changed during the pandemic?

A: Because this is a census year, we're focused on getting people to respond to that. We're doing a lot of phone banking, working with people who speak the language of who we're contacting. We're putting ads on social media and other digital infrastructure. We've seen engagement with our posts, which is good for geographically dispersed communities that may not have been reached physically otherwise.

Q: I'm curious about the Asian-American community having the ability to make decisions.

A: State-wide the population is about 10%, mostly focused in Cook. It's the fastest growing community in the area and country, and we want to make sure it's involved in decisions that impact it.

Q: What's the impact on the work of your organization in Asian countries?

A: We're mostly focused on domestic work, but we have increasingly had to deal with international issues. We pay attention to the Philippines (their anti-terror bill criminalizes dissent, which can have an impact outside of that country), and decisions in India end up affecting the community here. We have been asked to weigh in on things like this.

Q: What information or resources are provided to assist you, especially by libraries? Do you have any legislative partners in Springfield?

A: We haven't worked with libraries, and we don't provide legal services. We're mainly focused on advocacy. We're one of a few pan-Asian organizations in the area working to bring people together, so that's why they focus on advocacy. Regarding legislative partners, there are a few Asian American legislators in Springfield. There's now an Asian-American caucus, which didn't exist before 2014. We also work with officials who aren't Asian American but have constituencies that largely are.

Q: Could you share any volunteer opportunities?

A: Our big priority right now is passing the Fair Tax. Many of our partners work with state funding, so budget cuts have been harmful. We can use volunteers for phone banking, and we have an app to help people reach people on their contact list.

Committee Announcements

- Community Service – Jesse Bowman noted you can donate to today's organization, Asian Americans Advancing Justice, [on their site](#). The committee will also send a message with volunteer opportunities
- Membership – Clare Willis announced that an email reminder to renew will go out to members who haven't done so already. If you are furloughed or laid off, email Jessie LeMar and your dues for the year will be cleared.
- Grants and Chapter Awards – Joe Mitzenmacher announced last year's award winners, since we didn't meet in May:

The **Agnes and Harvey Reid Award** for Outstanding Contribution to Law Librarianship went to [Diana Koppang](#) and [Clare Willis](#).

Outstanding Lifetime Achievement in Law Librarianship went to **Kathleen Powers Goodridge**.

The **Outstanding In-House Publication Award** went to **Jesse Bowman** for his work on the Alexa Skill setup to give information about the Pritzker Legal Research Center, including hours, research guides, and more.

- Nominations and Election – Joe Mitzenmacher announced that the committee is currently seeking 2021-22 nominations for Vice President, Secretary, and Director.
- Continuing Education –Todd Hillmer announced a **webinar** on September 28 from 12:30-1:30 on nailing your AMPC proposal.
- Bulletin – Matt Timko announced that the next (this) issue (257) will focus on how re-opening during the pandemic has looked like for CALL institutions.

TAGGED:  BUSINESS MEETING



FALL 2020, MEETINGS

NOVEMBER BUSINESS MEETING – DAVID SCHWARTZ AND ADAM PAH FROM SCALES-OKN

DECEMBER 10, 2020 | ARTICLE AUTHOR(S): PHILIP JOHNSON

November 19, 2020 Business Meeting at 12:00 p.m. via Zoom

Our November Business Meeting had 59 attendees. President Lindsey Carpino opened the meeting by welcoming new members and introducing our sponsor, Thomson Reuters. Blythe McCoy discussed the various COVID-19 and civil rights resources that Thomson Reuters has made available to researchers. She also discussed Thomson Reuter’s financial support to the city of Minneapolis and expanded opportunities for employees to volunteer in the community.

Jamie Sommer introduced our speakers, Professors **David Schwartz** and **Adam Pah** of Northwestern University, who joined us to discuss their project, SCALES – OKN (**Systematic Content Analysis of Litigation Events Open Knowledge Network**). This is a project to build an open, searchable platform to provide the public and researchers with access to federal court records and analytics.

Profs. Schwartz and Pah are two members of a larger team from multiple universities and disciplines. The team has over 20 scholars from seven different schools, though the lion's share are from North-western. The four main disciplines are law, computer science/engineering, data science, and journalism. They also have a number of partners, including the Free Law Project, other advocacy groups like clinics, law firms, and more.

Their goal is to bring transparency to federal court operations to make sure they're fair and accurate. Federal courts see hundreds of thousands of civil actions and around 75,000 criminal actions each year, and related documents are stored in PACER. One problem SCALES – OKN seeks to address is that PACER charges 10 cents per printed page to access court documents, even though those documents are PDFs. This makes it expensive to do systematic research of how courts operate. With that in mind, the project's initial goal is to help researchers who regularly do court research.

The team started by interviewing potential PACER users, whose concerns were that it was costly to do research, the clunkiness of the PACER interface, narrow search fields, various inefficiencies, and the fact that each court has its own means of access to PACER. So to start, the team downloaded and paid for docket reports for all of 2016, both civil and criminal, in all 94 district courts. They also, downloaded the last 10 years from the Northern District of Illinois to take a longitudinal look. They scraped information including judge, attorneys, parties, etc. They then categorized litigants—companies, government, and private individuals. One of the more challenging aspects of the project has been that different courts use different terms/language for things that are the same for the purposes of this project.

Their proof of concept project involved the rate at which fee waivers were granted among the courts. Recently, Andrew Hammond wrote a law review article discussing how district courts have different ways of figuring out if someone's financial situation qualifies for a fee waiver. Some districts have a simple form, while others' forms are more detailed. Regardless of the court, the decision to grant the waiver is determined with a judge's discretion. The argument is that this is a recipe for problems. SCALES decided to do an empirical study on this and used machine learning to determine how frequently people asked for in forma pauperis status and how often that was granted or denied. If this were a consistent determination, there would be a standard bell-curve distribution, which ended up not being the case. Not only are there differences between districts, but with judges in a given district as well. Removing PACER's paywall would make more studies like this feasible and potentially uncover further inconsistencies in court operations.

SCALES is focused on building machine models that can deal with natural language so that people can go and ask the questions they need answered. This process involves downloading more dockets, downloading the underlying documents, integrating those with other data, and building a search interface. The idea is to "generalize [the] ability to ask questions, analyze data, and find answers." Other questions they seek to answer include how long cases last, motion grant-rates, rates of settlement, and the rates at which documents are sealed and redacted. The more time the machine learning process has to work, the

easier it should be to answer these questions. Broadly speaking, they hope to systematically identify differences or potential differences between courts and judges.

Question and Answer

Q: On fee waiver research, is there any basis for statistical significance? Have you gotten any pushback from judges?

A: Our analysis looks at each district and compares a judge's difference to the mean population of other judges. We identify how many judges in a district vary from the cohort. Overall, across judges, 40% differ from cohort population. Also, on fee waivers, we've restricted our analysis to judges that have seen 10 or more motions to proceed in forma pauperis per year. On the second question, the only kind of push is on questions of comparisons between courts. Further, by chance because cases are randomly assigned, there will be differences sometimes. We tested to see if the distribution matched what you might get by chance, which was not the case.

Q: Are you suggesting there's myriad difference between courts and judges, which makes it harder to determine certain things by machine learning?

A: Yes, courts and judges use language differently, and the variations are rampant.

Q: Is there a timeline to wrap up or make something available to the public?

A: In a perfect world, we're looking at a year out for something for the public, though it'll be limited in the beginning because we know it won't be perfect. But yes, next year. Feel free to email if you want access and would like to help with data testing.

Committee Announcements

- Community Service – Jesse Bowman announced that we're supporting the **Public Interest Law Initiative** today. PILI is an Illinois-based organization committed to equal access to justice. You can make a donation at **on the website**.
- Nominations and Elections – Joe Mitzenmacher announced the slate of candidates for our next election. Carrie Port and Patricia Scott are running for Director, Sarah Andeen and Mike McMillan are running for Secretary, and Shari Berkowitz Duff and Scott Vanderlin are running for Vice President/President-Elect.
- Continuing Education – Todd Hillmer announced their next program, which will be a bystander intervention training held in coordination with Asian Americans Advancing Justice. The event will be online, December 3 at noon.
- Grants and Chapter Awards – Jessie LeMar reminded everyone that we still have grant money for this year. If there's continuing education outside of a conference that could be funded, let the committee know. They're a bit more flexible this year on what they'll fund.

- Meetings – Carrie Port announced a trivia night on December 17 at 6:00 p.m. It's free to all and will be team-based. Even if you don't have a team going in, sign up in advance so they know who to expect. Jill Meyer also announced the CALL Book Club. A survey is out to determine the selection, and the meeting will be in January.

TAGGED:  BUSINESS MEETING



FALL 2020, MEMBERSHIP

MEMBER NEWS

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): MATTHEW TIMKO

Here are some of the wonderful accomplishments, contributions, and activities that our fellow CALL members have been up to:

- Heidi Kuehl, Director of the Northern Illinois University David C. Shapiro Law Library, received the **Daniel L. Wade Outstanding Service Award** from the AALL Foreign, Comparative, and International Law (FCIL) SIS.
- Julianne Grant, Reference Librarian/Foreign and International Research Specialist at Loyola University Chicago School of Law Library, received the FCIL-SIS Newsletter Article of the Year Award for "**An Introduction to the Muscogee (Creek) Nation's Legal Heritage & Carpenter v. Murphy**"
- Diana Koppang, Director of Research & Competitive Intelligence, Neal, Gerber & Eisenberg LLP, was named to the **Fastcase 50**
- Margaret Lynn Kincade retired from Northwestern University Pritzker Legal Research Center on November 30.
- Clanitra Stewart Nejdli was promoted to **Head of Professional Development and Research Services Librarian** at the **Alyne Queener Massey Law Library at Vanderbilt University**.

If you have any news you want to share, either about yourself or celebrating a colleague, please reach out to the *CALL Bulletin* Committee.

TAGGED:  MEMBER NEWS



FALL 2020

SPECIAL FEATURE: COVID 19 LIBRARY PRACTICES

DECEMBER 10, 2020 | ARTICLE AUTHOR(S): EMILY BARNEY, EMILY BYRNE, MATTHEW TIMKO

This year has been tremendously difficult for everyone, both personally and professionally. The uncertainty and severity of the pandemic led many libraries to make drastic decisions to cut services, hours, or close their doors altogether. The trajectory of the spikes in the outbreak made the factors in these decisions change day to day, sometimes hour to hour.

Yet from this all, the profession demonstrated the skills and flexibility that has become our trademark by continuing to provide services and assistance to our patrons, in conditions that were brand new. **In this section** of the CALL Bulletin we hear from several members and institutions about the types of experiences they had with adjusting to the new reality.

TAGGED: ◀ COVID 19 PANDEMIC ◀ PATRON SERVICES



FALL 2020

CHAPMAN CUTLER LLP LAW LIBRARY

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): SARAH ANDEEN

Last March, a few days before the lockdown orders were issued, the Chicago office of Chapman found itself suddenly working from home. We had someone in our building test positive and out of an abundance of caution, we were all instructed to work from home. That was the last time many people have been in the office. Our IT department has been wonderful and we already had many remote access services in place, which was helpful. Over the course of the next few weeks all of our other offices went to a remote work environment as well. Currently all offices are still under a work at home policy until the end of March, 2021. People can go into the office as needed, but most people are still working from home.

The Research Services team at Chapman had been working hard for the past four years to migrate people to electronic resources. Since we have several offices around the country all trainings were already set up to be offered via WebEx as well as in person and we have a robust Intranet. The team was well positioned to work remotely and was able to get up to speed very quickly.

The biggest concern was the physical collection. Once everyone realized the orders were not going to be short term, we began working with vendors to put a mailing hold on many of our print resources. Even still, the first couple of forays into the library to sort and manage the mail were daunting. Thanks to the hard work of our staff and our filing service (once they were allowed back into the building), we have managed to keep all of the filing under control – and this included all fifty states of the CCH Tax Reports. With the help of vendors and our team, what could have been chaotic has been managed very well. We are now working on a new subset of our Online Catalog that will just be electronic resources and links to online databases that match our old print collection. Links were already in most records, but we think offering them a separate catalog might be easier and increase usage.

It also provided us with an excellent opportunity. Chapman is moving into new offices in January, 2022 and we will have much less space. We had already been working on culling the collection into our drastically reduced space, but we were getting some push back from the attorneys who were still convinced that they needed their books. As the months have progressed with everyone working remotely, we are finding that we are getting much less pushback and have even managed to get agreement to cancel all of the State Tax Reporters. We had one attorney who self admitted to being a dinosaur actually try to use the online services. He needed assistance, but was willing to try. We have had to buy extra copies of some resources (like Glazer & Fitzgibbon on Legal Opinions) and mail them to people's homes as the sources were not available electronically, but that has been very limited.

As far as training and reference questions, we had more interactions with the Summer Associates and Finance Interns this year than we do in person. This was probably because they could not just wander down the hall and ask each other or other attorneys and it might have seemed less invasive to reach out to us. Which was wonderful. We also used to hold research pop-ups on floors in the office so people could pop in and ask us questions, these moved online and we now offer weekly research hangouts.

Working remotely is less than ideal, but Chapman has managed to pivot and the Research Services team is still offering all of the services we did before the shutdown and have even managed to use this as an opportunity to show the attorneys and staff all we can do and that they can live without their books.

TAGGED:  LAW FIRM  COVID 19 PANDEMIC



FALL 2020

PRITZKER LEGAL RESEARCH CENTER

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): JAMES DRISCOLL

At the Pritzker Legal Research Center (PLRC), we currently maintain a frontline onsite presence of two circulation staff per weekday. Bibliographic staff observe a similar rotating onsite schedule, and librarians provide instruction and reference support remotely. This evolved from a limited onsite circulation schedule that began in mid-June and ran through July, during which one staff member went onsite once per week to facilitate curbside loan pickup and document delivery service. We have operated at our current schedule since early August.

From the perspective of circulation and access, the challenges of resuming operations revolve around the front desk, the space and function of which ground so many workflows and routines. In terms of the desk itself, our present solution is to reduce staffed desk hours and use security gates and a book cart to create a makeshift transaction box (think banks and late-night gas stations). But the bigger challenge has been to adequately simulate workflows like paging and holds, which normally involve automatic notices and direct interaction. To accomplish this, we have had to interpret and manually reproduce automatic notification chains, which has led us into an interesting reversal: whereas before automatic notices led to spontaneous and direct exchange, we now directly intervene in the notification process to facilitate scheduled and contactless exchange.

Circulation thus largely functions via email scheduling and contactless pickup, which works like it sounds: we provide scheduled pickup for patrons who come to campus briefly, and maintain a contact-

less “hold shelf” inside the library for patrons with recurring onsite access. Looking forward, we recently installed a book vending machine which we will soon use to fully and permanently automate our holds transactions. Once the machine is operational, the reversal noted above will be solved: automatic notices will simply facilitate contactless exchange. To speculate for a moment, we wonder if curbside workflows won’t become the model for physical item delivery.

For now, the place for direct interaction is document delivery, which has become one of our main operations. In addition to providing faculty and general student support, we have expanded the service to include support for students doing journal citation work. This represents a major change in our workflow. In normal times, journal students would request and pick up books, scan the needed pages, and store the books on our reserved journal shelves. We have restructured this process into a more dichotomous sender>receiver flow: students now request the materials they need scanned, and onsite staff pull or request the items and then scan and store them. Staff deliver the scans via shared Box folders, which are monitored and maintained by the journal students and their liaison librarians.

Although we originally created this workflow to mitigate the temporary effects of space restrictions on core operations, it has also led to much collaboration between staff, students, and librarians. In addition to the shared sense of purpose that follows from shared problem-solving, all parties have gained dexterity with our circulation systems, which will expand horizons for future collaborative work. More generally, as the latest pandemic surges continue to make the day-to-day feel minute-to-minute, these configurations have helped us achieve and maintain a semblance of routine, and have thus created for us a (tenuously) reliable operation with which to be focused upon.

TAGGED:  ACADEMIC  COVID 19 PANDEMIC



FALL 2020

UIC LOUIS L. BIRO LAW LIBRARY RESPONSE TO COVID-19

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): PHILIP JOHNSON

After moving to remote operations in March, one of our immediate concerns was providing a simulacrum of access to our most popular print collections, Academic Success, which consists of our study aids. We had been exploring providing access to the Lexis Nexis Digital Library and the Wolters Kluwer Online Study Aid Library (WKOSAL), so we started trial access to each. Since then, we've moved past trial access to provide ongoing access to the Lexis Digital Library, and we are finalizing ongoing access to the WKOSAL. Early on, we were also able to get electronic Bluebook keys for students that didn't have a chance to retrieve their copies from campus before we shut down. More generally, we have since taken the opportunity to give our print collection a serious look and consider what we may discontinue in favor of digital access.

We reopened in a limited capacity in July. This is when circulation staff returned to campus with various precautions in place, including a large plastic screen at the circulation desk. Other health precautions are what you'd expect: seats and carrels are designated for socially-distanced seating, hand sanitizer stations are scattered about, and when materials are checked in, they're set aside for a couple of days before being re-shelved. I'd like to take this opportunity to give a huge thanks to Catrina, James, John, Keesha, Harold, and Yvette for making the trek to campus and keeping things running in our physical space day in and day out.

Further regarding seating, we expanded the spaces available in LibCal to set up a reservation system for seats, spaces, and rooms throughout the library and other parts of the school. To avoid crowded elevators, different floors open at different times and reservations start at staggered intervals.

While moving reference operations online has presented its well-documented difficulties (most of our reference is conducted by email or chat), I've found that providing instruction to various classes and groups has been relatively simple. Screen-sharing has been a tremendous boon. I speak only for myself, of course, and I know I'm lucky to not have had an entire course to teach this semester. Dropping into the occasional first semester class to discuss research techniques has been a treat.

Communication with our users has been tough—people only have so much capacity to process email when they're processing their upended lives. Still, we've decided the most consistent way to communicate with students about expanded or adjusted access to resources is by email. We created a LibGuide regarding remote access to resources and another about the digital study aids, but we haven't counted on students on finding those on their own. We posted the information to our blog for the scenario when someone finds it by happenstance while they're on the library homepage, but a handful of emails to the student body have gotten the most response. We have also alerted faculty to new resources and processes in hopes that not only will they use them, but that they will reinforce the information to their students as well.

It feels trite to comment on what a strange year it's been, but it also feels disingenuous not to give it blunt acknowledgement. We've done our best to adjust to what a pandemic demands, and I think we've done a good job. While I'm not particularly interested in having to make hard pivots in how we provide our services on a regular basis, it's good to know that we can adapt to difficult situations, and I'm glad to see that reflected throughout the profession.

TAGGED:  ACADEMIC  COVID 19 PANDEMIC



FALL 2020

KANE COUNTY LAW LIBRARY

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): HALLE COX

Pandemic. A word which immediately brings to mind, at least for me, pandemonium. Yet out of this pandemonium, we as law librarians have been given a golden opportunity to help bring order to chaos and continue to prove how invaluable we are to our institutions and our communities.

As information experts, law librarians are even more vital as procedures and policies in the court system and our organizations shift daily, if not hourly, based on the fluctuating health data in our geographic areas. From untangling federal and state executive orders with their time extensions and strings of accompanying orders, to brainstorming, then putting into action ways in which to address remote court access for self-represented litigant needs, we as law librarians have stepped to the forefront of this existence where constantly shifting and changing information is the new normal. But really, this is not new to us. We bring order to the chaos of information. Keeping up with rapidly changing information is what we do.

In my personal experience during the pandemic, not only are we volunteering our assistance deeper into our organization (we are a county law library) but we are being recognized, called upon, and relied upon at higher levels. There is something so affirming watching other county departments come to the 'aha!' moment when they realize the law library has already created and put into place the plain language

website resources for the public; a circuit-specific Zoom court graphic instruction sheet (in both English and Spanish) is available for all departments and bar association to distribute as needed; the Facebook posts are written and posted; volunteer attorney call centers set up; and the free remote Lexis Advance access is established. We grin with pride when a Judge lets us know court information has changed and we are able to immediately email them back the link to the courts website page where we have already updated it. Because this is what we do.

We stand at the front doors of the physically closed courthouse with iPads and Zoom court instructions for those who show up for their court dates, not realizing what 'remote court' means. We answer questions via chat, email, and the phone. We constantly create and recreate public information flyers and website additions and press releases as new COVID-19 legal resources and support become available, change, and sunset. We do these things because this is what we do.

The pandemic certainly does bring its strains and frustrations, but as a law librarian, I choose to see this as a time for us to flex our professional muscles and show off our skills just a little bit more than we normally do. A chance for us to step to the forefront as we support our court systems and in so doing our communities as a whole. We provide accurate, up-to-date, understandable information in a warm and empathetic manner that we hope will help people sort through this pandemonium of life we are currently living. This is what we do.

TAGGED: ◀ COVID 19 PANDEMIC ◀ GOVERNMENT LIBRARY

Skadden

FALL 2020

SKADDEN ARPS SLATE MEAGHER & FLOM LAW LIBRARY

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): CARRIE PORT

The Research & Knowledge staff of Skadden Arps Slate Meagher & Flom have been working from home since the beginning of the pandemic in March. We are a global firm with locations around the world. Because of this, the transition has not been as stressful as it could have been. We are well positioned from a contingency planning perspective, with library staff based in 8 locations in the United States and Europe, available to support research inquiries for all Skadden employees firm-wide.

Technology wise, our transition to full remote work was smooth. Like everyone, we've been on more video conference calls that we ever wished to, and the novelty has definitely worn off! Our group is very collaborative, and we work well as a team. The pandemic has definitely forced us to find creative ways to maintain our professional relationships and to stay connected with our coworkers. We are fortunate to have electronic access to most firm resources so we've been able to easily find alternatives for the titles in our physical libraries.

It has also offered a great opportunity to reexamine how much of that print material was even getting used in the first place! We have a number of offices where staff have been able to go into the office sporadically, and when they do we've collaborated to get scans of print materials for associates in other locations. We can also ask other staff members for access to different databases. Skadden utilized a partial work from home model prior to the pandemic, so our operations have largely continued seamlessly. That said, we miss seeing our co-workers in person and can't wait for this to all be over!

TAGGED:  LAW FIRM  COVID 19 PANDEMIC



FALL 2020

MARSHALL, GERSTEIN & BORUN LLP LAW LIBRARY

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): TODD HILLMER

As we welcomed 2020, my chief concern as the Library Manager at Marshall, Gerstein & Borun LLP was to determine the ultimate fate of a good chunk of our print collection. Our firm had recently renewed the lease on our office space and with that came an initiative for tenant improvements. Plans had been finalized for firm-wide renovations and as I am sure you have already guessed, the call for “improvements” to library space mostly included that one charge we all dread: a reduction in our footprint.

I worked with our Library Committee to identify large sets that could be reduced or eliminated and my colleague (and fellow CALL member) Anne Danberg and I started the task of weeding the collection. We were slated for the second wave of renovations which meant we had plenty of time – as long as we had this process completed by late spring we would be in great shape. We started offering a revolving collection of items to anyone in the firm who wanted them and donated the unclaimed volumes to an organization that accepts books. It was slow going, but we were making progress and had no reason to think we would not be able to meet our goal. That is until a certain day in March that found the two of us cleaning out our offices uncertain of when we would next be in the building.

As much as COVID had completely blown up our plans, there was at least one way we had inadvertently prepared for this scenario: in readying for the upcoming reduction in print, we had bolstered our electronic access to a number of treatises and law books. This meant, in those early days of the remote office, a definite uptick in questions relating to access, but the influx of queries reassured me that our users were making use of our materials. And while the timing of the Stay at Home order brought challenges, it did alleviate the dilemma of how to offer print materials while our space was under construction.

The physical Library was simply closed for that period and the books were packed away. Now that our phase of the renovations is complete, the collection is once again open to the few attorneys and staff who visit the office – we ask only that they observe the social distance guidelines as set by the firm. Given that our collection is so specialized and we hold quite a few titles that are not available electronically, we work with our office services staff to scan pages from technical dictionaries and other such texts for the occasional requests that come in from our remote patrons. While not ideal, it is working in the interim. We hold a weekly staff meeting over video and use instant messaging to check-in throughout the day.

Over the past several months we have sent research tips via e-mail and arranged presentations from vendors to keep our users current. Most recently the two of us conducted a webinar for our attorneys and paralegals demonstrating how we make use of one of our resources. We held a special one-firm one-book style book club meeting over the summer which had a terrific turnout. And we are looking forward to having a joint holiday Zoom celebration over lunch next week with our friends in the Marketing department. These are all just ways to keep in touch and help ensure we remain relevant in this strange era and as odd as it may seem, in some ways I think they have helped us increase our visibility with patrons.

TAGGED:  LAW FIRM  COVID 19 PANDEMIC



FALL 2020

NIU DAVID C. SHAPIRO MEMORIAL LAW LIBRARY

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): KATE HARTMAN

The response of the NIU College of Law Library to the COVID-19 pandemic has changed over time, as we have learned more about the virus and as the needs of our patrons has changed. While we have had to make significant adjustments to our modes of service, we are providing access to information to our patrons in increasingly efficient ways.

When the COVID-19 pandemic began spreading in Illinois in mid-March, the NIU College of Law decided to move classes completely online, and the Law Library closed its doors. As three of the law librarians are also professors of legal research, they were immediately accessible to then first-year students who had reference questions. We also changed our website to prominently feature the email address patrons could use to contact our reference librarians. Because of the uncertainty at the time about how the virus was spread, our building was locked down and physical items were not being loaned out; our librarians highly encouraged the use of our online resources.

Our library is a member of the CARLI consortium, and as spring turned to summer, the state-wide consortium moved from using the Voyager ILS with the VuFind catalog to Alma and the PrimoVE discovery system. Introducing a new discovery system is always challenging, but the skills of video creation and

online collaboration our librarians had developed during the early weeks of moving to online courses served them well in assisting patrons with answering questions and aiding in information searches on the new platform.

PrimoVE has also allowed us to implement a local request service so that our patrons can request physical materials. Once a request is made, the material is pulled from the shelf, checked out to the patron, and they receive an email about when it is available for them to pick it up. The material is placed in an envelope (to protect patron privacy) and placed on a book truck just outside the library (but still inside the College of Law building) for the patron to pick up. There is another truck for returns, which we then quarantine before checking back in and returning to the shelves.

While our physical library space has not been open, just before the beginning of the fall semester there was an open study area in the College of Law building that was opened for student use. During the spring, concerns had been raised about students having access to quiet study spaces and reliable internet access. The ability to print documents, while less of a concern with online classes and assignments, was also needed. A large study area in the College of Law building was opened for student use, with most furniture removed and the remaining pieces spread out. Students are required to sign in and asked to wear masks and use provided disinfectant spray and paper towels to clean their tables before and after use. So far, this space has proven useful for several students, and the “honor system” has not been abused (no group studying or refusal to wear masks, provided cleaning materials and printer paper have not ‘disappeared’, etc.).

This fall, the law school has continued to conduct all classes in an online format, and the library is closed to patrons. The library staff each come in one day a week to serve as the “on-call” person, taking care of phone calls and immediate needs at the library. The law school’s mail is also delivered to the library twice a week, and so we serve as the pick-up spot for the rest of the College. Patrons can contact reference librarians by phone, the general library email, or by making an appointment for a Microsoft Teams meeting through our Bookings system. One of our reference librarians set up the environment for this during the summer, but we have found more use for it during the fall semester.

As we look forward to the spring semester, we continue to encourage students to utilize the variety of online resources we provide, including Westlaw, LexisNexis Digital Library, and Hein Online. While our classes will continue to meet in an online-only format, librarians will arrange meetings with individual students and groups via Microsoft Teams or via email, and our local request and interlibrary loan services will continue. Until we are safely able to open our doors again, we will find keep finding and creating alternate ways to assist patrons with their research and information needs.

TAGGED:  ACADEMIC  COVID 19 PANDEMIC



FALL 2020

THE ILLINOIS SUPREME COURT LIBRARY (CHICAGO BRANCH)

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): SARAH SHERMAN WALANGITAN

There was no precise reopening date for the Illinois Supreme Court Library because we never fully shut down. Our Springfield branch maintained daily operations, including serving the public by appointment, from the start of the pandemic. Here in Chicago, where we serve three Supreme Court justices and the judges of the First District Appellate Court, I have gone into the office at least once a week since mid-March. Each judge made their own decision about how to work, so I still communicate with some judges and clerks in person when they are in the building, others only via email.

In the early days of the pandemic, I arrived in the library once a week with a list of scanning requests from my clerks and other law librarians. Later, I would attempt to tame the mountain of new mail so that my Library Assistant would be able to find her desk when she returned to work. During this time, she worked on special projects and professional development from home. She returned to the office in May and currently we alternate staffing days in the library. The physical space of our library is open to Court staff regardless of our presence, and I created clear signage directing patrons how to contact me at home if the library is unstaffed.

I find that communication and a willingness to take on tasks outside of my normal job responsibilities are the keys to maintaining our operations and services to both the Court and the public.

Communication with a staff of two is not difficult. My Library Assistant and I have a weekly phone call to discuss work projects and catch up. I also collaborate with our Springfield staff to a higher degree in addressing reference requests. Though we are increasing our online offerings, we still rely heavily on print; therefore collaboration with whomever is staffing the library is necessary.

Additionally, I find it important to engage in job sharing. I frequently process new items or shelve books on my in-office days, and I've given my Library Assistant new training so that she is able to fulfill citation requests and legislative history research when she is in the office.

Beyond the day-to-day, we still have opportunities for new projects. We had hoped to work on outreach to our downstate judges this year before travel became impossible. However, teaming up with the Judicial College to offer webinars about remote services has brought in new library users from across the state.

In early March, I offered internships to two students. We have never hosted interns before, but it felt like an achievable and beneficial project at the time. Ultimately, though I had to delay the start dates, I decided to proceed with the students because I felt I could safely and effectively have them come in to learn and work. Because most of my patrons have moved to contacting me via phone or email, we were able to spread out in the open spaces of the library for one-on-one training and discussion.

Despite the obvious challenges, I'm grateful that the past year has given our library opportunities to think differently about our use of technology, our training programs, and ways of doing outreach.

TAGGED: ◀ COVID 19 PANDEMIC ◀ GOVERNMENT LIBRARY



FALL 2020

LOYOLA UNIVERSITY CHICAGO LAW LIBRARY

DECEMBER 16, 2020 | ARTICLE AUTHOR(S): LUCY ROBBINS

Back in March, when the news of COVID broke, I did not expect it to last this long. Speaking for myself, I grabbed some files from my office and said farewells to my colleagues, thinking we would be back by a few months, at most. Who knew it would last this long? Over the past months, our Access and Technical Services staff have had to change in ways we never would have thought. But thanks to their dedication and perseverance, we are able to continue to provide excellent service to our patrons.

During the Fall 2020 semester, Loyola's law classes are almost entirely online. But our faculty and students still need to access our physical collection and services, so our team of dedicated library assistants still open our Law Library two days a week. To ensure their safety, our campus limits the number of patrons in the building. We require face masks, we have a new plexiglass barrier around our circulation desk, and we have new scheduled pick-up times for books. We have had to remain flexible and make changes as things continue, but we are adamant to keep both our staff and patrons as safe as possible, while still continue to serve our patrons.

In technical services, while we were closed, we had a mountain of backlog shipments building up. When we re-opened, it was a sight to see. A giant mountain of mail, and that was even with asking some of our

big vendors to hold shipments! Just getting that organized and ready to start to chip away at was a feat. But we are slowly working our way through the mountain, piece by piece.

During this time, we've had to remain flexible and make changes as new things pop up. We shifted from all six of us being on campus at a time, to just a two-person team format. Then, as the semester wore on, we changed to only four staff members. But even so, we remain strong. Our hours have not changed from when we began, and our requests are still being filled. Because of their commitment and hard work, it still manages to work. As this semester comes to a close, we will wait and see what the spring will bring.

While this is a time of great anxiety for many of us, this has also brought about a great deal of understanding between us and how topsy-turvy this time really is – thankfully we're on the same page there. So even if this may be a time of division and anxiety like we have never seen, this time has also brought us together, showing how much we can accomplish as a team. We are in this together. Thank you to my wonderful Access and Technical Services team!

TAGGED:  ACADEMIC  COVID 19 PANDEMIC