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All in a Day's Work: What's a Reference Librarian to Do?

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All in a Day's Work: What's a Reference Librarian to Do?

Sandra B. Placzek

I. Introduction	42
II. Traditional Duties	42
III. Today's Responsibilities	43
A. Changes in the Law	43
B. Changes in Society	44
C. Changes in Technology	44
D. Changes in the Publishing Environment	45
IV. User Expectations	45
A. Faculty	45
B. Staff	46
C. Students	46
D. Pro se/General Public	47
E. Attorneys/Legal Community	47
F. Director/Administrator	48
V. Case Study-Reference Librarian Duties	48
VI. How to Get It All Done	49
A. Time Management and Organization	50
B. Stress Management	52
VII. Conclusion	54

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SUMMARY. Although reference librarians today have much in common with yesterday's counterparts, their days are much more hectic. Technological advances, changes in law and society, demands from a diverse group of library users, and an increased workload make time and stress management important issues to explore. This article examines reference librarianship in the academic environment, discusses how reference librarianship has changed, and offers suggestions on coping with the stresses those changes have caused. [Article copies available for a fee from *The Haworth Document Delivery Service*: 1-800-342-9678. E-mail address: <getinfo@haworthpressinc.com> Website: <<http://www.HaworthPress.com>> © 2001 by *The Haworth Press, Inc.* All rights reserved.]

I. INTRODUCTION

Librarianship as a profession is in the midst of an evolution that impacts the work of reference librarians on a daily basis. Today's answers to the questions of *who* wants the information; *what* information do they want; *where* is the information; *why* is the information needed and *how* is the information found and communicated are vastly different than in the past. Reference librarians today also face two additional challenges: user expectations of instant information and the level of informational and technological sophistication those users bring to the reference desk. When countless other demands on a reference librarian's time are added to traditional duties, a picture emerges of a reference librarian's "day" that today varies tremendously from yesterday's counterpart.

II. TRADITIONAL DUTIES

In the past, legal reference was primarily a paper-based information profession. Questions were posed and answers provided through the reference librarian's knowledge of library resources. In addition to the physical materials located in the library, those resources might include: telephone calls to appropriate individuals, agencies, and organizations; an understanding of what services and information each publisher provided; and a determination of when information would be in print.

Speed was an understood concept: as soon as possible. That usually meant as fast as the information was printed and could be personally

retrieved, received in the mail, or acquired through other means of transmittal. Speed of transmission was not defined by fax or high-speed Internet connections. Reference librarians not only oversaw and responded to reference inquiries, they also created bibliographies, kept abreast of current events (through newspapers, advance sheets, legislative services, participation in tours and seminars, etc.), maintained vertical files, instructed on the use of library resources, and prepared legislative histories.¹

Today's reference librarians still have many things in common with reference librarians of yesterday. Although some of the resources are different, the duties have increased, and the speed of information retrieval has accelerated, one constant remains true: there is never enough time to accomplish everything that needs to be done. "The commodity which most of us never seem to have in sufficiency is time."²

III. TODAY'S RESPONSIBILITIES

What has changed? Reference librarians still perform all the duties noted above. How and why is a reference librarian's "day" today any different than a "day" in the past? The changes impacting reference librarians today can be summed up by exploring four categories: changes in the law, changes in society, changes in technology, and changes in the publishing environment.

A. Changes in the Law

Law and the legal profession experienced tremendous growth in the last half of the twentieth century³ that may continue in the twenty-first century as Americans become an increasingly litigious society.⁴ Not only are the number of lawyers and cases commenced on the rise, but both "the Law" and the legal profession are undergoing a transformation. Areas of practice are expanding and new areas, such as cyberlaw, are developing. Increased specialization is the norm, with more and more lawyers focusing their practice in one particular area.⁵ This expansion of legal topics and specialization by practitioners directly impacts reference librarians.

To effectively aid library users who are learning about those new areas or who specialize in a particular area, reference librarians need a basic understanding of the changing character of the law. New materi-

als need to be investigated and quantified—is this something the library has and will it be helpful? What area of the law is this new emerging topic most like and are there any resources already in the library to help or will it be necessary to purchase new materials? At the most basic level, reference librarians need to be conversant in these areas to even conduct a reference interview.

B. Changes in Society

Society in general is much more sophisticated today, and as a result law library users are much more savvy. The expansive growth in communication and information transmission, often referred to as “information overload,” is one of the causes for that sophistication. Society is bombarded with “the Law” in television, movies and bestsellers. Newspapers, news shows, and documentaries detail the intricacies of high-profile cases, as evidenced by media exposure during the O.J. Simpson trial. Reference librarians face library users who are much more familiar with legal matters because of that exposure as well as being more demanding and specific in their reference needs.

C. Changes in Technology

Perhaps the biggest change impacting reference work today is technology. Colleagues communicate through personal e-mail; discussion lists offer a forum for posting and responding to questions;⁶ e-mail reference services provide distance reference;⁷ Westlaw and LEXIS permit access to materials not available in the library; and the Internet has become a treasure trove of both free and fee based legal information.⁸ CD-ROMs, DVDs, and copy machines also are examples of technological advances, as are fax machines, cell phones, pagers, and voice mail.

Although these technological advances provide reference librarians with a number of very current information retrieval avenues, they also place more demands on a profession that lacked adequate time to accomplish everything as far back as 1953.⁹ Reference librarians must learn and become comfortable in the use of each new technology introduced into the legal reference world and be able to use those resources efficiently and effectively. The learning curve expectation is high, with reference librarians providing instruction in the use of many

resources in both class sessions and on an individual basis, often not long after their introduction.

D. Changes in the Publishing Environment

Because the impact on the services reference librarians provide is less obvious, many librarians may not realize how the shifts in the publishing environment affect their work. In 1977, there were at least twenty-three independent legal publishers. Today there are primarily three large companies: Thomson Corporation, Reed-Elsevier, and Wolters Kluwer.¹⁰ Why is this important and how does the decrease in legal publishers affect reference services? Reference librarians rely on both the quality of the information found in print resources and the time when those print resources will be available. Rising print costs, cessation of publication of particular resources, confusing invoices, and decreased quality of customer service directly impact the work reference librarians do.

If the information printed in a resource is incorrect and the customer service department has no experience with the resource or lacks a sufficient understanding of the librarian's question, finding the correct information for a library user may be an impossible task. To address these and other vendor related issues, the American Association of Law Libraries (AALL) formed the Committee on Relations with Information Vendors (CRIV). Volunteers from the AALL membership serve on this committee and work to "facilitate communication between AALL and information vendors, foster a cooperative working relationship between librarians and publishers, monitor complaints and provide suggestions to vendors, and keep AALL members informed of developments in legal publishing."¹¹ CRIV newsletters are published three times a year in issues of the *AALL Spectrum* and online.¹²

IV. USER EXPECTATIONS

A. Faculty

In an academic environment, faculty expectations vary.¹³ While some faculty members are comfortable conducting their own research and exploring library resources, other faculty members require more assistance from the reference librarians. Faculty may call upon librari-

ans to perform online searches, conduct classes or workshops on the use of electronic resources, assist with audio/visual needs, provide legal research instruction, locate resources or information, or provide one-on-one instruction with particular resources.

Although most faculty members give adequate preparation time to reference librarians, others may expect any of the services above with little or no advance warning. As a result, reference librarians may often find themselves juggling other duties while trying to prepare a class or find materials at a moment's notice. In addition, reference librarians may be the first contact for faculty members concerning why the library lacks particular resources necessary for their research, putting the reference librarian in the position of explaining tight budgets and lack of resources.

B. Staff

Library and law school staffs also have expectations even if they may be less easily identifiable. Contributing to law school newsletters, tracking down invoices, troubleshooting computers, and explaining updating instructions are a few areas where staff members expect assistance from reference librarians. Particularly in the area of updating, reference librarians are often consulted when questions arise concerning pocket parts, loose-leaf filing, and the removal of legislative service pamphlets because they are primary users of the materials. Reference librarians not only understand how the materials are organized and updated, but also the topics covered within the resource.

C. Students

If staff expectations are often less easily identifiable, student expectations are the easiest to ascertain. In some respects, students expect the reference librarian to have the answer to everything or to obtain it for them. They rely on reference librarians to provide instruction in the use of library materials, both in the classroom and individually, and to find even the most obscure materials. Additionally, as a friendly face in a confusing environment, a reference librarian can become a sounding board—an ear students can bend if they become bogged down in their legal studies or life in general while in law school. “Being a reference librarian is sort of like being a bartender without the sticky beer mess and the drunks.”¹⁴

D. Pro se/General Public

In some respects the expectations of pro se users and the general public are similar to those of law students: someone to give an immediate answer. This category of library users usually comes to the reference desk with the expectation of having the librarian provide a formbook or an answer to a very specific legal question. One of the challenges reference librarians face with this group of users is explaining what services a reference librarian can provide and having the library user leave the reference desk understanding that the librarian can help them find the answer, but cannot give them the answer in many circumstances. “In our Reference Department, we-like most law librarians-steer clear of interpreting or explaining the law to public patrons. Instead we help them use the library and other resources.”¹⁵

Another challenge librarians face in meeting the expectations of this group of users is the reference interview. Pro se patrons and the general public usually have a difficult time articulating their questions-either they provide too much information or not enough. This can be frustrating for the user because the question is obvious to them, and frustrating for reference librarians because they cannot elicit the information they need to help the user answer the question. Because of the limitation of resources, a lack of understanding of what a reference librarian can do, uncertainty in what they need, and difficulty in understanding legal materials, this group of users is often frustrated and leaves the library with unfulfilled expectations.

E. Attorneys/Legal Community

The expectations of attorneys are perhaps the most difficult to define. Because many members of the legal community were once law students, their expectations are often influenced by that experience. One expectation is that the library will have all the resources they need, everything from an expensive, multi-volume practitioner’s treatise to briefs from a different state’s courts. Many individuals new to the profession assume that privileges denied to them as students will now be permitted. They may expect to check out items that do not circulate, and they can be difficult when their requests are denied by the reference librarian.

One of the most difficult challenges reference librarians face with

this group is communication. Attorneys and members of the legal community sometimes assume that reference librarians can answer difficult questions with only a few pieces of the puzzle. Their reticence in communicating leads to frustrated expectations. Disappointments arise when the answer they receive from the librarian is not what they want. When further questioning by the reference librarian reveals more information, however, the reference librarian often can then find what the attorney needs.

F. Director/Administrator

An entirely separate aspect of a reference librarian's day involves other duties and responsibilities assigned by the law library director/administrator that are independent of reference. These duties may include participation on university or professional committees, work on the library's web page, serving as public safety contact for the library, or editing the law library newsletter. Many reference librarians in an academic environment are in tenure track positions where they must meet tenure requirements such as publishing, working in local and national professional organizations, participating in continuing legal education (CLE) programs, and serving the university community through committee work.

V. CASE STUDY-REFERENCE LIBRARIAN DUTIES

Why are there never enough hours in a day? What does a reference librarian do that makes time and the lack thereof such a precious commodity? The previous sections outlining library users and their expectations give an inkling of some of the challenges faced by reference librarians on a daily basis. At the Schmid Law Library at the University of Nebraska College of Law, three librarians share the title and job description of Reference Librarian. While all three spend hours working at the reference desk, attending a weekly librarians' meeting, teaching legal research in the fall, coordinating Westlaw and LEXIS training in the spring, and providing informational brown bag seminars, each has responsibilities and duties not detailed in the job description.

One librarian focuses on electronic services, and is responsible for

e-mail maintenance, creating discussion lists for classes each semester, serving as Westlaw and LEXIS contact, and maintaining the law college's career services web site. Another of the three librarians is the audio/visual (AV) librarian, coordinating AV requests from both the faculty and the law school community. This librarian also serves on the university staff development committee, working with librarians from the four other libraries in the university system to promote staff development through workshops and programs. She created and maintains a Technology Index and web page, and works with the technical services department to index and organize unpublished opinions of the state court of appeals.

The third reference librarian assisted in the creation of the law college/law library web site and now maintains it. She serves on the ERPG (Electronic Resources Program Group) committee with members of the other libraries on campus, collects and formats the library's contributions to the law school's bi-weekly newsletter, and works with the law library director in presenting an Internet segment in many state CLEs. Because the positions are tenure track, each librarian is also encouraged to publish and work on projects to include in their tenure review files.

While the duties listed above are typical, reference librarians in other institutions may perform different duties and have other responsibilities. In 1997 Frank G. Houdek compiled a series of essays for the *Law Library Journal* entitled "A Day in the Law Library Life."¹⁶ A review of those "days" shows that reference librarians also attend a variety of meetings, provide training on the use of library resources, trouble-shoot computers, load software, respond to e-mail reference inquiries, provide last minute instruction, create and publish newsletters, review admissions files, and provide a sympathetic ear to law students.¹⁷

While reference duties and responsibilities vary from institution to institution, one point is obvious from the comparison of the duties of the three librarians at the Schmid Law Library and a review of the articles in the day-in-the-life series: the duties of a Reference Librarian are time consuming and include some tasks that may be difficult to define.

VI. HOW TO GET IT ALL DONE

So how do reference librarians do it all and maintain their sanity? It is often a challenge, moving from one crisis to another while simulta-

neously putting out any fires that may ignite along the way AND addressing reference queries. Are there any solutions to what often seems a chaotic mess? Perhaps nothing will alleviate the fast pace aspect of the job, but there are ways to help reduce the inherent pressure.

A. Time Management and Organization

1. Controlling Time

One way to create a better balance and accomplish more is through time management and organization. Time management can be as simple as creating a prioritized list of goals for the day or as complicated (initially) as taking a critical look at the way the job is approached, evaluating where time is wasted, and making a conscious effort to change and break bad work habits.

Books by J. Wesley Cochran and Alec Mackenzie can help a librarian understand time management techniques.¹⁸ While a thorough explanation of their methodologies is beyond the scope of this article, some of techniques they suggest can be implemented. Individuals interested in exploring time management techniques in more detail and incorporating the suggestions into their daily routine should consult the Cochran and Mackenzie books.¹⁹

On a very basic level, time management is about controlling time instead of being controlled by time. One way to begin to take control of time is to set goals for the day by writing them down with as much specificity as possible, while being realistic about what can be accomplished. Priorities should be assigned to the tasks to ensure that the most important things are completed first. Each task is checked off when complete, and the list is reviewed at the end of the day. One of the important points that Cochran makes in his book is that librarians often focus on what they have not accomplished instead of what they have completed.²⁰ Librarians should be sure to recognize and feel a sense of satisfaction for finished tasks and not dwell on unfinished ones; this will be a subconscious reminder to continue to make a daily list as well as a way to alleviate unwanted stress.

Librarians may want to explore the possibility of emulating other faculty members by posting office hours. This idea can be discussed with an immediate supervisor or the law library director to determine if it would be feasible. Set office hours, in addition to the time spent

working at the reference desk, provide a reference librarian with a specific block of time to work on other duties—uninterrupted. Once the hours are determined they should be prominently displayed on the office door or window if possible. A notice about office hours can be added to phone mail/voice mail messages so callers know that their messages may not receive an immediate response. Although a reference librarian's job is by its nature public service oriented, there are times when it is necessary to work on tasks uninterrupted. Setting office hours encourages interruptions at known, specific times and permits the accomplishment of other tasks with little or no interruption. Having other reference librarians available to provide reference services during that time should make office hours an achievable goal for the entire reference staff.

One of the challenges faced by reference librarians, particularly those who also may work with acquisitions, is the arrival of unscheduled visitors.²¹ The problem with unscheduled visitors is not only that time is spent conversing with the visitor, but time is spent shifting gears to return to the task that was interrupted. How can a reference librarian deal with unscheduled visitors? Often it is impossible to avoid these interruptions, but some suggestions for cutting down on them include: closing the door; anticipating and scheduling appointments; having an open door policy during certain times and making those times known, much like the office hours concept.

2. Organizing the Workplace

In addition to the suggestions above, other ways to become more organized and manage time better focus less on the individual and more on the environment. One method is to organize or create a reference log or record. An updated version of the reference record suggested by Margaret E. Hall can be used;²² many reference librarians already use a similar reference log or record today. For those that do not have such a system, a file on the server can be created that can be accessed from the reference desk so that entries for difficult, interesting or time-consuming reference questions can be made. As much detailed information as possible should be included to assist the next reference librarian asked the question. If no server is available the file can be placed on the hard drive of the reference computer or on a disk kept at the reference desk. A paper reference log also is an alternative. This technique can help manage time better by alleviating the need to

“recreate the wheel” by researching a question that may have already been answered by a colleague.

Obvious resources should not be overlooked. One group of resources in today’s electronic world is traditional paper reference materials. A librarian should know what reference resources are available and frequently used in the library, and have them within easy access of the reference desk. Learning the state, local, and specialty resources and reviewing them periodically to avoid outdated material can make answering many questions easier.²³ The online catalog can be explored for new or particularly interesting materials, and the library’s call number system can be reviewed for easier access to the collection. Taking a little time every day to explore the library and the collection can increase one’s depth of knowledge as well as provide a therapeutic break from normal tasks.

Communication with other reference librarians inside the library and out can be a key in creating essential networks. Reference stories should be shared and colleagues’ publications read. Subscribing to Law-lib and other law library/reference related discussion groups can help a librarian stay current while the listserv archives serve as a reference resource.²⁴ Making and maintaining contacts in both local and national organizations provides resources that are of incalculable value if they are ever needed.

B. Stress Management

1. Identifying Stress Factors

Stress often plays a major role in a reference librarian’s day. Because stressful situations are not often easily resolved, they can consume more time than a reference librarian can afford. This, in turn, can create more stress on the personal level and lead to focus problems and even burnout.²⁵

One of the ways to help alleviate stress is to become more organized and aware of wasted time. Once ways to become more organized and avoid wasting time are identified, they can be implemented into a daily routine and help reduce the stress that comes from an out-of-control feeling or the inability to complete tasks. One of the benefits of the time management techniques mentioned above is the reduction in stress. “Rather than allowing ourselves to be placed in positions of constant stress and then teaching ourselves coping techniques, we

focus instead on managing our time more effectively. This way we prevent most of the stress that time shortages inflict on us. So time management is stress management of the highest order.”²⁶

In addition to implementing time management techniques, stress can be relieved in other ways as well. Reference librarians should not be afraid to say, “I don’t know.” One of the traps reference librarians fall into is assuming they know or should know the answer to any question posed, or if not, at least where to find the answer. One way to ease the stress brought on by not being able to readily find an answer or identify a resource that would help answer the question is to say “I don’t know,” and then work with the library user to find the answer.²⁷

One of the most stressful situations for a reference librarian is dealing with difficult library users.²⁸ When facing a difficult library user it may be appropriate to ask for help or indicate that an immediate answer cannot be given. A basic communication problem could result in both the reference librarian and the user becoming increasingly frustrated and short tempered. To prevent these situations, a buddy system with the other reference librarians should be established so that a backup is on hand to step in. This will remove both the reference librarian and the library user from a stressful situation.

2. Reducing Stress

Two key techniques can help relieve the stress inherent in any workday. First, time should be set aside for non-library activities. A daily exercise routine is one way many librarians maintain a sense of balance and reduce stress. Some follow a structured daily exercise class regime, while others take walks over lunch and return with a new perspective on work. Another activity is taking classes, perhaps during lunch or at some other time during the day, which may broaden a librarian’s horizon and provide a creative, stress-relieving outlet. Many universities provide tuition reimbursement, which encourages employees to take classes. Socializing through occasional lunch dates with friends or the celebration of staff birthdays and accomplishments is another way to provide a break in the normal job routine.

Some libraries have a “grub day” on a Friday every third month or so as a time to catch up on the little routine tasks that accumulate. Staff come in jeans or casual clothing and use the day to clean desks, attack piles on the desk that have been growing, reorganize files, or just attend to little things that have been tabled for lack of time.

Librarians also should explore outside interests, such as starting a book club with colleagues; finding something that fascinates them and beginning a collection;²⁹ attending on-campus events, speeches or presentations; or becoming involved in community activities or organizations. The goal is to avoid having work become so all consuming that other interests fall to the wayside.

Second, maintaining both a sense of humor and perspective is essential to alleviating stress. It is easy to become overwhelmed by the demands and deadlines that come with being a reference librarian; keeping work in perspective and being able to laugh about frustrations or problems will help ease that pressure. In discussing her mentor Jane Stewart, Barbara C. Holt illustrated the importance of laughter in relieving stress, "Lighten up. You'll last longer. At least once a week, something occurred that made us laugh so hard that we cried. These weren't necessarily big things or even things that were all that funny. But Jane's humorous approach to the frustrations and miscommunications that regularly occur in any setting helped us through many a stressful time."³⁰

VII. CONCLUSION

Although the basic principles and duties of reference librarianship have remained constant, technological changes and changes in both the legal profession and society have placed increasing demands on reference librarians. Avoiding or reducing stress and working to manage time better are two ways to better address those demands. Adopting some of the suggestions in the time management section—perhaps trying a prioritized daily to-do list or critically looking at what eats up time during the day—are ways to begin exploring the time and stress crunches many librarians face. Reference librarians need to be aware of ways to more effectively use time; avoid stress through time management, humor or other methods; and take advantage of activities that can provide professional and personal satisfaction.

NOTES

1. For historical perspectives on legal reference, see Margaret E. Hall, *Reference Work in a Law Library*, 31 L. LIBR. J. 238 (1938); Matthew A. McKavitt, *The Layman and the Law Library*, 33 L. LIBR. J. 324 (1940).

2. *Reference Work in Law Libraries—A Panel Discussion*, 46 L. LIBR. J. 448, 451 (1953) (statement by A. Elizabeth Holt regarding law library services to the community).

3. ABA statistics report 135 law schools in the 1963-64 academic year awarded 9,638 J.D. or LL.B. degrees and 10,788 individuals were admitted to the Bar. During the 1999-2000 academic year, 182 law schools awarded 39,071 J.D. or LL.B. degrees; bar admission statistics for the academic year 1998-99 show 55,481 individuals were admitted. American Bar Ass'n, *Legal Education and Bar Admission Statistics, 1963-1999* (visited June 12, 2000) <http://www.abanet.org/legaled/statistics/le_bastats.html>.

4. On the federal trial court level, 168,800 civil cases commenced in 1980; that figure rose to 265,200 in 1997. Criminal cases commenced for the same period rose from 28,000 in 1980 to 48,700 in 1997. U.S. CENSUS BUREAU, U.S. DEP'T OF COMMERCE, *STATISTICAL ABSTRACT OF THE UNITED STATES*, table 372 (119th ed. 1999) <<http://www.census.gov/statab/www/>>.

5. For an interesting discussion on this phenomena in the Chicago area, see John P. Heinz et al., *The Changing Character of Lawyers' Work: Chicago in 1975 and 1995*, 32 L. & SOC'Y REV. 751 (1998).

6. See, e.g., LAW-LIB@ucdavis.edu; TEKNOIDS@listserv.law.cornell.edu. For a listing of law library related discussion lists, see Lyonette Louis-Jacques, *Lists for Law Librarians* (last modified Feb. 26, 2000) <<http://www.lib.uchicago.edu/~llou/lawlists/lawlibs.txt>>. For a listing of law related discussion lists, see Lyonette Louis-Jacques, *Law Lists* (last modified Feb. 1, 1999) <<http://www.lib.uchicago.edu/~llou/lawlists/lawlists.2-99.html>>.

7. See Washington State Courts, *State Law Library, Need Help Finding Information?* (visited June 3, 2000) <<http://www.courts.wa.gov/lawlib/needhelp.htm>>. For additional information on e-mail reference services, see the article in this volume by Beth Smith, *Enhancing Reference Services Through Technology*.

8. For examples of materials that discuss using the Internet for legal research or illustrate the information available for legal researchers on the Internet, see generally T.R. HALVORSON, *LAW OF THE SUPER SEARCHERS: THE ONLINE SECRETS OF TOP LEGAL RESEARCHERS* (2000). For additional information, see *The Super Searchers Web Page* (visited June 5, 2000) <<http://www.infotoday.com/supersearchers>>. Other examples include: ERIK J. HEELS & RICHARD P. KLAU, *LAW LAW LAW ON THE INTERNET: THE BEST LEGAL WEB SITES AND MORE* (1998) and JERRY LAWSON, *THE COMPLETE INTERNET HANDBOOK FOR LAWYERS* (1999).

9. See *Reference Work in Law Libraries—A Panel Discussion*, *supra* note 2.

10. Kendall F. Svengalis & Frank G. Houdek, *Member's Briefing: The New Age of Legal Publishing*, AALL SPECTRUM, July 1999, at 19, 22.

11. *Dealing With the New World of Legal Publishing: How AALL Can Help*, AALL SPECTRUM, July 1999, at 20.

12. See *id.* at 21. For an example of the newsletter, see THE CRIV SHEET: THE NEWSLETTER OF THE COMMITTEE ON RELATIONS WITH INFORMATION VENDORS, May 2000, in AALL SPECTRUM, May 2000. For more information regarding CRIV, see AALLNET, *CRIVPage* (last modified May 26, 2000) <<http://www.aallnet.org/committee/criv/>>.

13. For an overview of some of the issues law librarians face in providing faculty services, see Robert S. Payne, *Answering Faculty Research Requests*, AALL SPECTRUM, April 2000, at 10-11.

14. Jean McKnight, *My Day at Work (and You're Welcome to It!)*, 89 L. LIBR. J. 192, 194 (1997). Part of the *A Day in the Law Library Life* series compiled by Frank G. Houdek.

15. Mary Whisner, *Practicing Reference . . . Golf Buddy Reference Questions*, 91 L. LIBR. J. 413, 413 (1999).

16. Frank G. Houdek, *A Day in My Law Library Life, Circa 1997*, 89 L. LIBR. J. 157 (1997).

17. *See id.*

18. J. WESLEY COCHRAN, *TIME MANAGEMENT HANDBOOK FOR LIBRARIANS* (1991); ALEC MACKENZIE, *THE TIME TRAP* (3d ed. 1997).

19. *See* COCHRAN, *supra* note 18; MACKENZIE, *supra* note 18.

20. COCHRAN, *supra* note 18, at 18.

21. *See* MACKENZIE, *supra* note 18, at 103-13.

22. Hall, *supra* note 1, at 239.

23. *See* Robert C. Berring, *How to Be a Great Reference Librarian*, 4 LEGAL REFERENCE SERVICES Q. 17 (1984) (discussing resource awareness).

24. Law-lib is hosted by the University of California-Davis at law-lib@ucdavis.edu with archives at UC Davis Law Library, *Archive of the Law-Lib Electronic Discussion List* (last modified June 2000) <<http://lawlibrary.ucdavis.edu/LAWLIB/lawlib.html/>>.

25. For a discussion on law librarians and burnout, see Veneese C. Nelson, *Burnout: A Reality for Law Librarians?*, 79 L. LIBR. J. 267 (1987).

26. MACKENZIE, *supra* note 18, at 15-16.

27. For an excellent discussion of saying "I don't know," see Mary Whisner, *Celebrating the Virtues of Saying "I Don't Know,"* 91 L. LIBR. J. 861 (1999).

28. For more information on this topic, see the article in this volume by Donald Arndt, Jr., *Problem Patrons and Library Security*.

29. To see what other law librarians collect, see Frank G. Houdek, *What Law Librarians Collect*, 91 L. LIBR. J. 577 (1999).

30. Barbara C. Holt, *All I Really Need to Know I Learned from My Mentor*, 91 L. LIBR. J. 218, 219-20 (1999). Part of the "*Meet My Mentor*": *A Collection of Personal Reminiscences* series compiled by Frank G. Houdek.