



2018 NELLCO Symposium

New Beginnings:  
People, Programs, &  
Projects

April 26-27, 2018

Albany Capital Center

Albany, New York



# SCHEDULE AT A GLANCE

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## THURSDAY

7:30—9:00	<b>Registration</b> Exhibitor Corridor
8:30—9:00	<b>Breakfast</b> Meeting Rooms 1A-1B
9:00—9:15	<b>Welcome</b> Meeting Rooms 1A-1B
9:15—10:30	<b>Plenary: Embracing Change in the Workplace</b> Meeting Rooms 1A-1B
10:30—11:00	<b>Break &amp; Book Signing</b> Exhibitor Corridor
11:00—12:00	<b>Exhibitor &amp; Sponsor Introductions / Membership Updates</b> Meeting Rooms 1A-1B
12:00—1:00	<b>Lunch</b> Meeting Rooms 1A-1B
1:00—2:30	<b>Access Services Interest Group</b> Meeting Room 2A <b>Consortia Manager, Products &amp; Discounts</b> Meeting Room 2B
2:30—2:45	<b>Break</b> Exhibitor Corridor
2:45—4:45	<b>Interlibrary Loan Interest Group</b> Meeting Room 2A <b>Noteworthy Projects &amp; Programs (2:45-3:40)</b> <b>Embracing Change Follow-Up (3:50-4:45)</b> Meeting Room 2B
5:00—7:00	<b>Cocktail Reception</b> Renaissance Hotel, The Shelf

## FRIDAY

8:30—9:00	<b>Breakfast</b> Meeting Rooms 1A-1B
9:00—10:45	<b>Acquisitions &amp; Collection Development Interest Group</b> Meeting Room 2A <b>ALLStAR Hands-On Workshop</b> Meeting Room 2B
10:45—11:00	<b>Break</b> Exhibitor Corridor
11:00—12:45	<b>Reference Interest Group</b> Meeting Room 2A <b>NELLCO Projects Deep Dive LawArXiv &amp; PALMPrint (11:00-11:50)</b> <b>Embracing Change Follow-Up (12:00-12:45)</b> Meeting Room 2B
12:45—1:45	<b>Lunch</b> Meeting Rooms 1A-1B
1:45—2:00	<b>Wrap-Up/Closing</b> Meeting Rooms 1A-1B

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Welcome to the 2018 NELLCO Symposium! I am looking forward to two days of captivating conversations and enlightening sessions with you in Albany.

This is my third Symposium as an attendee and my first as a host. On the flight home after my first year I remember thinking that the symposium was perhaps the most engaged I had ever been at a library conference or meeting, and I left feeling energized. That feeling carried over into my second year of attendance, and when I set about working with others on the 2018 Symposium, my goal was to continue, if not increase, that engagement.

This year's theme, *New Beginnings: People, Programs, & Projects*, was selected to highlight what is happening in our workplaces. Law librarians and staff are creating. There are new people involved, innovative projects, and fresh programs taking shape. But along with all of that newness comes a lot of change.

I'm particularly excited to welcome Bob Miglani to Albany to speak to us about embracing the changes that we are surrounded by every day. We will have two follow-up sessions that will allow you to take back some practical ideas to your libraries (and lives) about change. Most of our lineup of programming has been designed to actively engage with you, the attendees. Our goal is that you leave on Friday feeling reinvigorated, collaborative, and ready to delve back into your work.

Enjoy the Symposium!

Corie Dugas  
Executive Director, NELLCO

# THURSDAY, APRIL 26

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7:30 am—9:00 am Exhibitor Corridor	Registration
8:00 am—9:00 am Meeting Rooms 1A-1B	Breakfast
9:00 am—9:15 am Meeting Rooms 1A-1B	Welcome
9:15 am—10:30 am Meeting Rooms 1A-1B	<p>Plenary Session: Embracing Change in the Workplace with Bob Miglani</p> <p>Change is hard especially when it's coming from all different directions – from our external business environment to our internal organization to our home life. Typically, people freeze when there's so much going on. What Bob has learned is that to be successful, we must adapt and do it quickly.</p> <p>Using examples from emergency room doctors to business case studies, Bob will emphasize that it is in disruption and change where the walls are malleable offering us the most profound opportunities to grow. He will highlight a number of keys to embracing change in the workplace, including:</p> <ul style="list-style-type: none"><li>• Accepting change</li><li>• Taking ownership</li><li>• Maintaining curiosity</li><li>• Finding a niche</li><li>• Building a tribe</li><li>• Focusing on outcomes</li><li>• Answering the question: Why?</li></ul>
10:30 am—11:00 am Exhibitor Corridor	Break & Book Signing
11:00 am—12:00 pm Meeting Rooms 1A-1B	<p>Exhibitor &amp; Sponsor Introductions</p> <p>Membership Updates</p> <p>Speakers: Raquel Ortiz, President, NELLCO Corie Dugas, Executive Director, NELLCO</p>
12:00 pm—1:00 pm Meeting Rooms 1A-1B	Lunch

# THURSDAY, APRIL 26 (cont.)

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1:00 pm—2:30 pm

Meeting Room 2A  
Concurrent Session

## Access Services Interest Group

Chair: Ellen Frentzen, Associate Director for Administration & Access Services, Boston University

Join the inaugural roundtable discussion from the Access Services Interest Group. Discussion topics include:

- *Staffing*: How many people do you have in your Access Services Department and what do they do?  
*Student Staffing*: How do you schedule, train, fill the slush shifts, motivate, evaluate, offer feedback, and fire students if necessary?
- *Faculty Services*: What strategies do you have for serving faculty who hate digital routings when you can no longer afford printing?
- *Course Reserves*: What are you providing for print reserves, eReserves, etc?
- *Cancelled Services*: What have you stopped doing?
- *New Services*: What new things are you doing like self-help hold shelves, document delivery, selling earplugs, checking out non-book items?
- *Services to Journals*: How are you managing journal procedures like ILL requests, tracking in-house loans, communicating with editorial boards, and more?

1:00 pm—2:30 pm

Meeting Room 2B  
Concurrent Session

## ConsortiaManager, Products, & Discounts

Speakers: Tejs Grevstad, Co-Founder, ConsortiaManager  
Theresa McCue, Administrative & Member Support Manager, NELLCO

NELLCO is launching a new e-resource subscription and renewal site. You will not only learn how to do your renewals in ConsortiaManager but also how easily you can access all the relevant information about your resources from NELLCO. In addition, you will be inspired to use more metrics when evaluating and making decisions about all your resources.

Theresa McCue will be on hand to answer questions about pending renewals and give an overview of the current resources available to NELLCO members.

2:30 am—2:45 am

Exhibitor Corridor

Break

# THURSDAY, APRIL 26 (cont.)

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2:45 pm—4:45 pm

Meeting Room 2A  
Concurrent Session

## Interlibrary Loan Interest Group

Chairs: Jessica Panella, Head of Access Services, University of Connecticut

Merle Slyhoff, Collection Development & Resource Sharing Librarian, University of Pennsylvania, Biddle

Join the Interlibrary Loan Interest Group for a point/counterpoint discussion covering how to handle NELLCO ILL requests when your ILL department is part of the main library's ILL system. How do we differentiate the NELLCO ILL requests from main library requests? How do we handle our stats for combined ILL departments? These and other related topics will be discussed to help solve this tricky problem in filling and counting NELLCO ILL stats. Panelists will include an ILL librarian from a NELLCO library that has been doing centralized ILL and a law librarian getting ready to switch to a centralized ILL system. On the other side of the issue we will have 2 ILL librarians who are in autonomous ILL departments. A moderator will pose questions for both sides to respond to. We encourage discussion among our panelists and the NELLCO members at the session to help resolve this ILL issue.

Following this presentation the ILL Interest Group will discuss the newly expanded ILL program to get feedback from our members.

2:45 pm—3:40 pm

Meeting Room 2B  
Concurrent Session

## Noteworthy Projects & Programs

Speakers: Pat Newcombe, Assoc. Dean for Library & Info. Resources, Western New England Law Library  
Amy Spare, Acting Director, Villanova Law Library  
Kim Nayyer, Associate University Librarian for Law, University of Victoria Libraries

Moderator: Sue Zago, Director, University of New Hampshire Law Library

**Mini Law School:** Western New England University School of Law offers a four-week community outreach program designed to help non-lawyers better understand the legal system. Classes are taught by our law faculty and moderated by a retired judge.

(continued)

# THURSDAY, APRIL 26 (cont.)

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## Noteworthy Projects & Programs (continued)

**Librarians as Faculty Advisors:** In 2014, Villanova Law created a new graduation requirement for the incoming class: a three year Professional Development course. Our Law Library Director saw this as an opportunity to expand the role of the teaching librarians and as a new way for the Library to support the school's mission. Find out what happened when librarians became faculty advisors in this new program.

**Creating an Indexed, Interactive Digital Resource:** Canadian legal educators were literally called to action in 2015 by the Final Report of the Truth and Reconciliation Commission on the outcomes of residential school treatment of Indigenous peoples. To embrace UVic Law's place as a leader in education about Indigenous law and aboriginal justice, the Law Library collaborated with grant funders, Law Faculty, and other UVic Libraries units (learning much along the way) to create an interactive digital resource which educators and researchers could use to heed that call.

3:50 pm—4:45 pm

Meeting Room 2B  
Concurrent Session

### Embracing Change Follow-Up

Facilitator: Jason Franchuk

Feeling empowered to embrace change after the plenary speaker? This facilitated session will encourage you to work in small groups to think through the changes impacting your work and personal lives. Leave with a plan for how you will grow through change.

5:00 pm—7:00 pm

Renaissance Hotel  
The Shelf

### Cocktail Reception

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8:30 am—9:00 am  
Meeting Rooms 1A-1B

Breakfast

9:00am—10:45am  
Meeting Room 2A  
Concurrent Session

Acquisitions & Collection Development Interest Group

Chair: Gilda Chiu, Acquisitions Librarian, Columbia Law School

Topics for discussion:

- Negotiating with vendors
- Publisher consolidation and the effects on vendor relations with libraries
- Collection assessment, especially with regards to electronic resources
- Multi-year agreements
- Collaborative collection development

There will also be a freestyle portion of the meeting where participants will be encouraged to bring an item or two of interest for discussion with the group. Our greatest resources are our colleagues after all! Topics can be emailed beforehand to [gchiu@law.columbia.edu](mailto:gchiu@law.columbia.edu) and they will be presented to the group during the session.

9:00am—10:45am  
Meeting Room 2B  
Concurrent Session

ALLStAR Hands-On Workshop

Speaker: Bob Dugan, ALLStAR Project Manager, NELLCO

Interested in what ALLStAR has been up to? Join Bob Dugan, NELLCO's ALLStAR Project Manager, to learn what is happening with ALLStAR in 2018. In addition to the ALLStAR website's inclusion of several basic instructional videos, learn about some of the other activities planned for the site and the portal. Did you attend the workshops in either Garden City or Austin? Bring your laptop or tablet as we will build on what you learned there, including filters and options, modifying existing reports, and building report templates.

10:45am—11:00am  
Exhibitor Corridor

Break

# FRIDAY, APRIL 27 (cont.)

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11:00am—12:45pm  
Meeting Room 2A  
Concurrent Session

## Reference Interest Group

Chair: Jacob Sayward, Director for Collections and Operations, and Lecturer in Law, Cornell Law Library

Topics for discussion:

- Library-mediated current awareness systems/ approaches for faculty
- Working with faculty and library research assistants
- Supporting the non-research side of Law Practice Technology via efforts in law school programming, courses, and other projects

The Reference Interest Group is seeking a new Chair in 2018. If you are interested, come to the session!

11:00am—11:50am  
Meeting Room 2B  
Concurrent Session

## NELLCO Projects Deep Dive: LawArXiv & PALMPrint

Speakers: Peter Hook, Head of Digital and Scholarly Services, LawArXiv Administrator, Cornell Law Library  
Margie Maes, Executive Director, LIPA

This session will provide a brief introduction and update to LawArXiv, a nonprofit pre and post print repository hosted on the Open Science Framework (OSF) platform. The session will provide insights into who is currently posting on the repository, who is assessing the content, and the subject matter frequency of the articles contained therein.

PALMPrint (Preserving America's Legal Materials in Print) is celebrating its 5th anniversary! Launched in 2013, this unique shared print repository contains a legacy collection of federal and state primary legal materials. Join us at this session to learn more about the future of the project and to view the newly enhanced interface that will allow us to search the collection more effectively.

# FRIDAY, APRIL 27 (cont.)

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12:00 pm—12:45 pm  
Meeting Room 2B  
Concurrent Session

Embracing Change Follow-Up  
Facilitator: Jason Franchuk

Feeling empowered to embrace change after the plenary speaker? This facilitated session will encourage you to work in small groups to think through the changes impacting your work and personal lives. Leave with a plan for how you will grow through change.

12:45 pm—1:45 pm  
Meeting Rooms 1A-1B

Lunch

1:45 pm—2:00 pm  
Meeting Rooms 1A-1B

Wrap-Up / Closing

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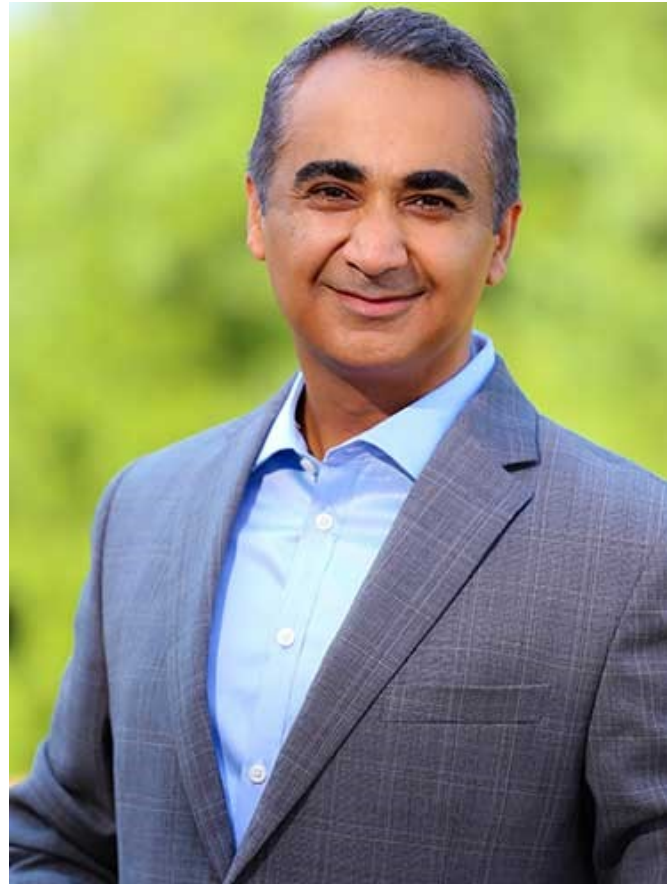
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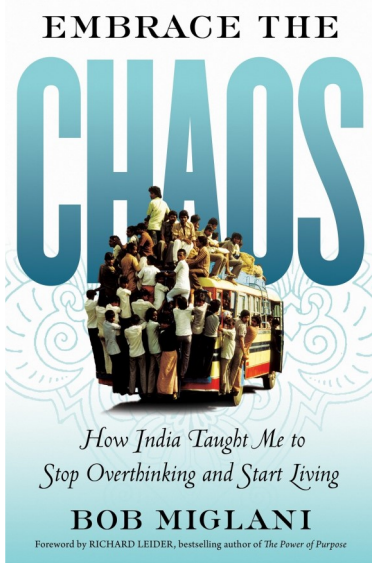
# Bob Miglani

Bob moved to the U.S. from India with his family at the age of 9 with nothing more than \$75 and a desire to pursue the American dream. He mowed lawns, delivered newspapers and helped his family run their Dairy Queen store. It was there he learned the valuable lessons of hard work and a positive can-do attitude, which became the subject of his first book *Treat Your Customers*.

Bob started his professional career as a Sales Rep for a Fortune 50 Company (Pfizer Inc.) in New York City, one of the most competitive places in the world, where he turned around a sales territory making it #1. Over 23 years, Bob moved up the career ladder at Pfizer Inc.



starting at the bottom and working his way up to being a successful executive creating new functions and opportunities, leading others and working with customers and colleagues in over 30 countries.



Bob's book, The Washington Post Bestseller, *Embrace the Chaos* is about learning to embrace change, get unstuck and move forward to find success and meaning in turbulent times of uncertainty, complexity, speed and disruption. Told through 12 short, insightful often-humorous stories, Bob takes us on a journey of India like you've never seen it before coming out on the other end as a changed person ready to embrace change in the workplace and in life.

# SESSION PRESENTERS

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## **Gilda Chiu**, Chair, Acquisitions & Collection Development Interest Group

Gilda Chiu is the Acquisitions Librarian at the Arthur W. Diamond Law Library at Columbia University. She previously worked at Brooklyn Law School and Fordham Law School. Apart from NELLCO she is actively involved in AALL and LLAGNY. She is the current Chair of the Acquisitions and Collection Development Interest Group.



## **Bob Dugan**, ALLStAR Hands-On Workshop

Bob Dugan is the (soon to be retired) Dean of Libraries at the University of West Florida. During his 40-plus year career in libraries, he has developed systems for the compilation, review and reporting of library data on institutional, consortia, state, and national levels. He has served as chair of ACRL's Trends and Statistics Editorial Board which is responsible for the annual ACRL survey.



## **Jason Franchuk**, Embracing Change Follow-Up Facilitator

As a journalist, Jason Franchuk has been trained to thoroughly evaluate the quality and accuracy of a source before reporting on it— but also to move quickly. He will use the skills he honed over years as both a journalist and in the quick-moving world of refereeing to facilitate follow-up discussion to the plenary presentation on embracing change.



## **Ellen Frentzen**, Chair, Access Services Interest Group

Ellen Frentzen is the Associate Director for Administration & Access Services at Boston University's Fineman & Pappas Law Library. Ellen is actively involved in AALL and Law Librarians of New England (LLNE), of which she currently serves as the President. She is chairing the Access Services Interest Group for its inaugural year.



## **Tejs Grevstad**, ConsortiaManager, Products, & Discounts

Tejs Grevstad is the Co-founder and COO of ConsortiaManager. Before starting ConsortiaManager, he worked for more than a decade in the subscription agent industry bringing him in-depth knowledge of how both libraries and publishers work. Besides building software for libraries, Tejs has a special interest learning how to use questions to improve your life and happiness.

# SESSION PRESENTERS

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## **Peter Hook**, NELLCO Projects Deep Dive: LawArXiv

Peter Hook is currently the Head of Digital and Scholarly Services and LawArXiv Administrator at the Cornell Law Library. He holds a JD from the University of Kansas, a MSLIS from the University of Illinois, and a PhD in Information Science from Indiana University. Previously he was on the faculty of the LIS program at Wayne State, and an academic law librarian at both Indiana University and the University of Illinois.



## **Margie Maes**, NELLCO Projects Deep Dive: PALMPrint

Margaret K. Maes has been the Executive Director of the Legal Information Preservation Alliance since 2008. She held previous positions in collection development and technical services areas at the law libraries of the University of St. Thomas, the University of Minnesota, Cornell University and a private law firm. She is a past president of the American Association of Law Libraries.



## **Theresa McCue**, ConsortiaManager, Products, & Discounts

Theresa McCue is the Administrative and Member Support Manager at NELLCO. She handles the day-to-day processing of renewal requests, communication with members about NELLCO's e-resources, and works closely with Tejs on the launch of ConsortiaManager. Outside of work, Theresa spends much of her free time with her granddaughter.



## **Kim Nayyer**, Noteworthy Projects: Creating a Digital Resource

Kim Nayyer is Associate University Librarian and Head of the Diana M Priestly Law Library at University of Victoria. She is a member of the administration team at UVic Libraries, oversees the Copyright and Scholarly Communications Office, and leads the law library's collection decisions, research and instruction programs, and operations. Kim is also an Adjunct Associate Professor in the Faculty of law, teaching introductory and advanced legal research and writing courses.



## **Pat Newcombe**, Noteworthy Projects: Mini Law School

Pat Newcombe has served as the Associate Dean for Library & Information Resources at Western New England School of Law since 2011. She has been with Western New England University School of Law since 1995, holding a variety of librarian and administrative positions in the Library. She teaches "Advanced Lawyering Skills" and "Lawyering Skills." She serves as a Court Appointed Special Advocate of Hampden County.

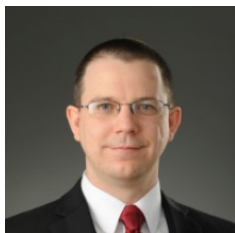
# SESSION PRESENTERS

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**Jessica Panella**, Co-Chair, Interlibrary Loan Interest Group

Jessica is the Head of Access and Administrative Services at the University of Connecticut School of Law Library, where she manages the Access Services department and administrative functions of the library. Jessica obtained her MLIS degree from Drexel University and a BA in History from UConn. Contact her at [jessica.panella@uconn.edu](mailto:jessica.panella@uconn.edu).



**Jacob Sayward**, Chair, Reference Interest Group

Since joining Cornell Law Library as the Director for Collections and Operations, and Lecturer in Law in October 2017, Jacob Sayward has had oversight of print, digital, and special collections, as well as scholarly, LawArXiv repository, and faculty services. He has also taught introductory and advanced legal research to J.D. and L.L.M. students.



**Merle Slyhoff**, Co-Chair, Interlibrary Loan Interest Group

Merle Slyhoff is the Collection Development and Resource Sharing Librarian at the University of Pennsylvania Biddle Law Library. When not at work she plays with mud making pottery, not mud pies.



**Amy Spare**, Noteworthy Projects: Librarians as Faculty Advisors

Amy Spare is the Acting Director of the Law Library at Villanova University's Charles Widger School of Law. She has worked at Villanova since 2005. Prior to that she headed the Government Publications department at Rice University's Falvey Library. She has also practiced law in Alaska and Pennsylvania. Amy is a graduate of Northeastern University School of Law, University of Texas at Austin's School of Library & Information Science, and Temple University.



**Sue Zago**, Moderator, Noteworthy Projects

Sue Zago is the Law Library Director and Associate Professor of Law at the University of New Hampshire School of Law (formerly Franklin Pierce Law Center). She teaches *Legal Research and Information Literacy* to first year students and *International Legal Research* in the UNH Law online graduate programs.

# SYMPOSIUM ATTENDEES—VENDORS

Michele Anderson	Leadership Connect	<a href="mailto:manderson@leadershipconnect.io">manderson@leadershipconnect.io</a>
Matt Buser	Bloomsbury	<a href="mailto:karrie.ducusin@bloomsbury.com">karrie.ducusin@bloomsbury.com</a>
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Christine Patterson	The New York Times	<a href="mailto:Christine.Patterson@nytimes.com">Christine.Patterson@nytimes.com</a>
Richard Reiben	Practising Law Institute	<a href="mailto:rreiben@pli.edu">rreiben@pli.edu</a>
Alexa Robertson	Practising Law Institute	<a href="mailto:arobertson@pli.edu">arobertson@pli.edu</a>
Emily Scott	Oxford University Press	<a href="mailto:emily.scott@oup.com">emily.scott@oup.com</a>
Judy Weiss	ALM Intelligence	<a href="mailto:JWeiss@alm.com">JWeiss@alm.com</a>
Joni Willingham	Oxford University Press	<a href="mailto:ioni.willingham@oup.com">ioni.willingham@oup.com</a>

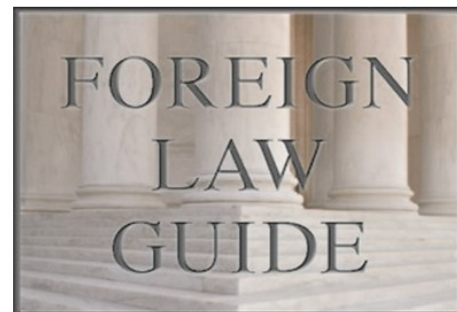


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# SYMPOSIUM ATTENDEES—MEMBERS

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Filippa Marullo Anzalone	Boston College Law Library	<a href="mailto:filippa.anzalone@bc.edu">filippa.anzalone@bc.edu</a>
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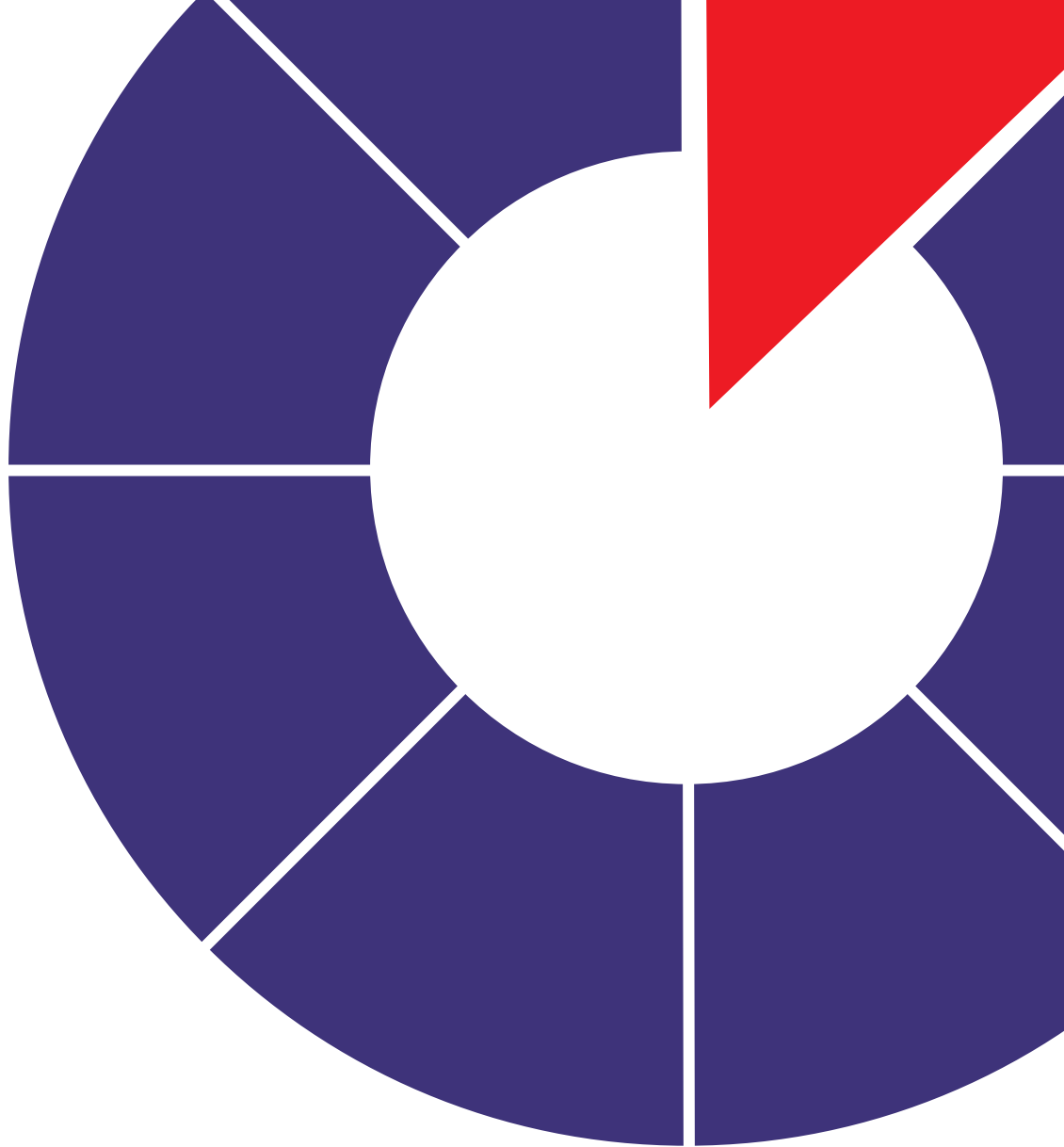
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