

# Special Library Group #2

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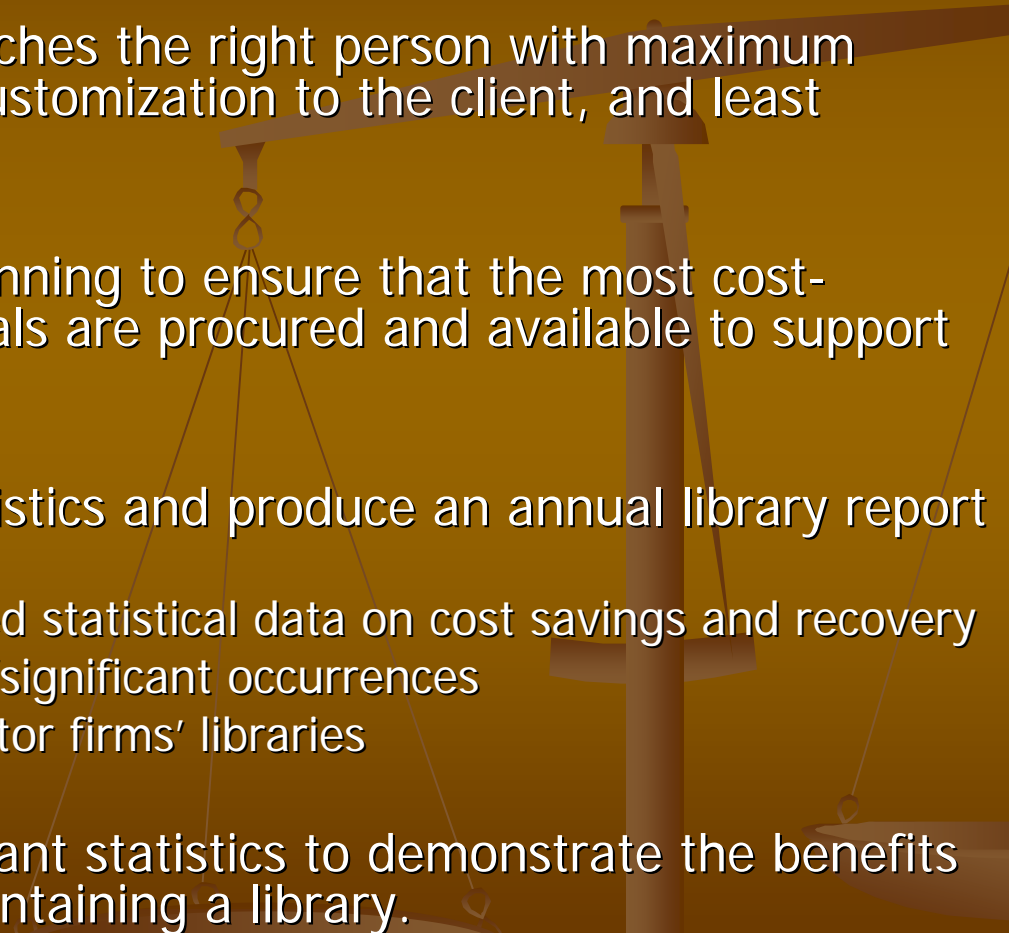
# Dewey Memorial Library

Of the Dewey, Cheatum and  
Howe Law Firm

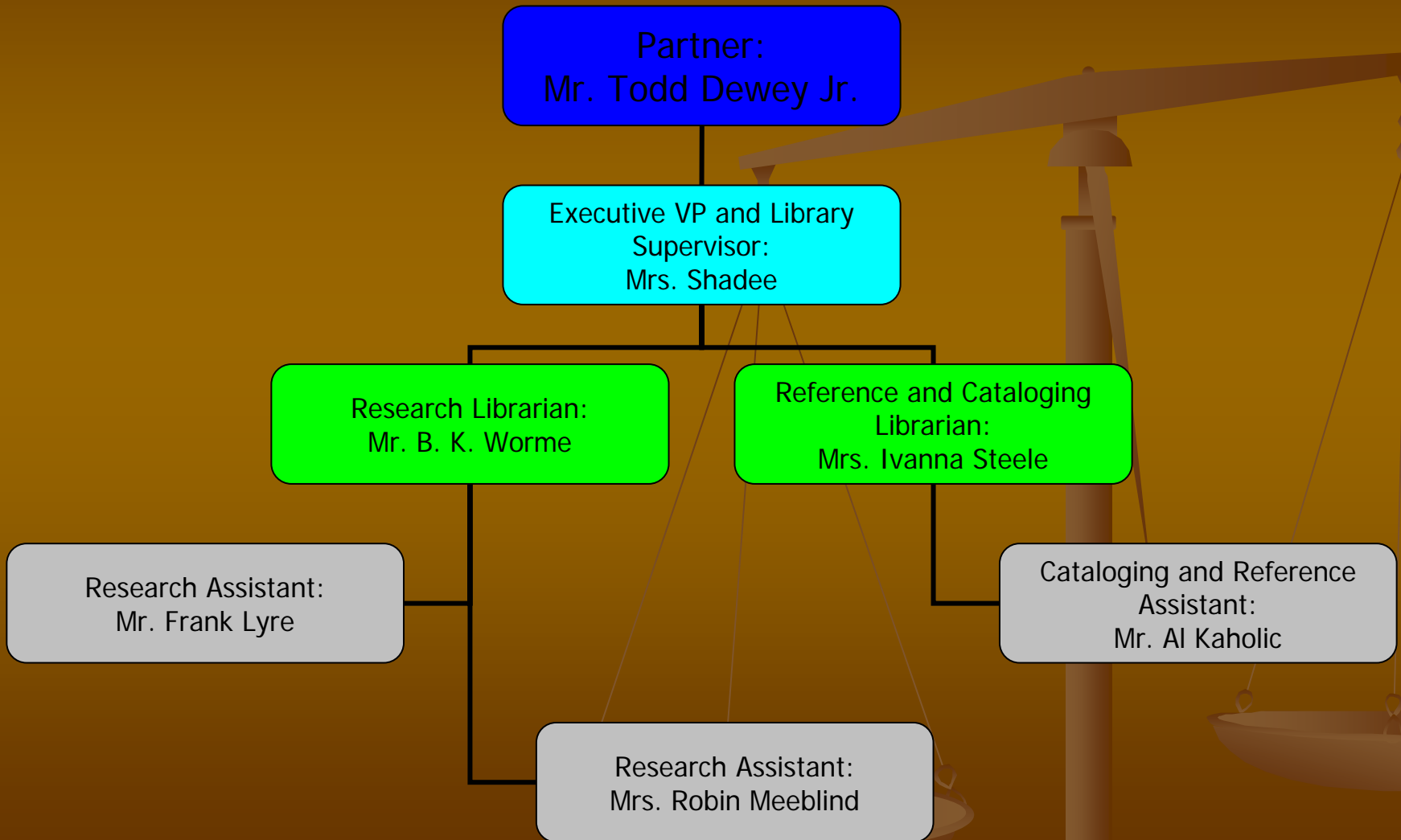
# Mission Statement

- The mission of Dewey Memorial Library is to anticipate and provide the resources and services necessary to support the Dewey, Cheatum, and Howe law firm. Dewey Memorial Library facilitates research endeavors by collecting, organizing, preserving, and disseminating law and legal related information in any form. Additionally, the library focuses on providing effective service, teaching instructional programs, and utilizing electronic information systems to provide access to new information products and services.

# Goals and Objectives

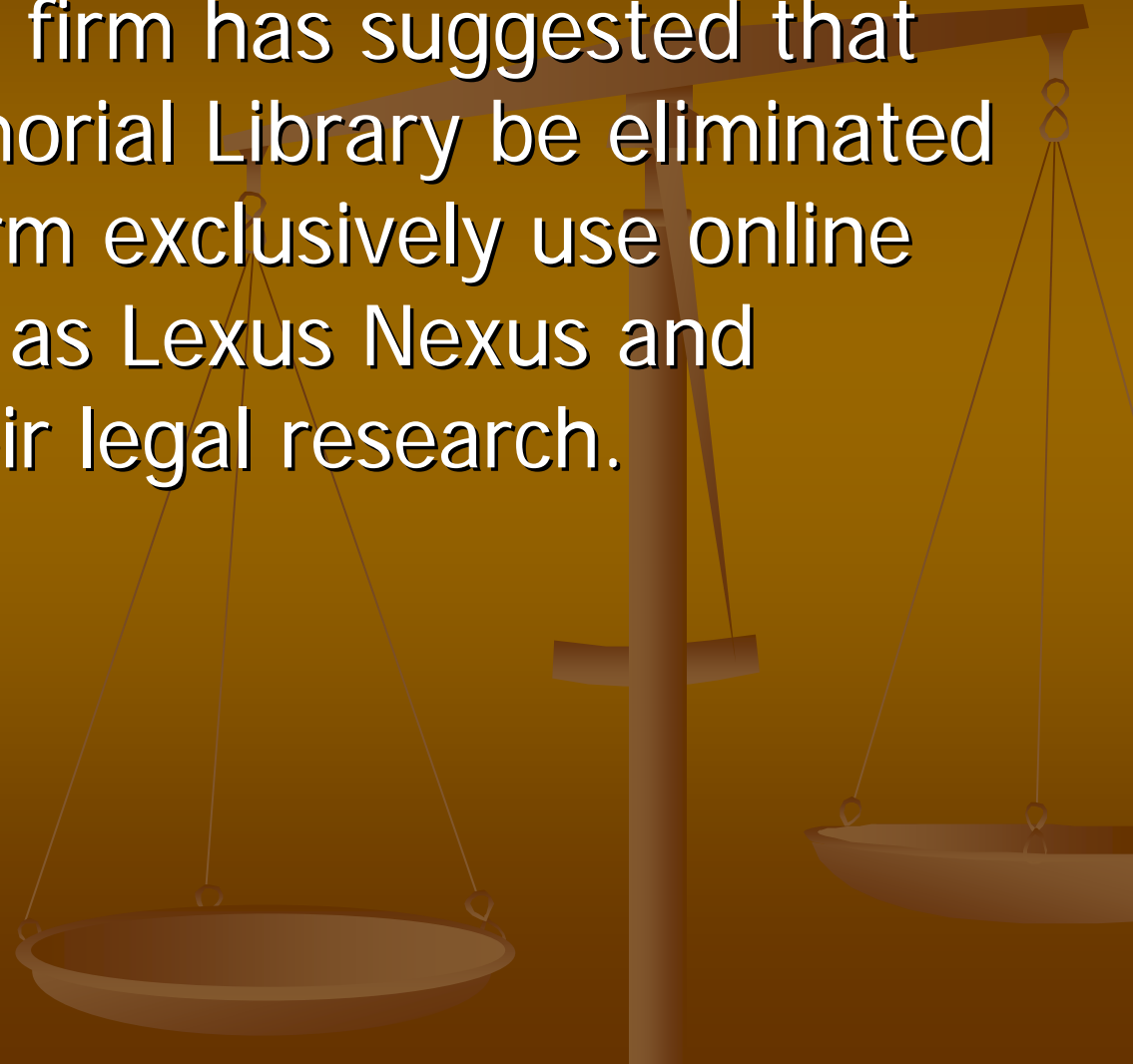
- To correctly interpret and anticipate the complex needs and requests of attorneys so that...
  - The right information reaches the right person with maximum correctness, efficiency, customization to the client, and least possible cost to the firm.
  - Engage in long-range planning to ensure that the most cost-effective research materials are procured and available to support the work of the law firm.
  - To maintain relevant statistics and produce an annual library report detailing:
    - Graphs showing compiled statistical data on cost savings and recovery
    - Major accomplishments/significant occurrences
    - Comparisons to competitor firms' libraries
  - Utilize the compiled relevant statistics to demonstrate the benefits the firm derives from maintaining a library.
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# Organizational Chart



# Scenario 1

- A partner in the firm has suggested that the Dewey Memorial Library be eliminated and have the firm exclusively use online databases such as Lexus Nexus and Westlaw for their legal research.

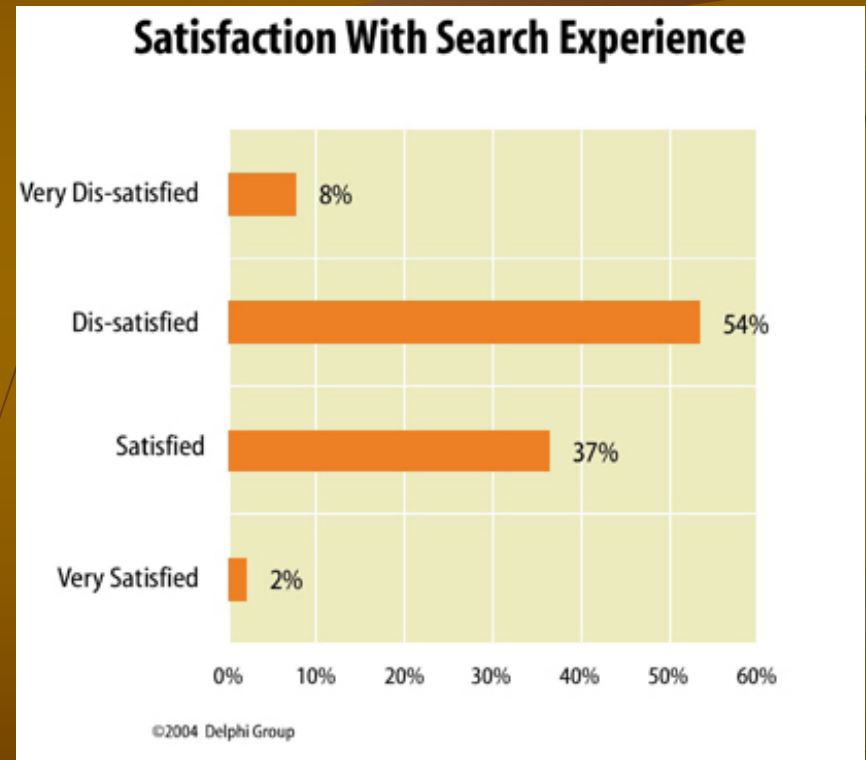


# Benefits of Dewey Memorial Library: How we save you money

- We save you time and money:
  - Librarians are trained to research efficiently and quickly, *at a lower billing rate than attorneys.*
    - See “Does Search Contribute to Productivity?”
  - We collaborate with colleagues at other firms to borrow and share resources, expanding available information without increasing costs.

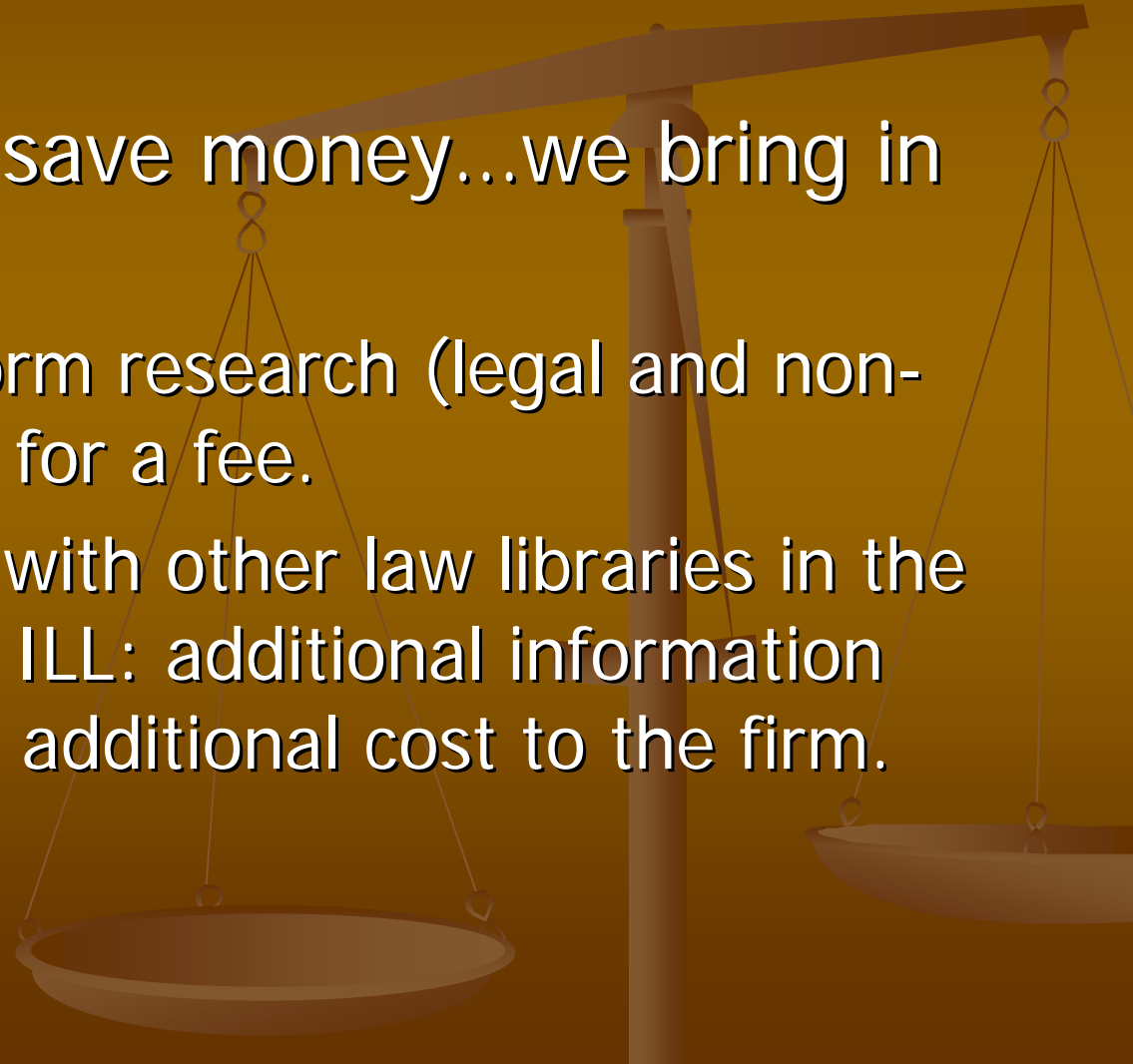
# Does Search Contribute to Productivity?

- Survey of over 300 companies
- 30% of employees reported spending more than 8 hrs/wk searching for electronic information
- Over 60% were dissatisfied, or very dissatisfied with their search results



# Benefits continued: How we bring in money

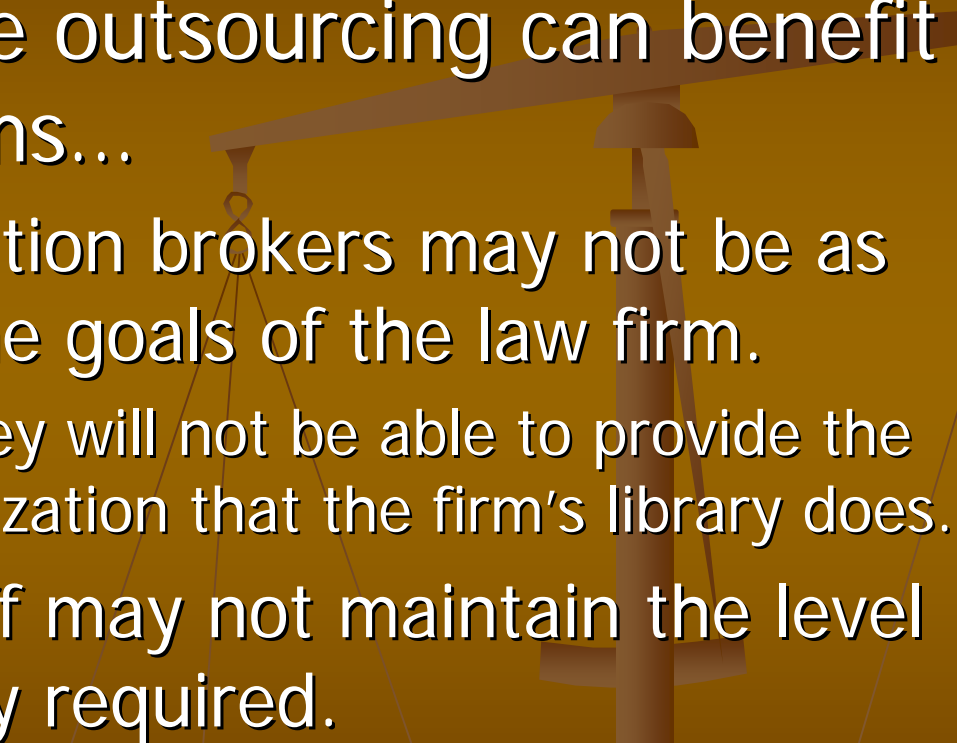
- Not only do we save money...we bring in money too:
  - Librarians perform research (legal and non-legal) to clients for a fee.
  - We collaborate with other law libraries in the area to provide ILL: additional information resources at no additional cost to the firm.



# Benefits continued: How we add value

- All needed information cannot be found online:
  - Sensitive But Unclassified documents
    - See "'Sensitive But Unclassified' Information and Other Controls"
  - Online information is not always accurate, reliable, or current.
  - Information found online is easy to misinterpret and misuse.
- Misuse of online content could be detrimental to the firm:
  - Librarians have specialized knowledge of information resources and can evaluate and filter online content:
    - See "Could Librarians' Help Have Prevented Hopkins Tragedy?"

# How we add value, cont'd

- Though selective outsourcing can benefit libraries and firms...
    - Outside information brokers may not be as committed to the goals of the law firm.
      - Additionally, they will not be able to provide the level of customization that the firm's library does.
    - Outsourced staff may not maintain the level of confidentiality required.
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# Maslow's Hierarchy of Needs

## Outsourcing

- 👎 Physiological Needs
- 👎 Security Needs
- 👎 Social Needs
- 👎 Ego / Self-Esteem Needs
- 👎 Self-Actualization Needs

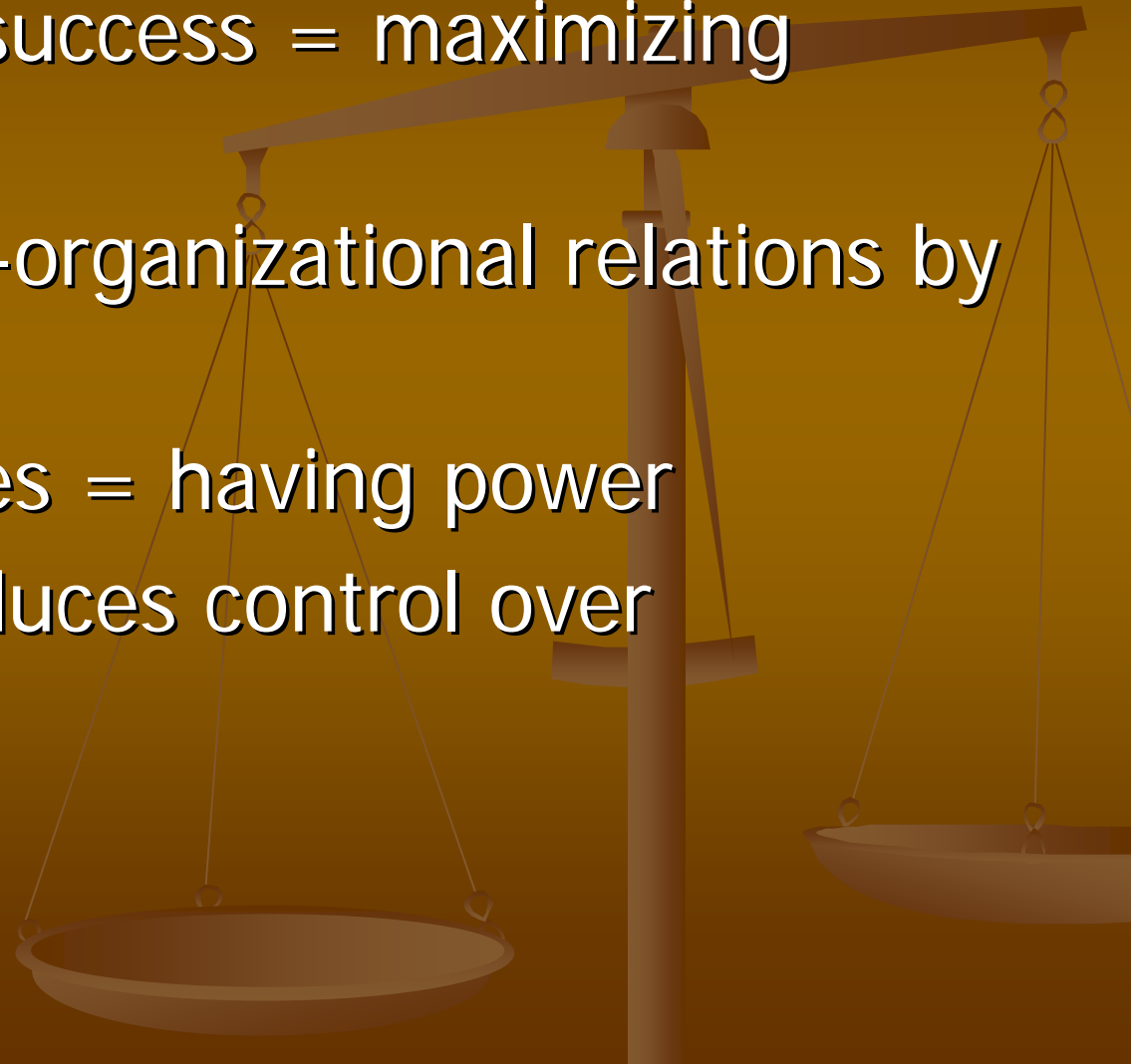
## DCH Library

- 👍 Physiological Needs
- 👍 Security Needs
- 👍 Social Needs
- 👍 Ego / Self-Esteem Needs
- 👍 Self-Actualization Needs



# Resource Dependency Theory

- Organizational success = maximizing power
- Applied to intra-organizational relations by Selznik, 1949
- Having resources = having power
- Outsourcing reduces control over resources



# Population Ecology of Organizations

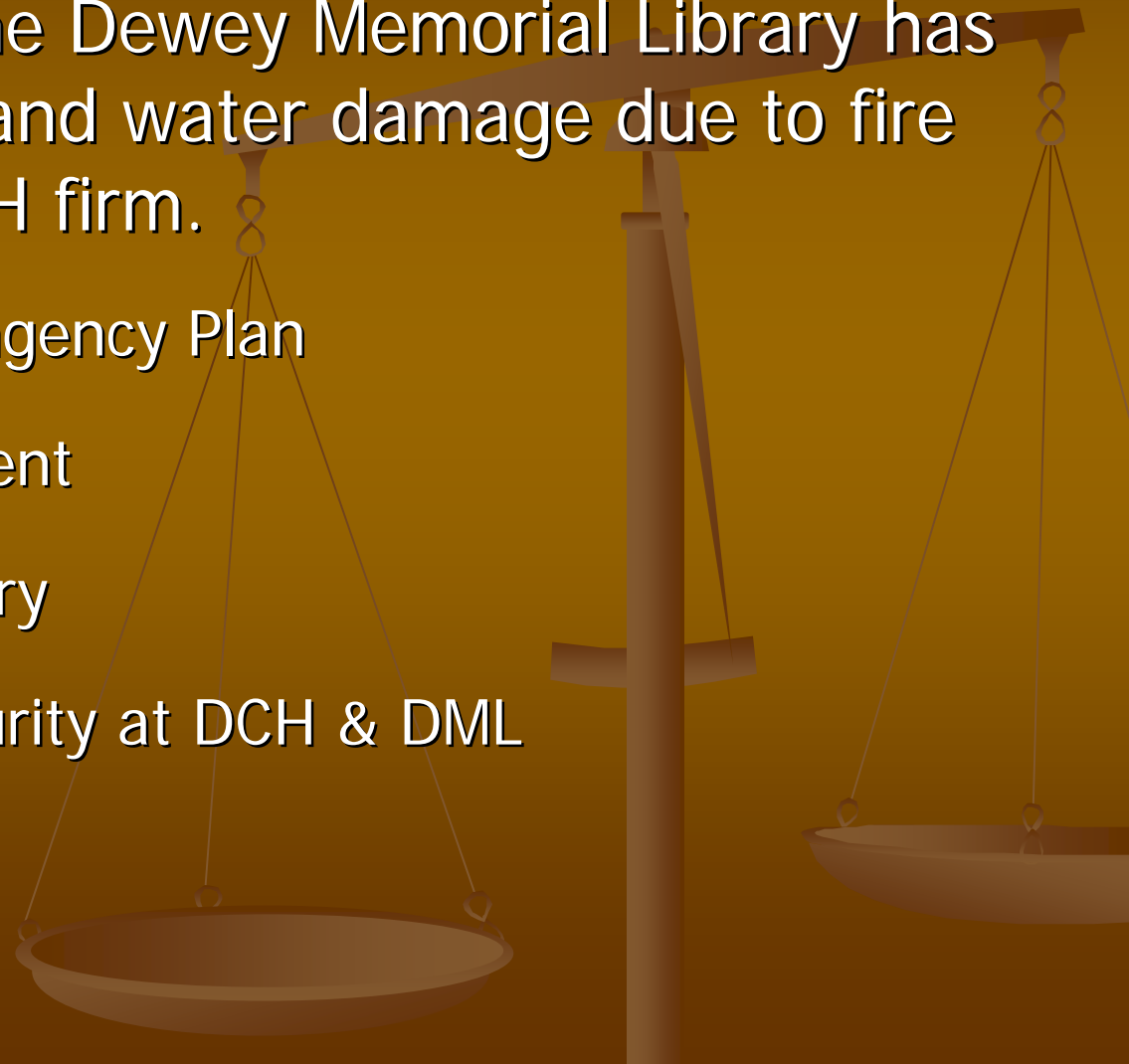
## Niche Theory

- Specialism – Generalism Spectrum
- Excess Capacity
- Use of Professionals



# Scenario 2

- Two years later the Dewey Memorial Library has sustained smoke and water damage due to fire (arson) at the DCH firm.
  - Emergency Contingency Plan
  - Damage Assessment
  - Salvage & Recovery
  - Reevaluating Security at DCH & DML




# Emergency Contingency Plan

- Dealing with the media
- Processing insurance claims
- Directing recovery teams
- Contacting freezing facilities
- Collecting recovery materials
- Contacting specialist conservators
- Reporting damage to appropriate authorities



# Team Roles & Responsibilities

- Public Relations Coordinator
    - Mrs. Shadee
  - Team Leader & Staff Coordinator
    - Mr. B. K. Worme
  - Salvage Manger & Conservator/Preservation Librarian
    - Ms. Ivanna Steele
  - Recorder
    - Mr. Al Kaholic
  - Team Member
    - Mr. Frank Lyre & Mrs. Robin Meeblind
  - Backup Team Members
    - Other members of the firm
    - IT specialist
- 

# Damage Assessment

- Hardware inventory
- Software inventory
- Data backup
- Collection



# Recommended Supplies

- 
- First aid kits
  - Flashlights
  - Gloves & Aprons
  - Yellow caution tape
  - Disposable camera
  - Paper towels
  - Sponges
  - Paper towels
  - Extension cords
  - Dehumidifiers
  - Rescrubs/milk crates
  - Waxed or freezer paper
  - Plastic trash bags
  - Utility knife
  - Clear packing tape
  - Duct tape
  - Pliers
  - Pencils & markers
  - Scissors
  - Clipboard
  - Screwdriver & hammer
  - Buckets & mops
  - Fans
  - Dust masks

# Salvage Priorities

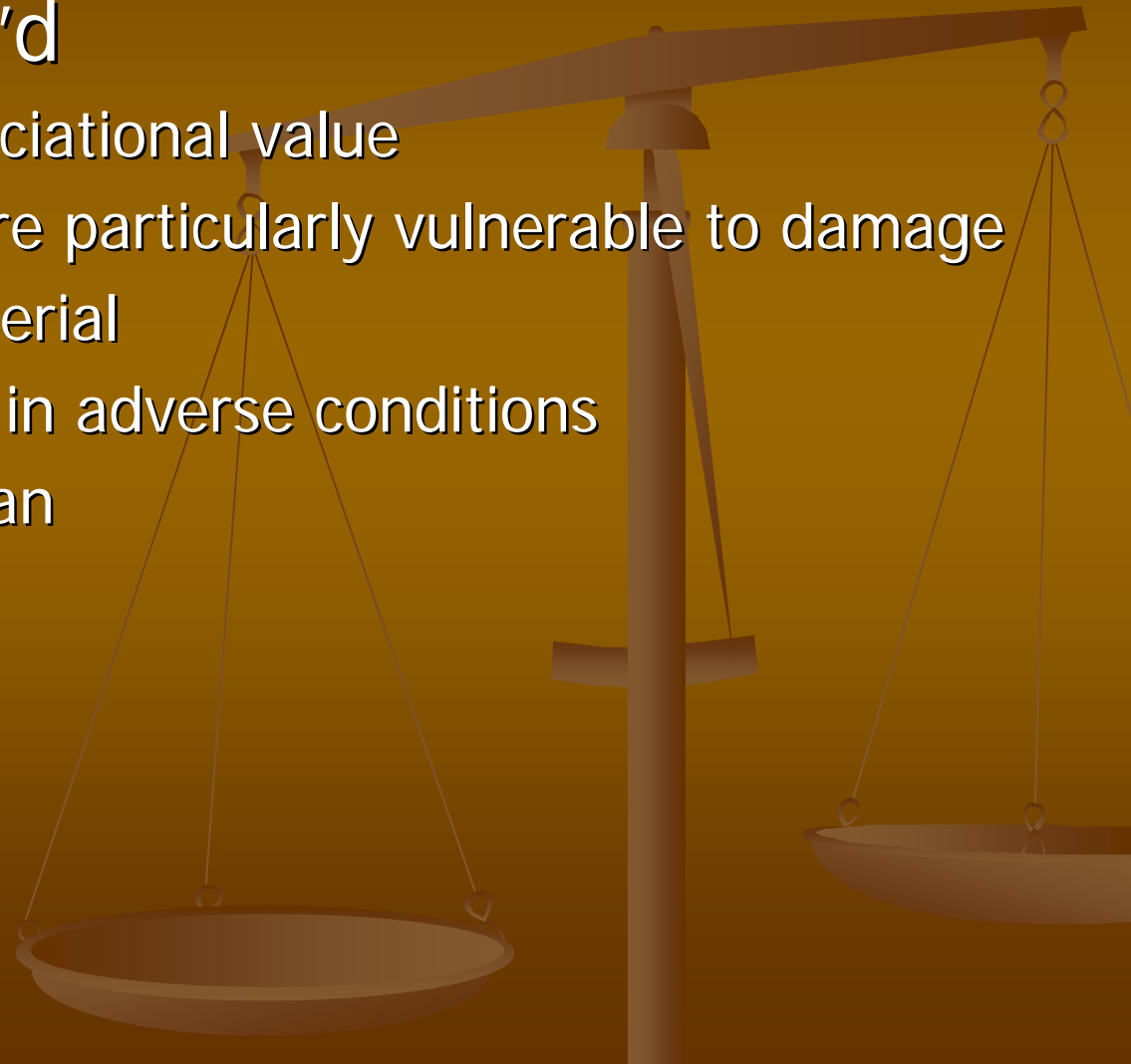
- Administration records
- Bibliographic records
- Collections
  - Use
  - Uniqueness
  - Legal responsibility for retaining record
  - Availability of replacement
  - Cost of replacements v. cost of salvage
  - Monetary value
  - Scholarly value



# Salvage Priorities

## ■ Collections cont'd

- Artifact or associational value
- Formats that are particularly vulnerable to damage
- Fragility of material
- Length of time in adverse conditions
- Materials on loan



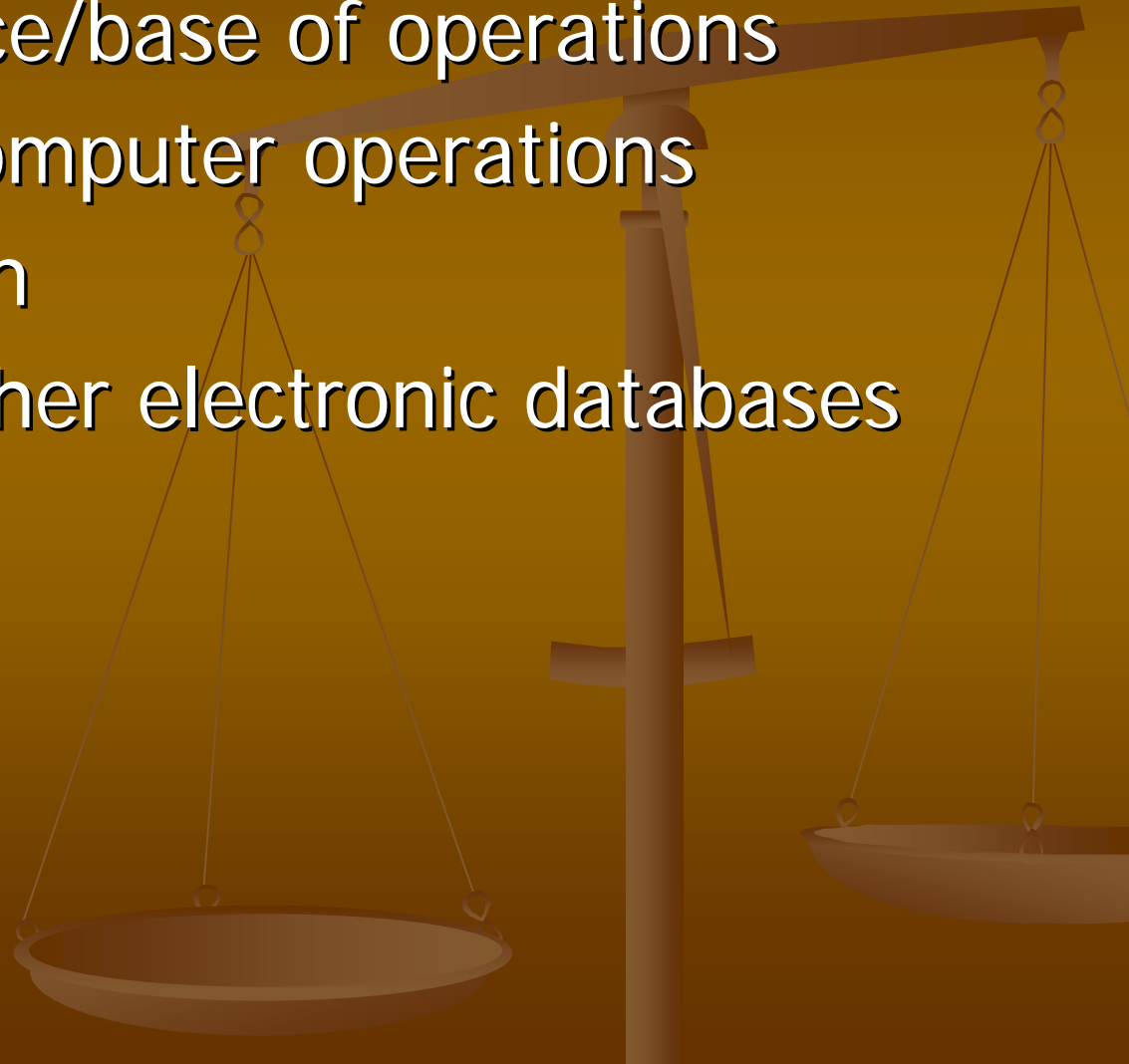
# Recovery Services



- Local/regional emergency management agencies
- Local vacuum and freezing facilities
- Relocation of collections
  - Temporary storage
  - Drying space
- Processing insurance claims
  - Do not wait for claims adjustor
  - Dried materials should be shelved separately and monitored for fair compensation

# Resume Service

- Temporary space/base of operations
- Relocation of computer operations
- Interlibrary Loan
- Westlaw and other electronic databases



# Reevaluating Security



- Eliminate weaknesses to insure the security of the building.
  - \* Installing high-quality, heavy-duty locks, dead bolts, and hinges on all exterior doors.
  - \* Installing after-hours security lighting
  - \* Employing one or more security guards to patrol the firm and library

# Reevaluating Security

- Install appropriate security systems.

An automated security system serves six main purposes:

- First, the mere presence of a system can act as a deterrent to crime.
- Second, if an intrusion occurs, it will be detected.
- Third, the system will notify appropriate personnel, making apprehension of the intruder possible.
- Fourth other alarms (water alert, fire, power outage, temperature) may be connected to the security control panel
- Fifth an alarm system can provide two-way communication (opening and closing of gates, arming devices, etc.).
- Sixth recorded data can be used to produce management logs (status summaries, alarm summaries, entry and exit reports, etc.).

# Reevaluating Security



- Insure that collection storage is secure and that good records are kept.
  - If the collection is located in a library or building with easy access, storing the collection in a locked room and limiting access to the key. Ideally, the room should have no windows, a solid door that opens out, a minimum one-inch dead bolt, and pinned hinges. Door buzzers and alarms are recommended.
- Establish patron and staff regulations.
  - Requiring patrons and staff to enter and exit the building by one door, which is monitored at all times.

# Benefits of Dewey Memorial Library Resources

- American Association of Law Libraries (2001) *Competencies of Law Librarianship*. Retrieved September 9, 2006 from: <http://www.aallnet.org/prodev/competencies.asp>
- Cheney, K. (2005) *Is an Annual Report in your Library's Future?* American Association of Law Libraries. Retrieved September 9, 2006 from: [http://www.aallnet.org/products/pub\\_lj\\_v97n03/2005-28.pdf#search=%22AALL%20%22Library%20annual%20report%22%22](http://www.aallnet.org/products/pub_lj_v97n03/2005-28.pdf#search=%22AALL%20%22Library%20annual%20report%22%22).
- Delphi Research (2004). *Delphi Research Asks: Does Search Contribute to Productivity?* Retrieved September 10, 2006 from: [http://www.delphiweb.com/knowledgebase/newsflash\\_quest.htm?nid=953](http://www.delphiweb.com/knowledgebase/newsflash_quest.htm?nid=953)
- Humphries, L., Pagh, D. & Eiseman, J. (1996) *Commonly Asked Questions and Answers*. Private Law Libraries – Special Interest Section of American Association of Law Libraries. Retrieved September 9, 2006 from PLL-SIS Toolkit: <http://www.aallnet.org/sis/pllsis/Toolkit/ToolkitQA.pdf>.
- Kenzo, G. (2006) *"Sensitive but Unclassified" Information and Other Controls": Policy and Options for Scientific and Technical Information*. Congressional Research Service. Retrieved Sept. 9, 2006 from: <http://www.fas.org/sqp/crs/secrecy/RL33303.pdf#search=%22sensitive%20but%20unclassified%20documents%22>
- McMahon, J., Muller M. & Jones, D. (1996) *Mission Statement* Private Law Libraries – Special Interest Section of American Association of Law Libraries. Retrieved September 9, 2006 from PLL-SIS Toolkit: <http://www.aallnet.org/sis/pllsis/Toolkit/ToolkitMissionStatement.pdf>.

# Theory Resources

Hannan, M., and Freeman, J. (March 1977). The population ecology of organizations. *The American Journal of Sociology*, 82(5), pp. 929-964. Retrieved September 21, 2006 from JSTOR.

Medcof, J. (November 2001). Resource-based strategy and managerial power in networks of internationally dispersed technology units. *Strategic Management Journal*, 22(11), pp. 999-1012. Retrieved September 20, 2006 from ABI/INFORM Global.

Akbari, H. (October 16, 2005). Theories used in research: Resource dependency theory. Retrieved online from [www.istheory.yorku.ca/resourcedependencytheory.htm](http://www.istheory.yorku.ca/resourcedependencytheory.htm)

# Emergency Contingency Plan Resources

- [http://www.calpreservation.org/disasters/generic/plan\\_toc.html](http://www.calpreservation.org/disasters/generic/plan_toc.html)
- <http://matrix.msu.edu/%7Edisaster/sampl eplans.php>
- <http://www.dplan.org/datacollectionforms.asp>
- <http://preserve.harvard.edu/emergencies/recovery.html>
- <http://www.nedcc.org/plam3/tleaf312.htm>

# Questions?



If you have any remaining questions or concerns after listening to our presentation, please let us know!