

3-1991

## Museletter: March 1991

Muse Law Library Staff

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William Taylor Muse Law Library

# MUSELETTER

University of Richmond

T.C. Williams School of Law

Volume 8, No. 2

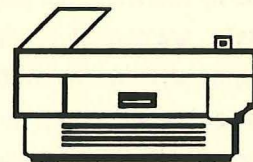
March 1990

**When it does not work or something is wrong --**

## **EFFECTIVE COMPLAINING**

Although we would like to imagine that everything in the Law Library will work without a hitch, there is always a chance that something will go wrong. Of course, these things always seem to happen when papers are due or when the exam pressure is on! Naturally, we want to hear your comments about anything that happens in the Library, and we take what you say very seriously - whether it is good or bad. But, next time you register a complaint, please stop and think about the complexity of running a large University library, and understand that we have little or no direct control over some of the things that irritate you (and us) most. Among the most notable examples are the following:

### **Photocopier Problems:**



Without a doubt, libraries - in particular, law libraries - depend upon reliable photocopier service. If we had our way, we would have both newer machines, and a greater number of machines. We might even decide that \$.10 per copy is too high. The truth of the matter is that the Library and Law School have nothing to do with the selection or maintenance of our copiers or vendacard equipment. We do not set the price per copy, nor do we collect any of the proceeds from the copying operation. The University has placed all matters concerning photocopying in the exclusive jurisdiction of the UR Printing Office, managed by Mr. W. Michael Barbie (Special Services Building, 289-8525). Although we can, and do, pass on complaints about our copying equipment to Mr. Barbie, there is very little the Library can do (outside of clearing

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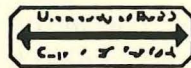
**COMPLAINING**

some paper jams, replacing paper, reporting low toner, and attempting to retrieve stuck vendacards) to insure better copier performance without the Printing Office's involvement. Students with concerns about copiers in the Law Library might do better registering their complaints directly to the Printing Office, rather than to the Library staff. Or, submit your complaints in writing, and we will pass them on to Mr. Barbie.

We will continue to do what we can to encourage the Printing Office to keep our copiers as serviceable and inexpensive as possible. But, please keep our limitations in this area in mind.

**Vendacards Problems:**

Like the photocopiers, the vendacards fall within the exclusive jurisdiction of Mr. W. Michael Barbie. When a vendacard reader or the vendacard dispenser is not working, he is notified by a paging system. Unfortunately, we cannot predict when or how quickly he will arrive to fix the offending machine and when he comes, he does not carry with him the equipment needed to fix a vendacard that has been 'zapped'. He, or one of his assistants, will fix or replace damaged vendacards if you visit his office during normal business hours.



One recently identified source of 'zapped' vendacards is the magnetic strip on charge cards. The competing magnetic fields will cause a vendacard to malfunction. You may wish to consider carefully where and how you carry

your vendacard in order to avoid this problem.

**Building Problems:**

Circulation Supervisor, Nancy Martin, serves as our liaison to the University's Physical Plant Department. Versatile as she is, Mrs. Martin can't fix burned out light bulbs, elevator problems, or trouble with the building's temperature fluctuations herself! But, be assured that all you have to do is report a problem to her, and Mrs. Martin will put in a work order to Physical Plant (if she hasn't already spotted and reported the problem). If Mrs. Martin is not around, report the problem to Tim Edwards at the Circulation Desk, or to any librarian. In most cases, particularly in emergencies, Physical Plant's service is excellent. However, they are busy people with an entire campus to serve, and once a repair request is turned in, all we can do is wait for them to arrive. When service is slow, we try to remind them, frequently, of the problem until it is fixed.



Since the Library staff is a "captive audience" in this building for eight or more hours each day, we want the building to work properly as much, or more, than you do! But, again, we face limitations on what can be done.

**Reserve Items:**

Items destined for Course Reserve are controlled by the faculty members and student organizations wanting you to see

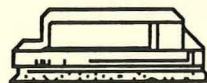
them. Believe it or not, some faculty members and organizations are more diligent and thorough than others when communicating with the Library concerning placement of items on reserve. Well in advance of each semester, we make every effort to solicit materials for reserve so that they can be ready when they are needed. Once these items are received, we make it a priority issue to get them processed and available. However, this process does take time, and the later things are submitted to us, the later they will be ready.

We cannot force faculty members and organizations to submit reserve materials in a timely and orderly fashion. While we regret the inconvenience caused when reserve requests are fouled up, the Library is not generally at fault in these cases.

### **Computer Problems:**

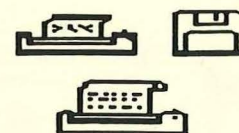
Routine maintenance requests, such as printer paper jams and paper refills, should be made to the Circulation Desk attendant, who in most cases can take care of the problem immediately. When computer hardware and software truly malfunctions, report problems to the librarian on duty at the reference desk, or if it is not occupied, to Paul Birch or Lucinda Harrison. We'll do our best to fix the problem (and/or gladly kick the offending machine for you!).

Remember, however, that we are not computer technicians. When problems arise that are beyond our capabilities, we will seek assistance



from the UR Academic Computing staff. They are generally quite responsive to our

requests, but they are very busy and cannot always react instantly.



### **Vendacard Authorization Lists:**

We depend on faculty members and organizations to give us lists of all students who are authorized to use vendacards to make copies for those faculty members and organizations. Until we receive written or other personal authorization for student vendacard use, we must turn down student requests for access to faculty and organization vendacards. If you are turned down in this way, don't blame the Library - talk to the faculty member or organization involved. Once proper authorization is received, the Library will be happy to accommodate you.

### **Complaining In General:**

None of what has been written above should be construed as a prohibition against registering complaints with the Library. But, there is a difference between venting frustration and complaining in a constructive manner (i.e., one designed to remedy the problem). All we ask is for some appreciation of the fact that forces, outside our control, sometimes conspire to make things go wrong in the Library. We encourage you to let us know when there is a problem. If we can fix it, we will. If we need to bring in someone else to fix it, we will try to make sure that this happens in a timely fashion, but we ask for your

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## Miscellaneous Stuff

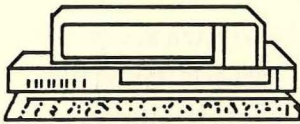
by Paul Birch

*Associate Director for Public Services*

The past few weeks have seen a handful of developments in the computer lab, particularly in matters relating to LEXIS and WESTLAW. So, I thought I'd devote this issue's column to some announcements, reiterations, and perhaps, tie up some loose ends.

### YOUR OWN ID AND SOFTWARE

Both LEXIS and WESTLAW identification numbers are available to all law students. This is not news to first-year students who received and used them during the training sessions. However, I still have a number of second and (especially) third-year student numbers to give out. Initially we intended to promote individual I.D.'s mainly for those who wished to use the services at home. However, we have since found that it is a good idea for all students to have them. One advantage is that if you have your own number, you do not have to stop at the Circulation Desk to use one of the Library numbers. Moreover, many users have found that when they sign on with a number used by others, they have to start their session by contending with somebody else's postponed download or offline print



request. Avoid these inconveniences by stopping by my office and picking up your I.D. number. If any of you are owners of modem-equipped PC's who have yet to acquire LEXIS and WESTLAW software, let me encourage you to do so. For WESTLAW, the process is as simple as asking at the desk for a packet in the disk size of your choice. A template and installation instructions are included. To acquire LEXIS, simply bring a blank disk to one of the new LEXIS 2000 terminals (in the lab or on the third floor) and select the menu option to copy the software. You can also format your disks on these terminals. We have solved the initial problem of loading LEXIS onto a 5.25" medium (i.e., double) density disk. LEXIS will now fit on disks of either size and either density. Packets with LEXIS installation instructions, a template and other materials are available at the Circulation Desk.

### MODEMS

It does not appear that Academic Computing will be able to make the group purchase of modems we were hoping for. However, I have begun to compile a list of inexpensive 2400 baud modems available at

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COMPLAINING from . . . p.3

understanding that we can't control the actions and timetables of others. Above all, please keep in mind that we want you to be

able to make productive use of the Library, and will work with you to remedy problems. Things will go even better if you remain calm and patient. We are on the same side!

In life, there are two essential skills involved in any effort at effective complaining: learning to make your complaint in an appropriate manner and choosing the right person to hear your complaint. The first is the "easy" part. It only requires reflection on your tone of voice, on your gestures, on the time and place of the complaint, and on its content. The old maxim that "you catch more flies with sugar than with vinegar" is true. Always give the person you complain to a chance to respond before getting upset with that person. Also remember that the more information you give that person, the better their chances of identifying the cause of the problem so that they can fix it. The second skill is far more difficult and in bureaucracies sometimes nearly impossible. Being persistent helps. Ask questions about the source of the problem. Ask for supervisor's names. Don't be afraid to bring your problem to the boss' attention when after following channels, nothing happens.

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low cost through mail order suppliers. Since these cheaper units tend to go by obscure names (or sometimes no name at all), it is more difficult to assess quality. I am trying to get reports from other law librarians about their experiences with these modems and their suppliers. Stay tuned.

**BULLETIN TO MacINTOSH LEXIS USERS**

Problems have been reported concerning the MacIntosh version of the LEXIS software

that I was distributing between September 1990 and February 1991. If you got your copy from me or from someone who got it from me, DO NOT USE IT ANY MORE! By the time you read this I will almost certainly have a clean copy of the new version, which you will be welcome to copy.

**NO WESTLAW ON THE BEACH?**

You will notice that your WESTLAW agreement terminates on June 1, 1991. In

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## QUESTIONS &



## SUGGESTIONS

### Question:

**I am trying to find the things referred to in these footnotes. All they give me are Congressional session information and cites like -- P.L. 101-73, Pub. L. 101-100, 103 Stat. 1000, H.R. 222, Sen. Rpt. 101-744. Where do I start?**

### Answer:

What you have are cites to the laws, bills, and reports published by Congress. A law will first be published as a slip law and given a public/private law number. The number is composed of the congress and the number of the law. Pub. L. 101-73 is the 73rd law passed by the 101st Congress. The slip laws are shelved at the end of the Statutes at Large set. Eventually they will be included in that set with a "vol. Stat. page" cite (e.g. 103 Stat. 1000). Selected public laws are also published in the United States Code Congressional and Administrative News and as supplements to the United States Code Service. They also are published on microfiche as part of the Congressional Information Service (CIS) set. The CIS/Index is in the Reference area and the fiche set is on the first floor in the cabinets next to the elevator. In this set, the Public Laws are located at the end of the materials for that year.

A bill presented in the House or Senate is assigned a number preceded by "H.R." for the House of Representatives or "S." for the

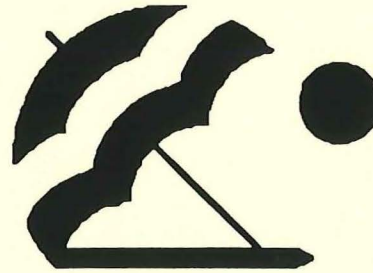
Senate. Bills are also published in the CIS microfiche set. They can be located using the "Supplementary Indexes" at the end of each year's index volume or at the end of each Four Year Cumulative Index. The index lists the bills by number and then gives the number of the microfiche. Always note the year of the volume or the year in front of the fiche number when using this set. The numbers are re-used each year. Another source for bills is our Government Printing Office microfiche. Located in the basement, this set has its own finding list contained in a blue cloth binder on the basement microfiche cabinets. To use the finding list, simply look in the section for the appropriate Congress and session of Congress. The bills are listed numerically with their cross-reference to the fiche number in this set. When looking in the cabinets, first find the appropriate divider tab for the Congress, session, chamber, and type of document, then find the fiche by its number.

Reports are issued by House, Senate, or Joint committees. They are contained in the CIS microfiche set. Reports are found the same way bills are found in the CIS microfiche set, by using the "supplementary indexes" in the CIS/Index. Reports are also selectively reprinted in the United States Code Congressional and Administrative News. This library does not generally have them as individual print publications. However, if we do receive one and keep it, it can be found by using the online catalog.



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response to inquiries from several of you, I checked with West for further details. Specifically, I wanted to know whether extensions were available for Summer School students, and whether your I.D. numbers would somehow be revived this Fall. It seems these are things West has not yet decided. LEXIS also has a summer cutoff, but I have not been told its date. I do know that your present LEXIS I.D. will revive in



the Fall (unless you graduate). A summer school extension seems probable, but not certain. Again, stay tuned.

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## News

## Life in the Library

¿ Missing ?   ¿ Hidden ?   Books !!

**Picture the scene:** Sunday evening, February 17th, the night before the Law Review competition spading assignment is due. Law students are searching diligently for books and other materials which have been missing all week. At the Circulation Desk sheets of yellow legal pad paper appear soliciting student contributions to a list of "best" reasons for hiding materials.

Here for your reading pleasure and enlightenment ( *for those who cannot understand why people hide books*) are excerpts from that list:

The editor of this newsletter regrets that the list cannot be published. The list has been reported missing!