

Information Professional Update



Issue 1, January 2006

Specifically designed for legal information professionals

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LexisNexis® InfoPro is Home to *Zimmerman's Research Guide!* Check More Than 1,000 Entries Without Charge at <http://lexisnexis.com/infopro>

Spotlight On

Historical Quotes—in Date Ranges Back to 1970—are now at www.lexis.com



Quick quiz...what can be as valuable as today's stock price?

Answer: Yesterday's ... and last month's ... and in some litigation, even stock prices during a specific period, like the summer of 1984.

If your practitioners need to understand the historical pricing of a stock or other financial instrument—for securities lawsuits and enforcement actions, for Sarbanes-Oxley or M&A due diligence, for bankruptcy, even for settling an estate—turn to Historical Quotes now available on the LexisNexis® services at www.lexis.com¹

Historical quotes on LexisNexis Web resources are packed with information and features that make trending faster and more efficient.

LexisNexis is collaborating with SunGard (formerly Tradeline) to offer this gateway to a comprehensive collection of historical quotes. Coverage dates back to 1970.

More importantly, you can select a variety of search forms for:

- Stocks (*de-listed, bankrupt, merged, acquired and privatized companies included*)
- Hundreds of financial/market indexes
- Funds
- Corporate bonds
- U.S. government debt
- Unit trusts
- Currencies
- Capital changes (*de-listed, bankrupt, merged, acquired and privatized companies included*)

Though some forms are slightly different to reflect the source matter, generally you can search by instrument type, date range, data range, stock symbol or company/fund name. Retrieve daily results for a **date range** you choose. Or view results by week, month, quarter or year. You can also select from a variety of **currencies—from more than 160 nations**. And prices are reported in the same format as the exchange, e.g., prices that are reported using decimals will be displayed with decimals.

View results in **formatted tables** that can be printed to your *local printer for no additional charge*. Or view a variety of **interactive charts** that make it easy to zero in on trends. (You can add a competitive stock and compare prices.) Or **download² your results** in comma-separated values (CSV) to a spreadsheet program.

Your LexisNexis account executive can show you more on Historical Quotes. Plus, inside find:

How to Research Historical Quotes at www.lexis.com, page 06:02

More Details on New Historical Quotes page 06:03

¹ not available to corporate law departments

² according to the terms and conditions of your LexisNexis subscription agreement.

continued on page 06:02

How to Research Historical Quotes at *www.lexis.com*

1. After signing on to *www.lexis.com*, you'll find the link to Historical Quotes on the **News & Business** tab, under New Services. You'll receive a screen stating you're leaving the LexisNexis services and moving to the Historical Quotes gateway. Click **Continue**.
2. The Stocks **search form** is displayed automatically. *However, you can choose another financial instrument from the list of links to the right of the search form.*
3. Now you're ready to add data to the search form. Let's say you need to look at stock trends at Behemoth Corporation³ (symbol: BIG) during the past year. On the Stocks search form, **ENTER**:
 - **Stock symbol**—Not sure what it is? Click the [Look up Symbol](#) link. Then enter the company name (or partial name). Click **FIND**. Select a symbol and click **CONTINUE**. You may enter more than one symbol at once. Separate symbols with commas, e.g., big, law.
 - **Date range**—The default is one year.
 - **Data frequency** of the results—daily, weekly, monthly, quarterly or annually. The default is daily.
 - **Reporting currency**—*Currency as reported* is the default. You can also select *Most recent* as well as currencies from more than 160 nations.
 - **Adjust data for capital changes?** The default is yes. To decline adjustment, uncheck the box.
4. Click **GO**.

The screenshot shows the LexisNexis Historical Quotes search interface. At the top, it says 'Historical Quotes Data Supplied by SUNGARD'. Below that is a 'Search' tab. The main section is titled 'Stocks' and contains several input fields: 'Enter Symbol(s)' with 'ACXM' entered and a 'Look up symbol' link; 'Specify Date(s)' with a 'From' dropdown and date pickers for 'Nov 20 2004' to 'Nov 20 2005'; 'Frequency' set to 'Daily'; and 'Currency' set to 'Currency as reported (CAR)'. There is a checked checkbox for 'Adjust data for capital changes (stock splits and stock dividends)'. A red 'Go' button is at the bottom left. On the right, a 'Search Forms' sidebar lists various financial instrument categories with expandable arrows: '< Stocks', '> Capital Changes', '> Corporate Bonds', '> US Treasury Bonds', '> Indexes', '> Currencies', '> Funds', and '> Unit Trusts'. A 'Switch Client' link is in the top right corner.

³Fictitious company; used for illustration purposes only.

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Go to <http://www.lexisnexis.com/elnipusubscribe>

Reviewing Results

A Table of your information displays automatically. You can also choose to display the table in CSV (comma-separated values); click the [View as CSV](#) link. If you have entered more than one company/fund, a table is displayed for each. To move among company/fund tables, use the [Next](#) and [Prev](#) links at the top of the screen.

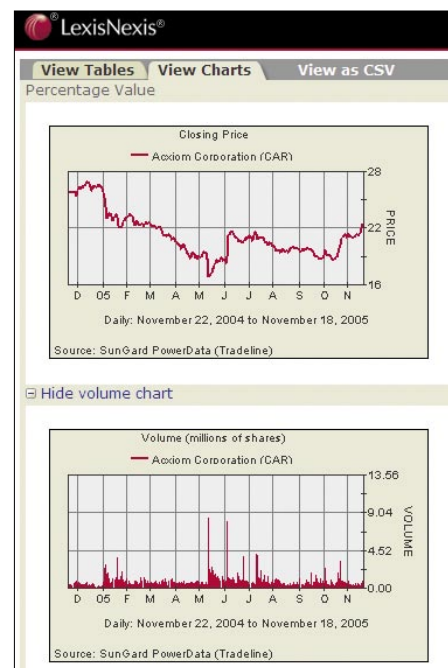
To PRINT a company's quote, click the print icon in the upper left corner, above the company name.

To DOWNLOAD a company quote in spreadsheet format, click the download icon.

You can also view your information in Chart display, e.g., for stocks, showing Closing Price and Volume. Just click the **VIEW CHARTS** tab. To change chart size—select from small, medium (default) and large—or chart type (**High-Low-Close** instead of **Close for stocks**), scroll to the bottom of your results and use the search form to enter new chart display options. Then click **REDRAW CHART**.

Add Comparisons to Charts

Scroll to the bottom of your chart results screen. Add **companies** or **indexes** to compare. You can also change the chart date range and/or data frequency. Then click **REDRAW CHART**.



More About Historical Quotes at www.lexis.com ...

If you need:

Industry benchmarks (What was the market doing when?)

Instrument changes over time, e.g., to monitor for anomalies

Adjusted quotes

Quotes for companies that no longer exist

In-depth understanding of a company's capital structure over time

Detailed analysis data for close scrutiny

You'll discover:

The best collection of market index quotes—data from **more than 1,500 indexes**, e.g.,:

- Dow Jones®, Standard & Poor's®, AMEX and NASDAQ indexes, plus the H&Q, CBOE, Bond Buyer and more
- all variations on the 100+ Dow Jones and S&P industry indexes
- foreign exchange lists
- Merrill Lynch, Morgan Stanley, Moody's, all LIBOR indexes, and many more

The complete *Capital Changes Reporter*. Check splits, reversals, name changes, etc. Plus enter any time period.

Stock prices—**adjusted or unadjusted**. You choose ... and get more accurate data reflecting the growth and health of the instrument.

Quotes for **de-listed, defunct, bankrupt, merged/acquired companies**, or companies that have gone **private**.

Complete **bond databases**

Results can be **downloaded** into spreadsheet software, in comma-delimited format, for further analysis.

Lexis® Search Advisor—Now It's Easier to Explore Topics

Select the SEARCH ADVISOR tab. Then choose one of the 40-plus practice areas.

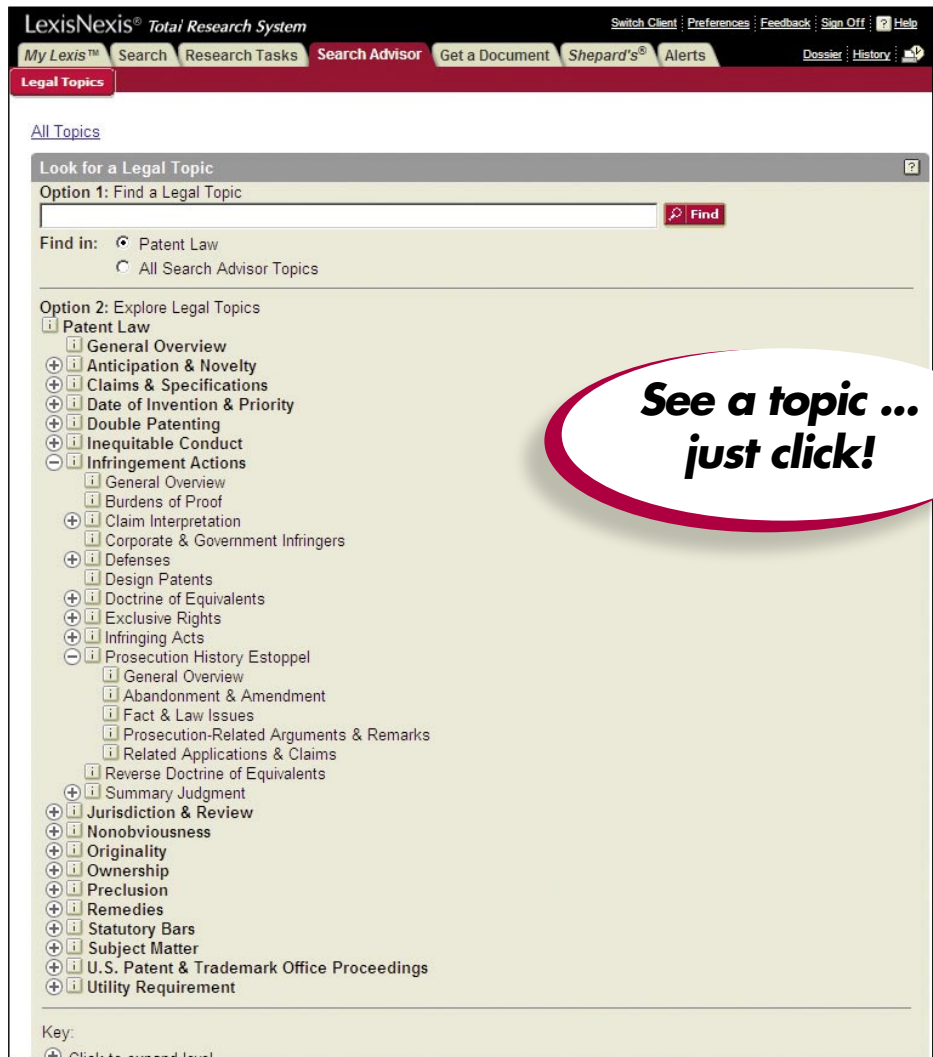
Now take a look at what's new: when you select a practice area, you can browse the topics in an enhanced table of contents (TOC). And you can select any level of the TOC to search for LexisNexis® Headnotes or cases.

You're probably already familiar with TOC displays. The *Code of Federal Regulations*, *Federal Register*, U.S. and state statutes, treatises and other sources at www.lexis.com display in TOC format.

Browse the topic table of contents, opening and closing levels until you discover your topic. Or search the TOC for a specific topic. Here's how each research method works:

Select a topic from the SEARCH ADVISOR menu, e.g., Patent Law. Now you have two choices:

1. **Search** the table. For example, you want to research prosecution history estoppel as a defense to infringement.
 - a. Under Option 1 on the TOC screen, enter your search words, e.g., **ENTER: *estoppel is infringing!*** (The default is to search within the Patent Law TOC. Search all Lexis Search Advisor practice areas and topics by selecting the *All Search Advisor Topics* radio button.)
 - b. Click **FIND**.
 - c. Now review an **abbreviated TOC with only those levels that contain your search words**.
 - d. Find cases or LexisNexis Headnotes for **any topic** listed in your TOC search results, i.e., choose any black or blue link. (To move back to the full patent law TOC, click the blue arrow or red diamond symbol to the left of each black or blue link.)



- e. Select a jurisdiction. Then retrieve all LexisNexis Headnotes on the topic. Or add specific search words and search cases for that topic.
2. **Explore** the table. (Shown above.) Drill down through the TOC to find the topic you wish to search. Click + to open a level and – to close a level. For example, as you're looking at the patent law TOC:
 - a. Click the + next to **Infringement Actions**.
 - b. Click the + next to **Prosecution History Estoppel**.
 - c. Click on any subtopic under Prosecution History Estoppel. Or click the Prosecution History Estoppel topic itself.
 - d. Select a jurisdiction. Then retrieve all LexisNexis Headnotes on the topic. Or add specific search words and research cases for that topic.

Changing Times: The Evolution from LexisNexis® Services to LexisNexis® Total Practice Solutions

January is always a good time to look toward the future, don't you think? With 2006 stretching out ahead of us, what an excellent opportunity to contemplate what lies ahead.

It's no secret that law librarians have constantly reinvented themselves as the practice of law has evolved. Today's law librarian is responsible for understanding the information needs of their organization in a much more *holistic* sense. We have begun to see how information fits into the bigger picture of the law firm.

This means that many of us have taken on additional tasks, apart from those traditionally assigned to the librarian. For example, we are much more likely to be included in our firm's *client development and marketing* efforts, helping to determine which products or services best meet those needs in the most cost-effective manner.

And while we obviously continue to focus a great deal of our time on those "traditional" librarian tasks, such as conducting *research* and providing training, we also recognize that even these traditional tasks are changing. We now recognize the importance of monitoring news and information trends in order to implement new sources and tools within our firms.

We have also become involved in *practice management* tasks such as negotiating and implementing contracts, as well as implementing cost-recovery procedures.

Lastly we are now keenly aware of how we can assist the firm in *litigation services* by providing content such as court dockets and report products to those litigation attorneys. We've taken on these tasks because we now understand how pervasive "information" is within the life of a modern law firm, and if we're going to be "information managers," we have to go where the needs are.

LexisNexis is also on a continuous evolutionary path, from first introducing Computer-Assisted Legal Research in 1973, to a much more holistic vision of delivering Total Practice Solutions in 2006 and beyond. Since the release of the Lexis® online service in 1973, LexisNexis has had a long—and strong—history of developing products, acquiring key content and software providers, and building strategic partnerships to fill additional needs of our legal customers.

The LexisNexis of today delivers Total Practice Solutions, which help you achieve excellence in the *business* and *practice* of law:

- **Client Development:** *providing industry-leading networking and marketing resources to grow a practice.* The LexisNexis Client Development Portfolio provides lawyers, librarians, marketers and business-development professionals with the resources they need to effectively market and grow their practices. Through a combination of LexisNexis products and services, firms will have the essential tools to build their brand, segment their markets, uncover new business opportunities and provide exceptional client service.
- **Research Solutions:** *providing exclusive sources vital to client success.* You can be sure that your preparation is complete by gaining access to our comprehensive—and in many cases, exclusive—information sources. Conducting research is one of the key supporting tasks of the practice of law. Knowing that you have all the relevant research materials needed, organized in a logical manner and in a format that is easy to use, gives you confidence that your research is accurate, on-point and complete.
- **Practice Management:** *providing services and tools proven to improve firm productivity and profitability.* With a good front-office system, law firms can

increase revenue.

With a good back-office system, firms can keep more of what they earn. And with effectively managed network services, law firms can protect critical data. With all of these elements combined in a unified solution provided by LexisNexis, law firms can substantially improve operations and save time and money.

- **Litigation Services:** *providing strategic insight and greater control throughout the litigation process.* LexisNexis® Total Litigator offers the litigation information and tools essential to your firm—all in one place. Everything is intuitively organized around the tasks you do across the life of a case—filing, drafting, discovery, research and more. It works the way you work—providing a straightforward solution to finding the vital information you need to succeed at every step of the litigation process.

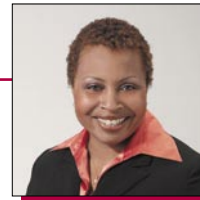
Undoubtedly you will be hearing much more about LexisNexis Total Practice Solutions as time goes by, but I wanted you to see that, as the practice of law continues to evolve, and law librarians continue to reinvent themselves to serve this ever-changing world, so do the solutions provided by LexisNexis.

The future looks bright!

Cindy Spohr, Sr. Director,
LexisNexis Librarian Relations Group



Cindy Spohr



Julie Webster-Matthews

Customer Service: Bring your “A”ttitude Game

By Julie Webster-Matthews, LexisNexis Librarian Relations Consultant

The world’s number-one golfer, Tiger Woods, is often cited for bringing his “A” game to the tournament. With the “A” game, he is playing at his very best and almost impossible to beat. As much as it reflects his skill, the “A” game equally reflects his *attitude*.

Ask any golf fan, and they will tell you that Tiger always brings a positive attitude to the game. But the right attitude isn’t just important in sports. It is equally vital in customer service.

Stop and think about your library. *Are you bringing your “A” game to customer service?* Attitude is your secret weapon for maintaining an environment where your patrons feel comfortable approaching you for assistance. Here are a few questions to help you appraise the attitude you bring to your customer service game:

What does my attitude look like?

When users enter my library, how are they greeted? Has anyone ever appeared at my door with a question, and I was too busy to even look up when I responded? It sounds dramatic, but it happens. Non-verbal communication can send a powerful message.

According to Mike Petrook, public-affairs manager of the Chartered Management Institute, “Less than 10 per cent of the messages we convey are verbal. **Half of what we communicate is transmitted through our bodily positions and movements**, so understanding physical gestures and expressions can help us work more effectively at all levels of the workplace.”*

Something so simple can make a world of difference. How about a smile? Most would agree that a smile goes a long way toward our perception of a person. Think about your own experiences. When you are greeted with a smile, it makes you feel like that person genuinely wants to help.

In our roles as law librarians, we work with legal professionals who often have deadlines and pressures that can create tremendous stress and tension. Sure it’s hard to smile sometimes, but in most instances, a smile and a “*let me help you*” attitude can diffuse almost any situation.

What does my attitude sound like?

How are users greeted on the telephone when they call our library? Attitude is also important on the telephone. Is there a spirit of cheerfulness even though they cannot see your face?

One of the libraries I work with in southern California is the Orange County Public Law Library. If you have an occasion to call and get Lu Nguyen on the telephone, you will experience this attitude of service. You can practically see his smile through the receiver. You just know from his tone that he wants to help you.

Another important element of communication is voicemail. How many times in the last year have you changed your voicemail message? Have you ever called someone and as soon as their voicemail answered, you hung up because you just knew that the message was the same one you always get? Refreshing your message with current information or a new greeting sends the message that, although you may not be available at that time, you care about the caller.

What’s the perception of my attitude among my users?

How is my library doing in the area of customer service? What do you think the feedback would be from your users if you asked them about the service they receive in your library?

While a needs assessment or survey is a great tool to assist in making decisions about planning, budgeting and setting priorities, it can also be used to gauge how well your customer service is being perceived by your users.

Think about it. Used in this non-traditional way, your needs assessment can also:

- promote your attitude of service;
- serve as a communication tool between you and your users; and
- send the message that you care about the service provided.

An assessment also increases the visibility of your library, which translates into marketing. In these days of reduced budgets and increased financial accountability, it is essential to keep the library and its services in the spotlight.

Once the assessment has been analyzed, making adjustments or expanding services based on the feedback can work to your benefit. For example, if feedback reveals that the users often need assistance after regular business hours, extending library hours maybe one day a week would demonstrate your desire to fulfill the expressed need.

We can’t be champions every day. Like Tiger Woods, some days we’ll have fewer birdies than the day before, and unfortunately, an occasional bogey. But also like Tiger, we should never settle for par. Our goal should be to elevate our attitude to a place that will keep us at the top of our “A” game in customer service.

**The Evening Standard* (London), December 4, 2004

FREE Professional Development Opportunities for 2006 from LexisNexis

These special programs were developed by LexisNexis Librarian Relations consultants especially for librarians. Ask your Librarian Relations consultant for more details. Or go to the Professional Development page on the LexisNexis InfoPro Web site at www.lexisnexis.com/infopro/profdev

Master Area of Law Research: LexisNexis Librarian Certificate of Mastery Program

Go to: www.lexisnexis.com/mastery Each specialty module was created by librarians for librarians. Finish the 60-minute training session with your LexisNexis Librarian Relations Consultant (at your convenience) and complete an online skills assessment ... and the certificate is yours. Sign up for as many specialty modules as you'd like! (Plus watch for details on two new specialty modules coming later this year: Insurance and Bankruptcy.)

Patent Research

Patent research questions run the gamut from simple to complex, legal to technology, federal to international. By the end of this module, you will be confident in your ability to handle patent research questions. *In fact, you might look forward to the next one.*

Federal Legislative Research

Whether you are monitoring a bill's progress or developing a legislative history on a statute in question, the precision search techniques available at lexis.com can help you spend less time looking for information and more time analyzing the information you need.

LexisNexis® CourtLink® for Client Development

Learn about client development and best marketing practices using CourtLink®, LexisNexis® Company Dossier and Martindale-Hubbell® resources. Cover topics such as protecting and growing your business with existing and prospective clients, determining client share with existing clients, and identifying market trends.

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From current awareness updates to in-depth analytical treatises, from SEC releases and filings to public records, the LexisNexis® Total Research System offers an authoritative and easy-to-use collection of materials in the area of federal securities law. Explore the resources available and enhance your federal securities research skills.

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LexisNexis services offer a one-stop shop for top tax resources such as Tax Analysts®, CCH®, BNA® and Matthew Bender®. With easy-to-use templates and deep linking to related material, tax research has never been easier.

Just Released! Labor and Employment Resources at www.lexis.com

Labor law relates to union activities and employee representation while employment law involves the rights of individual employees. Explore the LexisNexis services' extensive collection of primary and secondary sources, public records, and news and business resources that monitor labor and employment law.

Log in to LexisNexis Librarian Web Seminar Series

Go to: www.lexisnexis.com/webseminar Four one-hour Web seminars, written and presented by LexisNexis Librarian Relations Consultants, will be released throughout 2006. No time to log in on the release date? Don't worry! Each Web seminar recording will be available to you at your convenience for a limited time. View the seminars as often as you like ... whenever you like!

Watch this newsletter for details on individual Web seminar topics and release dates.

Join Colleagues for Continuing Education (and Networking)

The LexisNexis Librarian Relations Group develops specialized professional-development programs just for librarians. The conferences, presented bi-annually, include presentations, structured breakout sessions, demonstrations, and ample opportunity for networking with the faculty, council and other attendees. Class size is limited to 30 participants to maximize learning and sharing of information.

In 2006, Teaching Research in Private Law Libraries (TRIPLL) will take place in April 2006. Find specific details at <http://www.lexisnexis.com/infopro/profdev/education/TRIPLL/2006.asp>

American Arbitration Association Offers Labor Arbitration Awards Exclusively via the LexisNexis Services

LexisNexis and American Arbitration Association (AAA) recently announced a strategic relationship to deliver a new electronic collection of searchable **Labor Arbitration Awards** *exclusively* through the LexisNexis services. AAA is the world leader in dispute-resolution services and has arbitrators throughout the United States to resolve labor-management disputes for the public and private sectors.

Now www.lexis.com offers the top sources for labor arbitration decisions—*BNA*® *Labor Arbitration Reports*, *CCH*® *Labor Arbitration Awards* and *AAA Labor Arbitration Awards*—bringing together thousands of decisions for a compelling research solution.

The *AAA Labor Arbitration Awards* resource, available on the main www.lexis.com Labor & Employment source menu or via the short name LABOR;AAALAB, represents the first time the AAA has ever collected the full-text private opinions of their labor arbitrators for publication. Some of the industries covered in *AAA Labor Arbitration Awards* include: Education; Food Service; Health Care; Law Enforcement; Manufacturing; Media; Retail; Sports & Entertainment; Federal, State, and Local Government; Transportation; and Utilities.

In accordance with the rules of the American Arbitration Association, names and other sensitive information are removed from the text of the awards to protect the privacy of individuals involved, but the names of the arbitrators and attorneys are included in the decisions.

Topics covered include:

- Absenteeism
- Agency
- Alcohol and substance abuse
- Arbitration Panels
- Arbitrator Authority
- Bargaining units
- Class action grievances
- Collective Bargaining Agreements
- Compensation
- Constructive discharge
- Crimes and criminal records
- Discipline
- Employment Benefits
- Evidence
- Family and Medical Leave
- Grievance procedures
- Hearing procedures
- Insubordination
- Layoffs and reductions in force
- Misconduct
- Overtime
- Seniority
- Sexual harassment
- Subcontracting
- Termination
- Unemployment compensation
- Work stoppages

For example, to search AAA Labor Arbitration Awards for opinions on issues arising from employee contribution changes to medical insurance benefits:

PATH: Legal tab > Labor & Employment > AAA Labor Arbitration Awards

SEARCH: *health care OR medical OR insurance /10 premium OR cost /10 contribut!*

LexisNexis® Information Professional Update

Newsletter editions are also available at
<http://www.lexisnexis.com/infopro/current/newsletter>

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