



CANADIAN ASSOCIATION
OF LAW LIBRARIES
ASSOCIATION CANADIENNE
DES BIBLIOTHÈQUES DE DROIT

Developing and Supporting Legal Information Specialists
Perfectionnement et soutien des spécialistes de l'information juridique

CALL-L Listserv

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CALL-L has no official status with, nor connection to, the Canadian Association of Law Libraries / Association Canadienne des Bibliothèques de Droit. However, many CALL-L subscribers are also members of CALL/ACBD.

Aim and Scope of CALL-L

The Canadian Association of Law Libraries List (CALL-L) is an un-moderated Internet discussion list fostering an interest in and discussion on law librarianship in Canada. A wide range of law library topics is discussed: reference question assistance, value of online databases, WWW sites recommendations, interlibrary loan, and many more. Anyone with an interest in law librarianship is welcome to join the list including vendors, library technicians, information professionals and legal researchers.

Basic Functions

1. Subscribing to the List

Joining CALL-L is a simple, two-step process. First, send an e-mail message in the following format to call-l-server@unb.ca.

subscribe call-l First_Name Last_Name

For example: subscribe call-l Wayne Gretzky

Then in a few minutes (sometimes longer depending on network conditions) you will receive an acknowledgement from the CALL-L Server. To complete the subscription process you have to reply to this message. Select the reply function on your mail program, type "ok" (without the quotation marks) and send the message. That's it. You will then receive another message from the CALL-L Server saying your subscription has been confirmed.

2. Getting Off the List

To cancel your subscription to CALL-L, send the following e-mail message to call-l-server@unb.ca:

signoff call-l

3. Finding Out Your Current Subscription Options

To find out what your personal settings are (e.g. whether you are set to receive mail or not because you're on vacation, whether you receive a copy of your own postings, etc.) send the following e-mail to call-l-server@unb.ca:

query call-l

4. Sending a Message to All CALL-L Subscribers

To post a message on CALL-L, send your e-mail message to call-l@unb.ca.

List Address versus LISTSERV Address

Newcomers to discussion lists, note well. There are TWO e-mail addresses associated with CALL-L. They serve different functions and should not be confused.

The "list address" is call-l@unb.ca.

The "LISTSERV" address is call-l-server@unb.ca.

To contribute to the discussions on CALL-L, send your message to the list address, call-l@unb.ca.

To send commands, e.g. subscribing, signing off the list, getting a list of subscribers, send the message to the LISTSERV address, call-l-server@unb.ca.

Replying to Messages

Caution. Be careful when replying to CALL-L messages that you don't accidentally send a sensitive or personal message to the whole list when you had intended to communicate only with the person posting the original message. The reply function is set up so that replies are sent to the subscriber who posted the message. Persons who reply to postings should still exercise caution when replying, however, in case their own mail client can't process that reply-to listserv setting.

Guidelines for posting to CALL-L

General Guidelines

- You represent your organization, be professional and courteous in your communication
- Use informative subject lines
- Do not post copyrighted material without the copyright owner's permission to share

- Show sensitivity for individual differences and for the diversity of the membership
- Use caution when discussing products, clients and sharing personal information
- Do not repost information without the individual's permission
- Do not include personal information in summarizing responses
- Pause before hitting the reply button – do you mean to share your personal information with the whole group?
- Learn the basics of using the list to demonstrate your professionalism
- Identify yourself with a standard signature that includes your name, position, organization, city, province/state, e-mail address and telephone/fax number.

Guidelines for Vendor Related Postings

The Vendor Liaison Committee is prompted to act on issues at the request of members and may not necessarily respond to issues posted through CALL-L. We recommend that you use the checklist Librarian – Vendor Relations – Best Practices as a guide to resolving issues.

The listserv is a good vehicle:

- to determine the value of an enhancement or a new product
- to mobilize the community to support an enhancement
- to alert the membership to an issue of general interest such as an out-dated tools
- determining whether and unresolved issue is a unique situation or whether it is occurring in other libraries
- to share a good news story when an issue is resolved

Be professional in your posting, the message is a reflection of you and your employer. Use your best judgment about whether you are indulging in a vendor rant or highlighting a broader issue.

Guidelines for Reference Assistance and ILL

- When updating the status of a Reference or ILL request, only acknowledge that the item was received.
- information.

REFERENCE

- If you are posting a reference question indicate what sources have been tried already. Use a descriptive subject line, e.g., Reference question: seeking Ontario wrongful dismissal case
- Provide a status when the document is received. Use Subject line, e.g. "Ontario wrongful dismissal case - Rec'd" so that it is not necessary to view the text of the message.
- For tricky reference questions, library practices or tool feedback, consider posting the answer or a summary of the information for the benefit of others. Do not include the contacts identifying information.

- Post ILL request to CALL-L as a last resort, to be used when traditional methods have failed, or if there is sufficient urgency that traditional methods are too slow. All requests should indicate the sources already tried and/or the reason for the urgency.
- Anyone posting an ILL request should include their affiliation and telephone number. Providing the affiliation allows list subscribers to judge the bona fide nature of the request. The telephone number allows someone to check that the requested item is still required.
- ILL subject lines should include "ILL", e.g., "ILL Poulin Article"
- Provide a status when the document is received. Use a Subject line, e.g. "Poulin article - Rec'd" so that it is not necessary to view the text of the message.

Troubleshooting

You say you've stopped receiving CALL-L messages? Your postings are rejected? The system says you are not a member of the list but you've been a subscriber for months?

Thankfully the solution to these and other problems is usually simple, even if the explanation for why they occur is not. There are at least a couple of troubleshooting tricks you can try yourself. If they don't work then report the problem to the listowner, susan.jones@unb.ca, who will take care of it.

Probably more than ninety per cent of the problems experienced by CALL-L users stem from changes in the delivery of e-mail at their end. When a mismatch occurs between a subscriber's current e-mail address and the address he or she used to subscribe to CALL-L then difficulties result -- messages not received, postings rejected, etc. Sometimes the changes in the e-mail system are minute and sometimes they occur without the user's knowledge.

Here's typically what happens. Say there's a Jennifer White from a Regent University and her e-mail address happens to be jwhite@lan.regentu.ca. She subscribes to CALL-L and the system recognizes her as jwhite@lan.regentu.ca. Then a month later the systems department at Regent University switches the routing of her e-mail, dropping the "lan" part of her address. To the CALL-L Server "jwhite@lan.regentu.ca" and "jwhite@regentu.ca" are considered two completely different persons. The first is a bonafide subscriber, the second an unrecognized interloper. Before executing many commands the CALL-L server verifies the requester is a member of the list. If he or she is not a subscriber then the request is rejected.

The simplest solution to most problems is to signoff the list and then subscribe again (see above section "Basic Functions", Getting off the List, Subscribing to the List). However, in some cases you may be unable to signoff from your old account and you end up having two subscriptions. If you are unable to fix the problem yourself contact the listowner who will manually delete your old subscription.



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A quick way to verify whether you are still subscribed to CALL-L is to send a "query" message to the server (see above section "Basic Functions" Finding Out Your Current Subscription Options). If you are on the subscription list you will receive a message listing the various settings attached to your account. Again, if you continue to have problems, contact the listowner.

Advanced Functions

1. Getting a List of Subscribers (and their e-mail addresses)

To obtain a list of CALL subscribers (by default, sorted by subscriber's e-mail address) send the following e-mail message to **call-l-server@unb.ca**

```
review call-l
```

2. Getting a Subscriber List (in surname order)

To obtain a list of CALL subscribers (in alphabetical order by subscriber's last name) send the following e-mail message to **call-l-server@unb.ca**

```
review call-l by name
```

3. Halting Messages When You Go on Vacation

To stop CALL-L mail when you go on vacation, send the following e-mail message to **call-l-server@unb.ca**

```
set call-l nomail
```

4. Resuming Delivery

To resume CALL-L mail delivery, send the following e-mail message to **call-l-server@unb.ca**.

```
set call-l mail
```

For Further Information

Several guides to the LISTSERV program are available for free on the Internet. Some are basic, others more detailed:

1. Reference Card. To receive a four-page reference card listing the key LISTSERV commands send the following e-mail message to **call-l-server@unb.ca**.

info refcard

2. General User's Guide for LISTSERV, version 1.8c (approximately 48 pages). This guide, intended for the average user, is available by anonymous ftp from:

ftp.lsoft.com

Change directory to the "Documents" subdirectory. Select the desired format. Several formats are provided including, Word for Windows, MacIntosh, Postscript and plain ASCII. The filename begins with "user" while the extension varies depending on the format. For example, the Word for Windows filename is "user.doc".

3. List Owner's Manual for LISTSERV, version 1.8c (approximately 136 pages). Intended primarily for individuals who manage a discussion list, this guide is available by anonymous ftp from:

ftp.lsoft.com

Change directory to the "Documents" subdirectory. Select the desired format. Several formats are provided including, Word for Windows, MacIntosh, Postscript and plain ASCII. The filename begins with "owner" and the extension varies depending on the format. For example, the Word for Windows filename is "owner.doc".

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Disclaimer

CALL-L is an un-moderated, independent discussion list based at the University of New Brunswick, in Fredericton, New Brunswick, Canada. It is provided as a public service by the University of New Brunswick. There are no charges of any kind to subscribe. Authors of CALL-L messages are solely responsible for the content of their messages. The administration does not verify the accuracy of submitted messages nor does it endorse the opinions expressed by message authors. The listowner is Susan Jones of the University of New Brunswick Law Library, susan.jones@unb.ca.