

**MELISSA SERFASS**

University of Arkansas at Little Rock  
William H. Bowen School of Law  
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**EDUCATION**

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M.A., Library and Information Science, University of South Florida, 1991

J.D., University of Arkansas at Little Rock, William H. Bowen School of Law, 1990

B.A., Social Science, Harding University, 1982

**PROFESSIONAL EXPERIENCE**

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University of Arkansas at Little Rock, William H. Bowen School of Law

Electronic Resources and Reference Librarian and Professor of Law Librarianship  
2001-present

Electronic Resources and Reference Librarian and Associate Professor of Law  
Librarianship  
1997-2001

Computer Services/Reference Librarian and Assistant Professor of Law Librarianship  
1992-1997

**PUBLICATIONS**

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*A Job With a Slash in It*, (included in the compilation "A Day in My Law Library Life," Circa 1997), 89 LAW LIBRARY JOURNAL 202 (1997).

*Standards for Certification of Appellate Specialists*, 2 JOURNAL OF APPELLATE PRACTICE AND PROCESS, 381 (1999).

*Finding Legal Materials*, chapter in LEGAL FOUNDATIONS FOR ARKANSAS EDUCATORS (Center for Applied Studies in Education 2000).

With Jessie L. Cranford, *Federal and State Court Rules Governing Publication and Citation of Opinions*, 3 JOURNAL OF APPELLATE PRACTICE AND PROCESS 251 (2001).

With Jessie L. Cranford, *Loislaw User's Guide* (Aspen Law and Business 2002).

With Jessie L. Cranford, *Federal and State Court Rules Governing Publication and Citation of Opinions: An Update*, 6 JOURNAL OF APPELLATE PRACTICE AND PROCESS 349 (2004).

With Kathryn C. Fitzhugh, *Using Legislative History in Arkansas to Determine Legislative Intent: An Examination of Cases and Review of the Sources*, 32 U.A.L.R. Law Rev 285 (2010).

*The Accidental Library Marketer: A Must-have Marketing Book for Librarians*, 15 AALL SPECTRUM 8 (May 2011).

With Stefanie Pearlman, *Animals Confined for Human Benefit: A Legal Research Guide* (W.S. Hein 2012).

*The Signs They Are A-Changin'*, 16 AALL SPECTRUM 5 (APRIL 2012).

#### **OTHER WRITTEN CONTRIBUTIONS**

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Editor, *MAALL Markings*, the Newsletter of the Mid-America Association of Law Libraries, 1994–1995.

Editor, *RIPS Law Librarian*, the Newsletter of the Research Instruction and Patron Services Special Interest Section of the American Association of Law Libraries, 1999–2000.

Editor, Special Interest Section News, *AALL Spectrum*, the monthly magazine of the American Association of Law Libraries, 2005–2008.

#### **PRESENTATIONS**

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Panel presenter, "Successful Strategies for Local Area Networks." Mid-America Association of Law Libraries Annual Meeting, October 13–15, 1994, Des Moines, Iowa.

Presenter, "Introduction to Web Page Design: A Beginner's Guide, or, Dragged Kicking and Screaming into the New Millennium, HTML and Web Page Authoring for the Luddite." Mid-America Association of Law Libraries Annual Meeting, October 23–26, 1996, Carbondale, Illinois.

Panel presenter and coordinator, "Lay Patrons: Who Are These People, What Do They Want From Us, and What Can We Do For Them?" Mid-America Association of Law Libraries Annual Meeting, October 16–18, 1997, Omaha, Nebraska.

Panel presenter, "Origin of a Species: Electronic Services Librarians." American Association of Law Libraries Annual Meeting, July 11–16, 1998, Anaheim, California.

Panel presenter, "Meeting Them at the Crossroads: Motivating and Nurturing Student

Workers.” American Association of Law Libraries Annual Meeting, July 17–22, 1999, Washington, D.C.

Presenter, “Legal Research on the Internet.” Arkansas Bar Association Paralegal Studies Seminar, May 19, 2000, Little Rock, Arkansas.

Panel presenter and coordinator, “Greeting Our Lay Patrons at the Gateway: Who Are They and How Can We Help Them?” American Association of Law Libraries Annual Meeting, July 15–20, 2000, Philadelphia, Pennsylvania.

Panel presenter, “Legal Reference and the Pro Se User.” Arkansas Library Association Annual Meeting, October 22, 2001, Little Rock, Arkansas.

Panel presenter, “Getting to Yes by Saying No More Often.” American Association of Law Libraries Annual Meeting, July 15, 2003, Seattle, Washington.

Presenter, “Legal Research for the Non–Lawyer.” Little Rock Chapter of the Association of Record Managers and Administrators, April 15, 2003, Little Rock, Arkansas.

Presenter (with Jessie W. Burchfield), “Introduction to Arkansas Statutes.” Southwest Association of Law Libraries Annual Meeting Pre–Conference, Basic Legal Research for the Non–Law Librarian, March 31, 2005, Little Rock, Arkansas.

Panel presenter, “The Emotional Intelligence of Law Librarians: Successful Leaders Pioneer Change.” American Association of Law Libraries Annual Meeting, July 8–12, 2006, St. Louis, Missouri.

Presenter, “Discover the Invisible Web,” National Business Institute continuing legal education program *Find it Free and Fast on the Net: Strategies for Legal Research on the Web*, October 8, 2007, Little Rock, Arkansas

Panel presenter, “How to Produce a Legal Bibliography Play: An Actors’ Workshop for Law Librarians.” American Association of Law Libraries Annual Meeting, July 12–15, 2008, Portland, Oregon.

Presenter (with Jessie W. Burchfield), *AT&T Communication is Key, Black on Black Crime Summit* sponsored by the Center for Healing Hearts on the topic “The UALR Law Library: Resources for the People,” August 14, 2008, North Little Rock, Arkansas.

Presenter, “Discover the Invisible Web,” National Business Institute continuing legal education program *Find it Free and Fast on the Net: Strategies for Legal Research on the Web*, October 14, 2008, Little Rock, Arkansas.

Presenter, "Researching Animal Law Topics on the Web" *Practical Animal Law*, a CLE program sponsored by the Bowen School student chapter of the Animal Legal Defense Fund and the Pulaski County Humane Society, April 24, 2009, Little Rock, Arkansas.

Presenter, "iPhone Apps for Lawyers and Librarians." Computing Services Special Interest Section Program, Cool Tools Café, American Association of Law Libraries Annual Meeting, July 11, 2010, Denver, Colorado.

Presenter and coordinator, "Are All Things Created Equal?: Objective and Analytical Content Comparison of Westlaw, Lexis, Loislaw and Fastcase", Mid-America Association of Law Libraries Annual Meeting, October 14, 2010, Iowa City, Iowa.

Presenter, "Staying Current on Upcoming Laws and Practice-Specific News," National Business Institute continuing legal education program *Attorney's Guide to Legal Research Strategies On- and Offline*, October 22, 2010, Little Rock, Arkansas.

#### **PROFESSIONAL ASSOCIATIONS – OFFICES HELD & COMMITTEE SERVICE**

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American Association of Law Libraries (AALL)

Bylaws Committee, 2006–2007, 2007–2008, Chair  
Bylaws and Resolutions Committee, 2008–2009, Chair  
Public Relations Committee, 2010–2012

AALL Computer Services Special Interest Section

Grants Committee, 2004–2006  
Bylaws Committee, 2004–2005, 2005–2006, Chair  
Secretary/Treasurer, 2009–2011

AALL Research Instruction and Patron Services Special Interest Section

Program Committee, 1997–1998, 1998–1999, Chair  
Secretary/Treasurer/Newsletter Editor, 1999–2000  
Bylaws Revision Committee, 1999–2000  
Strategic Planning Task Force, 1999–2000  
Secretary/Treasurer, 2000–2001  
Newsletter Task Force, 2000–2001  
Web Committee, Chair, 2002–2005  
Vice Chair/Chair-Elect, 2002–2003  
Chair, 2003–2004  
Web Committee, 2004–2005, Chair  
Nominations Committee, 2004–2006  
Legal Research Teach-in Task Force, 2006–2007  
Public Relations Committee, 2005–2009, 2010–2012, Chair

Mid-America Association of Law Libraries

Local Arrangements Committee, 1992–1993

Newsletter Committee, 1994–1996, Chair  
Internet Committee, 1994–1999  
Grants Committee, 1995–1996  
Program Committee, 1996–1997  
Service to the Public Committee, 2008–2009  
Program Committee, 2011–2012

Southwest Association of Law Libraries  
Local Arrangements Committee, 2004–2005

Arkansas Library Association  
Special Libraries Division, 2000–2001, Chair

#### **LAW SCHOOL COMMITTEES AND SERVICE**

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Research Editor, *JOURNAL OF APPELLATE PRACTICE AND PROCESS*, 1999–present.

Publications Committee, 1994–1998

Technology Committee (Ad Hoc), 1998–1999

Admissions Committee, 1998–1999, 2000–2005, Chair

Long Range Planning/Strategic Plan, 2005–2006

Law Library Director Search Committee, 2006

Scholarships Committee, 2006–2007

Website Committee (Ad Hoc), 2006–2008

Academic Technology Committee, 2007–2009, 2010–2011, Chair, 2011–2013

Curriculum Committee, 2009–2010

#### **AWARDS**

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Academic Law Libraries Special Interest Section, American Association of Law Libraries, Outstanding Article of the Year Award, 2002, for: Melissa M. Serfass and Jessie L. Cranford, *Federal and State Court Rules Governing Publication and Citation of Opinions*, 3 *JOURNAL OF APPELLATE PRACTICE AND PROCESS* 251 (2001).

Research Instruction & Patron Services Special Interest Section, American Association of Law Libraries, RIPS Star Award, 2009.