

AD IN FINITUM



Happy New Year!

by Jill M. Layton, President

I hope your holidays were filled with family and happiness.

The newspapers and the magazines go over the highlights of the year. Some of the highlights throughout 2010, in the news world that is, involved celebrities getting married or divorced or having children, tragedies across the United States and around the world, the continuing war and the loss of some of our brave young men and women. We endured daily updates of the oil spill and the clean up for months. We heard of Internet scams, scandals, and 'leaks' of information. And, occasionally, we heard of miracle stories and local heroes.

In the same year-end papers and magazines which review the highlights of 2010, we read the predictions for 2011. Did you know that we are to have 17 named storms for the 2011 hurricane season, America and China will face more natural disasters, and there will an earthquake in California which will damage the famous Hollywood sign?

There were so many highlights in the world of Illinois court reporting in 2010 that I cannot list them all. Here is a partial recap.

ILCRA worked very hard in putting together decisions and ideas for an updated website.

Judy Mosier and **Sharon Stuckly** put in many hours, and we greatly appreciate their hard

work and efforts. The website is a tool which will be used to benefit our members, as well as court reporting students and those who are searching for a career path.

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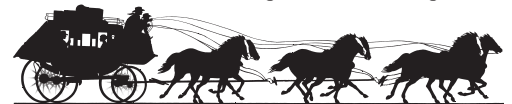
Jill Layton and Santa

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President's Message

(Continued from page 1)

We also have a Facebook page which members can use as a social tool as well as a way to share information with fellow reporters.

Illinois was the host state for the National Court Reporters Association Convention in Chicago in August.

Illinois can boast that the National President **Melanie Sonntag** is from Illinois and a proud ILCRA member.

We had members who attended the Illinois Association for College Admission Counseling Conference to promote the court reporting career, as well as members who attended many career days in high schools across Illinois.

The ILCRA Board remained current on issues affecting court reporters — officials, freelance, CART providers, captioners — across Illinois as well as across the nation.

We were saddened by the loss of **Dr. Joyce Sheets** and **Dr. Pauletta Morse** who were court reporting instructors at Southern Illinois University.

We continued to co-host the three CRS Continuing Education seminars.

We awarded scholarships to court reporting students.

Patti White joined the ranks of ILCRA Distinguished Service Award winners.

Julie Shane, Donna Urlaub, and Bernice Radavich once again dazzled us as they were among the top speed and realtime contest winners at the annual convention (as well as other ILCRA members who maintained fast, accurate fingers under the pressure of a contest!).

June Otte received the 2010 NCRF's most prestigious award, the Santo J. Aurelio Award for Altruism at the NCRA Convention.

Executive Director **Nancy Davis** has been busier than Santa's elves working on the three CRS seminars in the spring of 2011 plus the One-Day Marathon Seminar at South Suburban College in South Holland.

The Task Force Committee was taking applications for the upcoming Executive Director vacancy upon the retirement of our beloved Nancy Davis, who will retire in September, 2013 after 20 years of dedicated service to the Association.

The Board feels that communication with the ILCRA members is very important. We began an Illinois Insider — a monthly eblast with updates

on the issues we have been monitoring, along with projects we have been working on and will continue to work on. Eblasts are also sent to the members when there are announcements and information to be shared with the members.

No, our highlights did not make the news tabloids — but it was just as newsworthy as the stories which did!

So what can we predict for the Illinois Court Reporters Association in 2011?

(1) The ILCRA Board will continue to work daily for the benefit of the Association.

(2) The ILCRA and CRS seminars will be informative with great fellowship with colleagues.

(3) The One-Day Marathon Seminar on March 12 at South Suburban College in South Holland will be a great chance to obtain your CE points in one day.

(4) The annual ILCRA convention will be held together with Wisconsin on September 9–11 at Lake Geneva, Wisconsin. You will be anxious to attend when you see what the Committee is putting together for you!

(5) The Board will stay on top of gift giving and legal ethics concerns which are rising throughout the country and how those concerns affect Illinois, as well as the question of firm registration.

(6) The ILCRA Board will monitor legislation.

(7) ILCRA will promote student recruitment.

(8) The ILCRA Board will continue to answer your questions and concerns and assist you, the member, in every way possible.

The ILCRA Executive Board wishes for you a prosperous year in 2011, full of happiness and good health.

— Jill Layton

*Grant that I
May bring no tear
to any eye
When this New
Year in time shall
end
Let it be said I've
played the friend,
Have lived and loved and labored here,
And made of it a happy year.*



—Edgar Guest

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STANDING COMMITTEES:

Auditing Committee: Joe Rickhoff, Kathryn Thomas

Award of Excellence Committee: Nancy Davis, Chair; Bonni Shuttleworth

Budget Committee: Lyn Grooms, Chair; Nancy Davis, Jill Layton,
Stephanie Rennegarbe, Nancy LaBella

Continuing Education Committee: Nancy C. Davis, Chair; Dee Doubet,
Bonni R. Shuttleworth

Freelance Committee: Judy Mosier, Chair; Denise Mills, Sarah Paszkiewicz,
Cathy Rajcan, Stephanie K. Rennegarbe

Legislative Committee: Pat Houlf, Chair; Vernita Allen-Williams, Deb
Musielak, Lisa Ciarrachi, Jill Stevens, Kathy Nielsen

Membership Committee: Jackie Timmons, Chair; Glenn Sonntag, Nick
DiGiovanni, Jill Bleskey, Kathryn Thomas, Nancy LaBella

Nominating Committee: LeAnn Hibler, Chair; Amy Haight, Mary Beth
Rollins

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Jenny Danley, Lisa Ciarrachi, Rita Corson, Barb Cash

Webinar Committee: Nancy LaBella, Chair; Lyn Grooms, Stephanie
Rennegarbe, Pat Houlf

Website Committee: Judy Mosier, Chair; Sharon Stuckly.

SPECIAL COMMITTEES:

Bylaws Committee: *(To be activated when necessary)* Deb Musielak, Chair;
Dee Doubet, Glenn Sonntag

CART Committee: LeAnn Hibler, Chair; Catherine A. Rajcan, Cindy
Jenkins, Bob Griffith, Janet Hamm

DSA Committee: Patricia White, Chair; R. Kent Evans, Jacqueline Timmons

Elections Committee: *To be activated when necessary*

Ethics Committee: LeAnn Hibler, Chair; Pat Houlf (Legislative), Sey-
mour Wolfe, Linda Chesnut, Glenn Sonntag

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Rollins, Sharon Stuckly, Deb Musielak, Tracy Gott

Speed & Realtime Contest Committees: Bonni R. Shuttleworth, Chair;
Theresa Hovick-Thomas, Terri Kisler

Student Mentorship Committee: Joni Markel, Chair

Student Scholarship Committee: Bernice Radavich, Chair; Tana Hess,
Melissa Clagg, Christina Pryor

Student Scholarship Revamping Committee: Bernice Radavich, Chair;
Tana Hess, Melissa Clagg, Bonni Shuttleworth, Nancy Davis, Joni
Markel, Christina Pryor

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Winter	January 15	December 15	Summer	July 15	June 15

FAQs About ILCRA's Updated Web Site

By Judy Mosier

Q. How do I log in to the web site?

A. You must be a member of ILCRA to log in. Go to ilcra.org and on the home page, left-hand side is the member log-in area. In the user name area, in all lower case, type your first name, underscore, last name; for example, rosanne_reporter. In the password area, also in lower case, type your last name; for example, reporter.

If your last name is less than six letters, your password may need to be created.

Please fill out a Contact Us form located under the Contact Us tab at the far right-hand side. We will email your new password to you.

Q. What is a Member Profile and where is it located?

A. The Member Profile area is for members only where you may update your contact information. On the web site there is a video tutorial to watch on how to update your profile. The Member Profile and video tuto-

rial are located under the Membership dropdown menu.

Q. If I update my contact information in my Member Profile, should I let the ILCRA office know about my changes?

A. Yes, please fill out a Contact Us form with your changes and the ILCRA office will be informed. It is very important to keep your information current, both on the web site and with the ILCRA office.

Q. What if I am interested in student recruitment and would like some materials in that regard; is there anything available on the web site?

A. Yes, there is a Career Day Kit located under the Resources dropdown menu. There are several items to choose from.

Q. How do I locate a fellow member's contact information on the web site?

A. You must first log in. The member directories are a member-only benefit. They are

located under the Communities dropdown menu.

Q. What is the Find a Reporter Map?

A. The Find a Reporter Map is a map of all Illinois freelance court reporters who are members of ILCRA. The

(Continued on page 6)

IMPORTANT ILCRA DATES

Check out our calendar at www.ilcra.org for up to date information

FEBRUARY 25: CSR Exam application deadline

MARCH 12: Marathon Seminar, South Suburban College. You can earn all 10 Illinois CSR continuing education hours at this seminar.

MARCH 19: ILCRA Court Reporting Services Seminar, Lisle Hilton.

APRIL 1: ILCRA Court Reporting Services Seminar, Springfield Crowne Plaza

APRIL 15: ILCRA Court Reporting Services Seminar Four Points by Sheraton, Fairview Heights

MAY 7: RPR, RMR, CRR, CBC and CPC Skills Exam at McCorkle Reporting, downtown Chicago; South Suburban College, Oak Forest (Chicago Area); and Midstate College, Peoria.

APRIL 17: CSR Exam, Carbondale and Chicago area.

SEPTEMBER 9-11: Grand Connection Convention with Illinois and Wisconsin, Lake Geneva, WI

NOTICE OF ONLINE BOARD MEETING

The spring Board meeting will be Saturday, April 30, 2011 at 9:00 a.m., and it will once again be an online board meeting. The ILCRA Executive Board meetings are open to the membership.

If you would like to join the online board meeting, please contact Education Liaison Bonni Shuttleworth at blue4_belle@yahoo.com by April 23, 2011 to receive instructions on how to join the online meeting.

LETTERS TO THE EDITOR: This column is primarily for reader feedback on topics published in these pages. Items published here may be edited for such requirements as available space or to avoid duplication with other submissions. Please limit your submission to a maximum of 300 words. Submitting feedback to *Ad Infinitum* does not guarantee it will be published. Send comments for publication here to the editor or ILCRA's executive director as shown in the box on [page 4](#). *Please note:* we do not print anonymous submissions. If you would like your name withheld from publication, simply advise and we will do so. But you need to provide your name so we can verify that your submission is authentic.

Students: Would you like to win \$1,000?

ILCRA Student Scholarship Competition

ILCRA will be awarding its student scholarships at the Grand Connections Convention sponsored by ILCRA and WCRA in Lake Geneva, Wisconsin, September 9-11, 2011. We will be presenting a \$1,000 grand prize. The winner will also receive a complimentary registration to the convention and



become a member of the ILCRA Student Scholarship Committee for the following year. Other prizes will also be awarded.

Watch for details about how you can apply for these scholarships in the spring issue of the *Ad Infinitum*!

ships in the spring issue of the *Ad Infinitum*!

FAQs About ILCRA's Web Site

(Continued from page 5)

reporters are broken down by the county in which they reside. ILCRA has plans to promote this web site tool to the Illinois State Bar Association and the Illinois Paralegal Association as the best way to find an Illinois Certified Shorthand Reporter for their next deposition. What a great member benefit!

Q. How do I change my contact information on the Find a Reporter Map?

A. The information in your Member Profile is the information that is used for the Find a Reporter Map. When you update your contact information in your Member Profile, it automatically updates your information on the Find a Reporter Map.

We hope you are enjoying the updated web site. Feel free to fill out a Contact Us form with any questions or comments. We will have more FAQs in the next *Ad Infinitum* as we keep updating the web site with new information.

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Adventures in CART – Part 1

How Did I Get Myself Into This Mess?

By LeAnn M. Hibler, CSR, RMR, CRR, CCP

Over the past 10 years of providing CART, I've had interesting experiences while trying to learn the particular nuances of the service. In 2010, I had three jobs that brought certain challenges. I thought I would share them with you as food for thought. This first scenario had so many things to contend with that it had to be its own article. Enjoy!

Back in June, I was asked to cover a convention of clinical oncologists at Chicago's McCormick Place. It was a 3.5 day job, with the full days scheduled from 8 a.m. to 6 p.m. I know my limitations and I know that although I have the stamina to write long periods of time, having to write 10-hour days would stretch my abilities and more than likely result in a diminished quality of writing. Unfortunately, no other writers were available to split the job, and the hiring agency said, "It won't be 10-hour days. I've never seen a conference go for 10 hours." Famous last words. Right?

I wasn't quite sure what a clinical oncologist was and when the prep started to arrive, my anxiety level started to rise. I do have anxiety before a challenging job and one way for me to stay calm is to go into the job feeling confident that I've prepped properly, that I know the time schedule, and I know where I need to be at all times. It just helps me relax within my environment and allows me to focus on writing realtime. Well, the agenda showed up with a description of each seminar followed by the names of the presenters. Unfortunately, the names were listed with an initial letter for the first name followed by a last name, and there were about five names for each session. This was perplexing for me because I always create speaker IDs by using first and last names, and so what was I to do with an initial? I also tried to convince myself that not all those people were going to speak for each session. Again, famous last words.

If you have ever driven to Chicago via I-55, you have gone underneath the pedestrian walkway for McCormack Place. The convention center spans both sides of the road and is cavernous and

confusing. The ballrooms seem to be a half mile front to back. And the agenda for this conference was ridiculous because some sessions were back to back in different locations of the center. There were approximately 30,000 doctors, pharmacists, and scientists in attendance, all of whom were in my way when I tried to move from room to room. My consumer, bless her heart, was so kind and relaxed. She was less concerned about being on time to the sessions and she told me not to rush. But still, 30,000 people? Get out of my way!

Okay. My next challenge. To my dismay, every person listed as a speaker was actually a speaker.

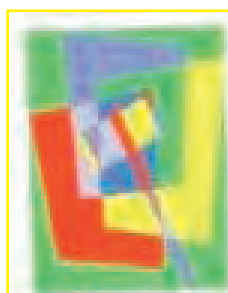
They individually went onstage and presented about their cancer-curing clinical trial they'd

been working on. I can joke about it now, but it felt like one-third of the speakers had foreign accents that made it nearly impossible to understand, one-third spoke at 300 wpm, and the final third spoke understandable English, but I still had to deal with the unfamiliar terminology and drug names that were not on the market. Not good. My realtime wasn't pretty as far as I was concerned but I did my best to convey the information.

Another challenge that contributed to making this my hardest – I may even call it my worst – job during my CART career was my seating location. Seating location can make or break a job as far as I'm concerned. Sit too far forward in the room and you can't hear the audio very well. Sit too far to

(Continued on page 8)

“30,000 people? Get out of my way!”



Tracy Kunkel
Scopist

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Newly Certified Illinois Reporters

Congratulations to the following reporters who became certified as a result of the October and November 2010 exams.

NEWLY CERTIFIED RPRs

Alisa Sawka, RPR, Chicago

Leanna Michas, RPR, Park Ridge

Sherry Jones, RPR, Crete

NEWLY CERTIFIED CRRs

Heather Perkins-Reiva RMR, CRR, CPE,
Algonquin

Lorie Mayer RPR, CRR, Brookfield

Robin Roberts RPR, CRR, Dunlap

Adventures in CART

(Continued from page 7)

the side, and you can't see the PowerPoint slides. On the first day my consumer was late, but when the speaker took the stage, I started to write anyway. Or so I thought I would. I was so far forward that I could not hear through the sound system, and what I could hear, well, let's just say I had no clue what he was talking about. I just sat with my hands in my lap thinking, how am I going to do this job? I have 3.5 days of this and I can't even understand the first person!

When my consumer arrived, whom I had never met before, I explained my difficulties. She was very understanding. During a break I called the hiring agency and told them of my problems. They suggested I try to get an assistive listening device from the convention center. Bingo! An ALD is a set of headphones connected directly into the sound system. That worked perfectly until I'd move my legs and the controller would fall off my lap thus pulling the ear buds out of my ears!

Okay. My final challenge was that throughout the convention, my consumer kept changing her mind about which sessions she wanted to attend. I fully believe that a consumer should have the right just like any of us to change his or her mind. It just adds another challenge for the CART provider. Perhaps prepping comes to mind? How about the fact that the assistive listening device needs to be set up in the room prior to our arrival? I had the good fortune to be given the cell phone number of the woman in charge of setting up the rooms. She asked me to text her the rooms I would be in. I felt bad that I had to keep changing the rooms on her. And it reminded me of a commercial where the gate numbers keep changing at an airport and the people run from gate to gate upon notification.

In the end, the consumer told me I did a great job and that I gave it 200%. I did give it my best try, but I still wondered, were we looking at the same computer screen? This job stayed with me for a while. Not because of the fact that my arms were so tired I couldn't lift a much-needed tasty beverage to my lips – bring in the straws! — but because I couldn't get names of medicines out of my head and I kept thinking about how I could have done a better job. Oh, perfectionism!



CONGRATULATIONS TO NEWLYWEDS ILCRA member, Cindi Rossato, Rockford, Illinois, CSR, RPR, Official for the 17th Circuit, Winnebago County, married Leon Schwitters on 10-10-10 at 10:10 p.m. Chief Judge Janet Holmgren was the officiant.

CHECK OUT OUR BRIEFS

By Nancy LaBella, ILCRA President-Elect

For those of you who have not yet embraced the world of brief forms (as I have been slow to do), take my word for it that to keep your endurance going, it is quite

helpful when you can shorten your writing and, thus, save your body from exhaustion. Hope you can work some of these into your everyday work.

amusementPHAOUPLT
 binocularsPWHRARBG
 biologicalPWHRAL
 biological fatherPWHRAF
 biological motherPWHRAPL
 bottomPWOPLT
 burglarPWHRAR
 burglaryPWHRARL
 buttonPWAOUPB
 cellularSHRER
 creditKRED
 destructiveTKRUBGT
 deviceTKWAOEUS
 destructive deviceTKRUBGTD
 diamondTKAOEUPLD
 explosionSPHROEGS
 explosiveSPHROEF
 gambleTKPWABL
 gamblingTKPWABLG
 interceptS*EPT
 interceptionS*EPT

machinePH-RB or PH-PB
 microphonePHAOEUF
 moneyPHOPB
 (or PHOEPB or PHUPB)
 pickup truckP*T (I know, I know, how often does this come up?)
 spreadsheetSPAOET
 (or SPRAOET)
 transcriptTREUPT
 transcriptionTREUPGS
 videoSRAOD
 videotapeSRAOTD
 false statement.....TPHRAEUPLT
 financial statementTPAEUPLT
 profit and loss statement ...PRAEUPLT
 sworn statementSWAEUPLT
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ILCRA WELCOMES FOUR NEW MEMBERS

PROFESSIONAL MEMBER:

Kathleen Fennell, Chicago

ASSOCIATE MEMBERS:

Brooke Heine (Student)

Alicia Clarke (Student)

Maribeth Houlf Kopriva (Instructor)



What is Ethics First?

NCRA's "Ethics First" program has been developed for a single reason: To recognize our members who have made a commitment to abide by and promote the rules of the Code of Professional Ethics (COPE), particularly with regard to gift-giving.

Once a member signs on, the Ethics First logo is available for use by you in publicizing your participation in this program. You may go to the Ethics First [home page](#) to sign up for this unique program, download relevant educational material, and access the participant list.

Through its grassroots efforts, Ethics First seeks to positively educate court reporters, firms, and clients that the impartiality and neutrality of the court reporter is of utmost importance in maintaining an unbiased legal system. Getting the word out to attorneys, legal staff, and other consumers of court reporting services about the perils of accepting free gifts from court reporting firms is also one of the Ethics First committee charges.

President Melanie Humphrey-Sonntag has placed the Ethics First campaign at the top of her priority list this year. She created a new task force which has met and discussed developing educational materials that should be available to state associations and Ethics First members in the near future. Ethics First will also be giving presentations to state court reporting associations and state bar associations with goals of increasing court reporter membership in the program, as well as encouraging attorneys to hire firms and reporters who are Ethics First members.

In addition to our individual reporter members, who of course all agree to adhere to COPE, NCRA's Ethics First Committee invites all firms abiding by COPE to join Ethics First and to directly link to NCRA's Ethics First web site. This will assure your clients that you understand the ethical implications that gift-giving entails and are doing your part to ensure that the legal system remains entirely impartial. The Ethics First logo signals to your clients, to your peers, and to your competition that you refuse to risk compromising the judicial system through practices which are in conflict with COPE.

Please [sign up](#) today and help join this grassroots, nationwide effort to advocate for the neutrality of the court reporter in the legal system.



I am a
court
reporter.

No matter what my title says,

I started as a court reporter, and while admittedly it has been a little while since I took a deposition, I still know what it means to be a reporter. I understand the pressures and anxieties that come hand-in-hand with the amazing sense of satisfaction you get from delivering a great product after an all day deposition.

At Esquire, we know our base of reporters is our biggest asset. We also realize our industry is changing. We intend to lead that change, tapping into the country's largest base of reporters to help us shape the future of our industry.

So whether you are an independent reporter or run a successful reporting agency, we believe we can do more together. To find out how you can become a part of the Esquire Deposition Solutions family, email me at Alex@EsquireSolutions.com. Together, we can define how our industry grows for years to come.



esquiresolutions.com



Ethics First Committee Meeting Update

By Lisa Migliore Black, CCR, Louisville, KY

I'm proud to announce that I've been appointed to the NCRA Ethics First committee this year. The first meeting of the committee was held recently, and one of the tasks on the committee's very long to-do list is encouraging court reporters and firms to sign up for the program. The committee will be hard at work this year promoting and encouraging involvement among our colleagues and educating on the importance of the Ethics First program to members of the bar.

More detailed information on the purpose and intent of Ethics First can be found by visiting: <http://ncraonline.org/ethicsfirst/logo/>. After signing on and agreeing to the terms of the program, participants are able to download the logo and

“Let's show the country that Illinois reporters and firms are leading the way in ethics. “

are encouraged to advertise their participation. NCRA membership is not a requirement to sign up and participation is *free*.

Currently, I estimate that only one percent of NCRA membership has signed up for Ethics First; that percentage is much lower if non-NCRA members are taken into account. The problems caused by unethical gifting practices in our industry exists because of the acts of a very few, and I'd like to see the numbers of Ethics First participants reflect that they are the minority.

It is my hope that all reporters will become members. Each of us must do our part in upholding the integrity of our profession, and this is a great way to demonstrate that commitment to the public at large. Proudly display that you uphold the highest degree of professionalism when it comes to your gift-giving practices. Let's show the country that Illinois reporters and firms are leading the way in ethics. Join today!

ILCRA Committee Chairs Provide Updates

ADVERTISING COMMITTEE

Debra Musielak, Chairperson

The Advertising Committee is currently in the process of developing an advertising policy regarding advertisements placed in the *Ad Infinitum* and on ILCRA's website. If you have opinions about the types of ads you would like to see, we would welcome your opinions.

Please send your comments to Deb Musielak, at debra.musielak@ilcra.org.

CART COMMITTEE

LeAnn M. Hibler, Chairperson

The CART committee consists of CART providers, but we also have one public member on

the committee, Robert "Bob" Griffith. Bob is employed by the Illinois Department of Rehabilitation Services, and the Department utilizes CART providers for their employees and clients.

Bob has recently been tasked with creating an informational document on how to acquire remote CART services. The document will be distributed throughout the DRS offices. Bob, in turn, has asked this committee to assist him, which we are more than happy to do.

I am disappointed to report that although it has been reported in the past that a Captioning 101 seminar would be presented at ILCRA's one-

day seminar in the spring of 2011, the committee was unable to procure a "local" ILCRA member able to present the seminar. The seminar is only 1.5 hrs. and, unfortunately, it would have taken certain members of this committee longer to travel to the seminar location than to present the actual seminar.

We have not given up on the idea of presenting the Captioning 101 seminar at a future date and location.

ETHICS COMMITTEE

LeAnn M. Hibler, Chairperson

No complaints have been filed.

(Continued on page 13)

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ILCRA Committee Chairs Provide Updates

(Continued from page 12)

FREELANCE COMMITTEE, REGION 1

Vernita Allen-Williams, Chairperson

As your Region One Representative, I have had the opportunity during this quarter to answer questions regarding transcript charges for originals, copies, emailed copies, and state voucher payments.

I consider myself a resource. If I don't know the answer, I will gladly forward your questions/concerns to other board members or to Tammy Bumgarner until a response is found.

You may not always agree with the response/answer that you receive, but I hope you consider it a member benefit to be able to forward your concerns to ILCRA and have your concerns voiced and questions answered.

I look forward to the opportunity to serve ILCRA members as the Region One Representative. You may contact me at vallen-williams@lakecountyt.il.gov or (847) 377-3751.

FREELANCE COMMITTEE, REGION 2

Debra Musielak, Chairperson

The hottest topics in the freelance arena continue to be contracting and gift giving. We invite all of our members to read and sign up for NCRA's Ethics First Program. More information about Ethics First can be found on [pages 10 – 11](#) of this issue.

In addition, NCRA has an online chat the first Tuesday

of each month. All members can join in and discuss the topics that concern them most. Links to both are at ncraonline.org.

LEGISLATIVE COMMITTEE

Pat Houlf, Chairperson

The Legislative Committee is currently inactive. ILCRA's lobbyist continues to monitor any legislation affecting court reporters, the courts and the legal profession in general and reports to the Legislative Representative regularly.

OFFICIALS COMMITTEE

Pat Houlf, Chairperson

The Officials Committee continues to work on student recruitment by attending job fairs, career days and speaking engagements at local high schools across the state.

The Conference of Chief Judges has appointed a state-

wide committee to address the upcoming shortage of Official Court Reporters in state court. There is an informational packet available for reporters participating in these events. If you need this information, please contact the Chair of the Officials Committee. Pat Houlf at pat-tiann73@yahoo.com

PR/MARKETING COMMITTEE REPORT

Vernita Allen-William, Chairperson

The PR/Marketing Committee is focusing on student recruitment and career day attendance. During the past quarter your PR/Marketing Committee has been very busy! Thanks to high school guidance counselors, chief judges, and willing court reporters, we attended the following career days:

(Continued on page 14)



CAREER SHADOW DAY Pictured from left are: Antioch High School student, Jessica DeLara; 19th Judicial Circuit Chief Judge, Victoria A. Rossetti; and official court reporter, Caren Rapinchuk enjoying the November 16 Antioch High School and Lakes High School Career Shadow Day.

ILCRA Committee Chairs Provide Updates

(Continued from page 13)



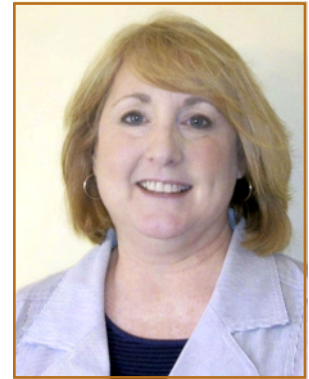
Vernita Allen-Williams



LeAnn M. Hibler



Pat Houlf



Debra Musielak

- September 29, 2010, Romeoville High School Career Day: Sharon Stuckly and Chris Basis-Prinzi
- October 21, 2010, Warren High School Career Day: Vernita Allen-Williams
- October 22, 2010, Chicago Youth Centers Career Day: Sharon Stuckly and Vernita Allen-Williams
- November 16, 2010, Antioch High School and Lakes High School Career Shadow Day: Caren Rapinchuk, Colleen Eitermann, Deborah Cohan-Rojas, Judge Theodore Potkonjak, Chief Judge Victoria Rossetti, and Vernita Allen-Williams.

To all of the volunteers, *thank you!* If you haven't had the opportunity to volunteer for a career day and would like to participate, please let me know. My email address is vallen-williams@lakecountyil.gov.

NOMINATING COMMITTEE

LeAnn M. Hibler, Chairperson

In the last few years there has been a nice response from ILCRA members participating in the nomination process. A call for nominations won't be posted until the publication of the spring *Ad Infinitum*, but I wanted to take this time to remind our members about the upcoming nomination process and encourage you to put some thought into

who might make a great candidate for board service.

I have to confess, serving on the ILCRA Executive Board is a bit time-consuming in this day and age of constant communication via e-mail, but it is also very personally rewarding. The networking opportunities both within the state as well as with our peers across the country, the personal growth from being able to attend NCRA-sponsored events for state leaders, and the pride one has in being able to say you represent court reporters across the state of Illinois makes it all worthwhile.

I look forward to receiving many nomination forms come the spring of 2011. And, yes, you can even nominate yourself!



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Lori A. Eder, CSR, RPR, RMR



By Richard A. Sherman

PROGRAM REMOVAL OPTIONS

Q. What's the best way to remove a program?

A. When you need to uninstall a program, the first place to look is Start > Programs > Name of Program, to determine if the program has its own uninstaller. Some do, some don't, but if it does, it's always best to use a program's integrated removal utility. If it doesn't have its own uninstaller, then go to your Control Panel and select Add/Remove programs as your next step. If you encounter a stubborn program that just won't budge, all is not lost. In that case, it's time to bring in the big guns and use a third-party uninstaller such as Revo Uninstaller (www.revouninstaller.com), which will get the job done.

Q. I am sorry my knowledge is so limited, but I am not sure what is meant by a program. I tried looking it up and asking some friends, but I never seem to be able to get a straightforward answer that I can understand. If anybody can help me, I know you can, Mr. M.

A. I'm feeling the pressure, so I'll do my best: A program, by definition, is a set of instructions that are grouped together to accomplish a given task or tasks. The instructions are writ-

ten in code or a programming language that a computer can understand. Windows, which is your computer's operating system, is a very complex program comprised of millions of lines of code. Think of your operating system as the engine that powers your computer and provides instructions to perform various tasks, as well as interacting with software (smaller programs) that you install. A program is variously referred to as "software" or an "application," or app, for short. Word, WordPerfect, PowerPoint, Quicken, Internet Explorer, Thunderbird and Firefox are all popular programs.

Q. I am running Windows XP. Can I create a desktop shortcut to turn my computer off? I look forward to your newsletter every Friday. It is extremely helpful and informative.

A. Thank you. Yes, the exhausting process of clicking Start > Turn Off Computer > Turn Off can be circumvented with a shortcut. To do that, right-click your Desktop and choose New > Shortcut. In the Location field type in shutdown -s. (It has to be entered exactly as it appears here, with the same spacing: shutdown space hyphen letter "s") Click Next

and either leave the existing Shutdown name or type a new name such as Off and click Finish. Any time you want to turn off your computer thereafter, double-click your new Desktop shortcut. Presto, off!

Q. I need to establish a second email address. I am concerned that I not lose my current email address, nor end up with my email in the wrong email account. Blessings and thanks.

A. I would suggest taking a look at Gmail (www.gmail.com), which is free, Web-based mail. You can create as many accounts as you wish and no matter how many Gmail accounts you create, they are all separate and distinct.

Let's say you create your first Gmail account as aardvark@gmail.com, and your password is crumpet. You then decide to create a second Gmail account and you select aardvarkmania@gmail.com as your email address and use cumquat as your password. When you want to check mail for your first account, you'll log in using aardvark with the password crumpet. When you're done with that, log out and then log back in using aardvarkmania and

(Continued on page 16)

Ask Mr. Modem

(Continued from page 15)

cumquat. Periodically, I check email in all seven of my Gmail accounts, so I just log in, check, log out; log back in to another account, check, log out, log back in to the third account, etc. Each account is autonomous so no messages will be commingled with any messages in any other Gmail account.

For plain-English answers to your questions by email, plus great computing tips, subscribe to Mr. Modem's award-winning WEEKLY newsletter. Subscribe using Promo Code 1146 and receive a free month (four weekly issues!) with your six-month subscription. To view a sample issue or subscribe, visit www.MrModem.com.



Mr. Modem's DME (Don't Miss 'Em) Sites of the Month

PHONE SCOOP With its breaking news coverage and in-depth reviews, Phone Scoop is one of the most comprehensive resources for cell phone shoppers, users, enthusiasts, and professionals, focusing on the U.S. market. The site's database includes specifications, feature lists, photos, links, and user reviews. Visitors can also choose specific phones in a variety of ways and view detailed side-by-side comparisons. www.phonescoop.com

YOUTOMB There are millions of videos on YouTube, but thousands have also been

removed. If any video footage online is challenged by virtue of copyright infringement, YouTube will remove it. YouTomb is a research project conducted by students at the Massachusetts Institute of Technology that archives the top videos removed from YouTube so we, the people, can make our own decision whether the removal was appropriate or not. We can't do anything about it, of course, but if you would like to see what was removed from YouTube, click on over to YouTomb. <http://youtomb.mit.edu>.

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Nancy Varallo

Dear Nancy

Dear Nancy: After being away from court reporting for seven years to raise my family, I have decided to come back to work, but I am really nervous and scared. I'm not sure how to navigate back into the freelance field again after so many years, and the poor economy doesn't give me any confidence. I still hold the RPR, but I'm worried about new technology and can't just jump back in. What would you recommend?

Signed, Scared-o'-CAT.

Dear Scared-o'-CAT: Clever play on words, scaredy-cat! Wow, I don't think I've ever met anyone who is more nervous about working than about raising children. Becoming a mom scared the heck out of me. CAT software came with a manual, my kids didn't. But I got lucky, as my husband says, my kids are great. Why is it he doesn't credit me with a fine parenting job, and says I just got lucky? Well, let's not go there.

The best way to jump back in is to sit back out. Pretend you're a 225 student and head to court or to a deposition. If it's writing you're worried about, it will come back, kinda like riding a bike. But that reminds me of the patient who asked the doc if he'd be able to play the piano after surgery. The doc assured him he would. The patient thought that was great, since he couldn't play before surgery. (bada-boom.)

How was your writing seven years ago? If it wasn't clean, spend time with a mentor or other professional who can assist you in coming clean. I mean in your writing! If you need to upgrade or purchase new software, call your software vendor and ask for a demo. They're always willing to help. And then invest the time in a training session with one of their trainers.

I know the economy is sluggish and agencies aren't quick to hire, but if you sit out with an agency and assure them you're striving to be a great writer, they will notice. Call often and let them know you're available for jobs. Sooner or later there will be that day you'll be there just

when they need you, and they'll probably keep you around if you do a good job! Good luck jumping back in, and wishing you even more good luck as you approach the teen years. Yikes!

Dear Nancy: I hate doctor's depositions. How do I overcome that fear?

Signed, Debbie Doesn't Do Doctors

Dear Debbie Doesn't Do Doctors: The first thing to remember is that a doctor is just like anyone else — she puts her shirt on one arm at a time — except sometimes she forgets to take off her stethoscope and it becomes more difficult. But that's her problem, not yours.

That said, being a true professional requires commitment to learning the terminology that will come up during a deposition. Will you be able to understand retinoblastoma when the doctor mumbles it from across the room? Do you know the difference between dysphagia and dysphasia? If not, you may not be able to swallow the testimony whole — or even talk about it.

Are you an RPR, RMR, or RDR? All of those tests include a vocabulary section. Having great credentials helps build confidence, and so much of writing great notes is all about your confidence. So if you don't have three awesome letters after your name, get on it. It will boost your confidence.

Doctors can be tough. But it's also true, the more you do 'em, the easier they are. It's like practicing. The more you do it, the faster (better) you get. I have found the most confident reporters try to specialize in an area, taking the same expert's testimony numerous times, and often getting requested by the doctor! Those reporters work to build their dictionaries bigger and better than anyone else. (They're the really cool ones who can write ferruginous bodies in one stroke.)

If you work with doctors sporadically, it may not be feasible to specialize. But take a moment

[\(Continued on page 18\)](#)

Dear Nancy

(Continued from page 17)

the night before, Google the doctor's name and find out what her specialty is. Then search out terminology in that specialty, and spend some time creating briefs for some of the words and adding them to your dictionary. If you do that, even if the doctor doesn't say those particular words, I guarantee you will go into the deposition more confident than you've ever been. And if that doesn't work, take two aspirin and call me in the morning.

Dear Nancy: Two defense attorneys objected to the introduction of a document. The judge says to plaintiff's attorney, "You have [counsels'/counsel's] objections." I'm not sure whether to transcribe it as a singular possessive or plural possessive. I am inclined to go with plural possessive, You would have counsels' objections, but counsel is already plural, like children, so I'm thinking I need to transcribe it as counsel's. I can't decide and I need your opinion.

Signed, In Conflict with Myself

Dear In Conflict with Myself: Counsel is both a singular and plural noun (unlike children which is always plural.) More like sheep. You can have a sheep or many sheep. So a wolf in sheep's clothing is the same construction as many wolves in [many] sheep's clothing. Therefore, your first choice, counsel's objections, would be grammatically correct.

But since this is an advice column, remember, if counsel (singular) is a wolf, his objections will have some teeth. And if counsel are sheep (plural), the objections probably make for a baaaaad argument. BUT, if counsel's a fox and he's single ... well, you get the point!!

"To err is human. And to blame it on a computer is even more so."

— Robert Orben

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NCRF Needs Your Help

By Mark Renzi, NCRA Board of Directors

The National Court Reporters Foundation (NCRF) is busy making preparations for its 4th annual vacation property auction fundraiser to be held at NCRA's 2011 Firm Owners Executive Conference in Tucson, Arizona, February 6-8, 2011. We know that our members enjoy these auctions, but we can't hold them without you! I myself donated a week at my condo complex in Cabo San Lucas, Mexico, last year and was delighted to help the Foundation in this way.

Listed below are the other donors that joined me in supporting NCRF's auction last year:

- **Denise Paddock, Official Court Record, LLC:** San Clemente, CA.
- **Laurel Eiler, RDR, FAPR:** Cape San Blas, FL.
- **The King & Paddock Families:** Cody, WY.
- **ASAP Reporting Services,** Toronto, CAN: Bonita Springs, FL.
- **Collins & Hughes Reporting & Video Services:** Longboat Key, FL.
- **Hilton Hotels Corporation**
- **Terri Robenstine** in memory of her mother, Deanna Johnson: Wyndham Vacation Resort Properties

Property auctions have become an important fundraising event for the Foundation, and your participation is vital to its success. If you have a second home, time-share, weekend cabin, or beach or ski condo, won't you please consider making it available for our auction? You can donate a weekend, a week, or even two weeks if the property is a considerable distance away. There are great benefits to donating!

- PR among your peers at Firm Owners Executive Conference.
- PR among the general NCRA membership.
- Showing the membership that you support your profession.
- Helping NCRF raise funds to support important ongoing programs.

The Foundation is in need of your home away from home, so please contact Mary Rodriguez, Foundation Specialist, at mrodriguez@ncrahq.org, or (800) 272-6272, ext. 152, if you have a property that you can donate to this worthy cause.

News & World Report Lists Court Reporting Among Top 50 Careers

The December 6, 2010, *U.S. News* listed court reporting as one of its 50 top picks for careers for the future. The lists relies on job-growth projections from the Labor Department for 2008 through 2018 for jobs at above-average incomes. [Click here](#) to read the entire story from *U.S. News and World Report*. [Click here](#) to read the *U.S. News and World Report* article on court reporting.



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ILCRA SEEKS EXECUTIVE DIRECTOR

Do you have a wide range of knowledge of all things court reporting? Are you looking for a new and challenging job? ILCRA is searching for someone to take over the reins from our long-time Executive Director, Nancy Davis.

Nancy has directed this association since before many of you started reporting and now has decided to take a step back and start cruising towards retirement.

If you are looking for a career change and are interested in working closely with the ILCRA Board and fellow reporters from all over the country, or if you would just like more information about the position, please contact Dee Doubet at (309) 224-0032 or send a resume and letter of application to her at 11423 W. Farmington Rd., Hanna City, IL 61536 by June 1, 2011.

Tech Bit:

The Easy Way Out

By Gregg Marshall, CPMR, CSP

If you are like me, you probably get a ton of emails that aren't quite spam but you don't want either. It seems like any time I want to get to something interesting I have to "sign up" for their newsletter first.


Most email newsletters come with a message at the end, usually in microscopically small fine print, on how to unsubscribe. It's actually required under the [CAN-SPAM Act of 2003](#).

I use Microsoft Outlook to read my emails. One of the security settings I have is to NOT automatically download images unless the sender is on my safe sender list. So a lot of buttons you might normally see that say unsubscribe are just a white box with a red x to me. In other words, it's a pain to unsubscribe.


If they aren't too frequent, I'll just delete the offending email. If they get to be too much of a pain, I click on the Junk Mail button and let Outlook route them automatically to my Junk E-mail folder where they get deleted.

I wonder how many of the 247 billion emails are sent each day in 2009 (according to The Radicati Group) are simply emails people haven't bothered to unsubscribe from. That same report says 81% are considered spam. Think how much faster your YouTube video might

From: Unsubscribe.com [support@unsubscribe.com]
To: gmarshall@reconnection.com
Cc:
Subject: Unsubscribe.com Daily Summary

Currently receiving emails Daily. Switch to [Weekly?](#) 

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Hi Gregg,

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If you like what you see, please tell a friend.

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Received
We've received these messages

1
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5
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Date	Subject	Sender	Status
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10.21	Top Ten Best Practices for ...	online_resources@...	Unsubscribed!
10.21	Marketing a jumping-off poi...	webmaster@stores.org	Unsubscribed!
10.21	Don't Let Them Steal This E...	info@gopsenators.com	Unsubscribed!
10.21	Update from Colorado Meetin...	meetingsmag@tiger...	Unsubscribed!

Emails That Need Attention

Date	Subject	Sender	Status
10.21	Your HubSpot Social Media f...	marketing@hubspot...	Needs Attention

Unsubscribes In Process

Date	Subject	Sender	Status
10.21	Introducing the new MacBook...	News@InsideApple...	In Process
10.21	DIGI Awards Entry Deadline ...	newsletter@digita...	In Process
10.21	Recruiting News - Oct. 2010	ccoles@peoplecapi...	In Process
10.21	Early Bird Rate Ends Tomorr...	itishows@emediapr...	In Process

To Unsubscribe from all future emails from Unsubscribe.com, just [Unsubscribe](#).

download if it weren't sharing bandwidth with all that unnecessary email! The solution comes from Jamie Siminoff, the same person who founded PhoneTag, my absolutely favorite voice mail application that transcribes my voice mails and emails them to me. It is

called [unsubscribe.com](#). It works with all the major web based email systems, such as Gmail, Yahoo, AOL, and Hotmail. It also works as an add-in to my Microsoft Outlook (2007 and 2010 versions). If you are one of that 3% of the universe [\(Continued on page 21\)](#)

The Easy Way Out

(Continued from page 20)

not using one of those email options, you can always forward your unwanted emails to mail@unsubscribe.com.

You start by creating an account on unsubscribe.com. They use a “freemium” model, so low volume users are free, if you want to unsubscribe from more than five email lists a month, you can upgrade to the Pro version for \$19.95 per year (at least for now, the website says it will go up to \$49.95 eventually).

Then, if you have Gmail or Outlook, you download and install a button. Yahoo should have a button option by the time this article gets published. AOL and Hotmail are scheduled to get their buttons by the end of the year (in the meantime you use the forward to mail@unsubscribe.com option).

In my case, when I have an unwanted email I click on the unsubscribe button and that’s it. The unwanted email gets deleted and unsubscribe.com takes care of the rest. I can get notified of what unsubscribe did for me once a day, a week, or never.

For a large percentage of emails, the unsubscription process is pretty simple, follow a link to a website and confirm you do indeed want to unsubscribe. There are a few people who try to make it as hard as possible to get off their list. So what does unsubscribe do then? It passes your request off to a human (presumably in a low labor cost country) to have them manually do the unsubscription.

My only complaint with unsubscribe is that it only took me about an hour to reach my five email limit and need to upgrade. But then, I’ve had the same email address for 11 years so I’m sure I’m on more lists than the average email user.

Frankly \$19.95 per year is a small price to pay for something that makes me a whole lot more productive—both getting off a list in the first place and from not looking at marginal email newsletters in the future. This might be very bad news for people who market via email.

Gregg Marshall, CPMR, CSP, is a speaker, author and consultant. He can be reached by e-mail at gmarshall@reconnection.com, or visit his website at www.reconnection.com.

DID YOU KNOW THAT ILCRA OFFERS ONLINE MENTORING?

If you are student who would like an online mentor; or a court reporter who is interested in becoming an online mentor, go to www.ilcra.org and click the Mentor Program link under the Membership tab, or just [click here](#). It’s that easy!

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The Easy Way In

By Gregg Marshall, CPMR, CSP

In the last Tech Bit I wrote about an easy way to opt out of a lot of email newsletters you might have subscribed to, often just to get to something else. The reality is a lot of the web's content is only available if you register on that website to access it. Add in the amount of on-line shopping I do and that's a lot of forms asking for my name, address, email address, etc. Plus almost every site where you register lets you pick a password, which you need to come back in the future.

For a long time, my solution for forms was a feature in the Google Toolbar that let you automatically fill in a form. It worked great for Internet Explorer and

FireFox. Oddly, when I switched to Google Chrome that feature disappeared, go figure.

For passwords, I've tried a number of password managers over the years. Mostly I gave up on them because they didn't integrate well with my browsers or because they didn't account for the fact I often use up to four different computers during the day, so the passwords I might need were on a different computer. I liked the idea of the Pass2Go flash drive password manager, which stored the passwords on an encrypted flash drive, but it also made me nervous I'd lose the drive and not remember any of my passwords.

About a year ago I ran into LastPass (www.lastpass.com), which bills itself as the last password manager you'll ever need. I signed up because it had a Google Chrome extension, so I'd have password management while surfing. Then they added add-ins for FireFox and Internet Explorer.

What is nice about LastPass is that it synchronizes my passwords between all my computers. So once I log into LastPass, it knows all the various passwords I have for all the various websites I have recorded. My understanding is LastPass does the encryption locally using your master password as a key

(Continued on page 23)



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The Easy Way In

(Continued from page 22)

and only stores the encrypted password information on their server. Thus LastPass never has access to your master password or your various passwords.

Of course with the security comes a caveat. If you ever lose your master password your only option is to delete your account and start over, although a new feature allows you to store a local one time only recovery key on a selected, hopefully secure (e.g. your home) computer if you have the operating system version of LastPass installed on that computer.

You can set up LastPass on a site-by-site basis to: do nothing, click the LastPass icon to fill in your login information, automatically fill the login form when you click login, or just automatically login. I have found some sites don't handle the full automatic login well, so the options are nice.

You can also use LastPass to automatically generate a strong password for each site you visit. Given the most common password is the word "password," having LastPass do better than that, or

your wife's name, can improve the security of your accounts.

The other big feature of LastPass is I can set up identities which I can use to automatically fill in forms, restoring my Google Toolbar capability to Chrome. LastPass can even store my credit card information, making it possible to completely fill out a shopping cart checkout form with a single click. Like GoogleToolbar, LastPass uses the field names that are hidden in the HTML of forms to know what information to put where. So if the web programmer was lazy creating the form and just copied and pasted one field to create addition fields without changing the underlying field name, you may see the same information copied into several fields that don't match the visible labels. So automatic form filling isn't perfect, but it is a big productivity enhancement, especially if your typing skills are less than high speed.

LastPass isn't perfect. When it remembers your username/password combination it associates it with a URL. So if you record your username/password on a sign up page, then go

to log in on a different page (the usual case), you might not have automatic login. While I'm sure there is some logic behind that design decision, I wish LastPass had an option that just assigns the username/password to the whole domain. Maybe it does and I haven't found that option setting.

LastPass also has a habit of creating more than one username/password for a single site. I've seen it most often when I'm returning to a site I created before installing LastPass. I'll go to login, LastPass will record my username/password, and I'll get an invalid username or password message. Then my next login attempt gets recorded too. While LastPass lets you manage your "vault," I wish it would show the username and password for each entry so I could decide which one to delete. LastPass may not be perfect, but it certainly lets me be more productive while surfing the web.

Gregg Marshall, CPMR, CSP, is a speaker, author and consultant. He can be reached by e-mail at gmarshall@repconnection.com, or visit his website at www.repconnection.com.

WE WANT YOUR BUSINESS CARD!

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VENDOR NEWS

STENOGRAPH ANNOUNCES PINK RIBBON DIAMANTE PROGRAM'S DONATION RESULTS

Stenograph is thrilled to announce that its Pink Ribbon Diamante program generated a donation of \$25,650 for the National Breast Cancer Foundation. This amount is more than double the original donation commitment of \$10,000.

Stenograph launched the Pink Ribbon Diamante program in March of 2010 and pledged to donate a portion of the proceeds from each Pink Ribbon Diamante to the National Breast Cancer Foundation. In addition, customers had the opportunity to add their own donations, which Stenograph matched up to the amount of \$50.

We want express our thanks to all of the court reporters who have shown enthusiasm for the Diamante and our color with a cause.

"The Pink Ribbon Diamante program was a tremendous opportunity for us. It was an amazing success and experience for all involved, including our product development, manufacturing, operations, marketing and sales teams," said John Wenclawski, Stenograph President.

STENOGRAPH PROMOTES GAIL ABRAHAM TO REGIONAL MANAGER

Stenograph is pleased to announce the promotion of Gail Abraham to Regional Manager. In her new position beginning immediately, Abraham will lead the team of District Managers in Stenograph's Western Region.

"The decision to promote Gail was a very easy one for me," said John Wenclawski, President of Stenograph. "Her attention to high levels of customer satisfaction, thorough understanding of our products, and an outstanding track record with the company have earned the respect of customers and fellow employees alike. Abraham has a history of 23 years with Stenograph. Her experiences within the company have taken her from doing onsite training, product marketing, as well as managing a field territory."



DID YOU KNOW?

Pored over texts, not poured over texts. Pore means to read or study with steady attention or application.

Just deserts, not just desserts. Deserts meaning "that which is deserved" from the Latin desirere meaning to get one's come uppance.

Different tack not different tact. This expression has nothing to do with tactfulness and everything to do with sailing, in which it is a direction taken as one tacks—abruptly turns—a boat. To "take a different tack" is to try another approach.

Reprinted from NVRA News, Fall 2010

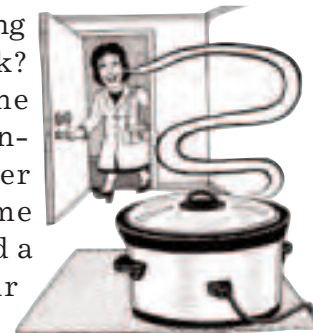


NOTICE TO MEMBERS:

You should be receiving the Illinois Insider, ILCRA's monthly eblast. We are using email communication when there's important information that needs to reach you immediately. Make sure your security settings are allowing ILCRA.org to be sent to your inbox.

Recipe Box

Going to be a long day at work? Put this in the crock pot in the morning, and return after work to your home smelling wonderful and a hearty meal for your family!



SLOW COOKER BEEF BARLEY SOUP

- 2 pounds cubed beef chuck roast
- 5 cups water
- 4 cubes beef bouillon, crumbled
- 1/2 onion, chopped
- 1 (8 ounce) can tomato sauce
- 3/4 cup uncooked pearl barley
- Salt and pepper to taste

Directions: In a slow cooker, combine beef, water, bouillon, onion, tomato sauce, barley, salt and pepper. Cover, and cook on low for 5 hours.

The Interrupting Cow

By Cindy James, RPR, CRR

REPORTER: I'm sorry, sir, but could you repeat what you just said?

WITNESS: Ummm...I don't remember

REPORTER: You were saying, "I always get headaches when" and then you kind of trailed off there, and I didn't quite catch that.

LAWYER 1: He said he always gets headaches when his mother-in-law comes to town.

LAWYER 2: I thought it was his brother-in-law.

WITNESS: Yeah, I'm not really sure. Maybe I meant my sister-in-law...

LAWYER 1: Just go with that.

Truth is, there really is a bit of a knack to interrupting and not throwing the whole show off kilter. Undoubtedly, we all learn our own tricks over time, but not without a few regrets along the way. For those of you who are a little newer to the field, here are a few things to keep in mind to help prevent that interruption from turning into disruption:

1. Use as few words as possible. If I didn't hear what was said, "Pardon?" seems to be most effective.

2. Try not to cut people off mid-word. If I need to clarify something, I find it helps to wait for someone to take a breath or (hopefully) finish their sentence.

3. If the word is unfamiliar (or possibly made up), I wait until the end of the answer or question, lean over a bit and say something like, "I'm sorry, but did you say 'a liquid' or 'illiquid'?" Better yet, if I have time to jot it down or flag the transcript, I make a note and clarify on a break.

4. If I can't hear that mumblor or soft-talker, my mic won't either, so I stay on top of these people but remain polite. I would rather drop something I could hear than miss an opportunity to get clarification for something I didn't.

5. I know a few fast-talkers who are pretty dang proud of the fact that they don't have to actually complete one word before moving onto the next. When asked to slow down, they go to the other extreme... and.... talk... very.... slowly... for... the... court...reporter. Invariably they can't continue at that pace and slip back into their caffeine- or possibly sugar-fueled examination

within a few minutes. I try to let these people know (on a break) that they don't have to talk really slow but just take a breath once in awhile or have a sip of water.

6. I feel that quoting or reading well aloud is an acquired skill that many people do not have, and even fewer realize they don't have it. As a result, people will rush through the written text, especially if everyone has a copy (or everyone but the court reporter). If I'm sure I can get my hands on the material the person is reading from, I don't get too uptight about interrupting. Unless, of course, it appears that they plan to continue in this vein, at which point I will interrupt and ask the person to slow down, because I really just don't want to type that much.

7. There is a very small window of opportunity where you can ask someone to repeat. Grab it while it's there, or that opportunity is gone and you're left with whatever garble you have in your audio file or cassette tape, and that's just not fun.

As for the Interrupting Cow? It's my kids' favorite joke (they're five and three):

"Knock-knock."

"Who's there?"

"Interrupting Cow."

"Interrupting Cow Wh—"

"MOOOOOO!"

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Five Commonly Used French Terms

From *A Word A Day with Anu Garg*

In their advice on good writing, some style guides recommend avoiding expressions borrowed from a foreign language (for example, *savoir-faire*). While the advice is well-intentioned, there are situations where a term from another language sums up an idea precisely in a few syllables that would otherwise take a few sentences in English. Besides, if you take a larger view, it's hard to say where one language ends and another begins. Consider such everyday words as *coach*, *garage*, *ketchup*, and *pal*. Do they seem like one hundred percent English language words? In fact, we borrowed them from Hungarian, French, Chinese, and Romany, respectively. So when a word appears to be foreign, often it's just that it hasn't tumbled around in the river of our language long enough to make it look (spelling) and sound (pronunciation) like a native. Also, some words take longer than others in getting naturalized.

This week we've picked five terms from French that — even though they have been a part of the English language for more than a century — still look very French. Feel free to pepper your lingo with these terms, but remember, just like pepper, a little goes a long way.

A note about pronunciation: Some of the terms have their pronunciations naturalized while others are still pronounced as in French.

agent provocateur (ah-ZHON* proh-vok-uh-TUHR) [* the second syllable is nasal] plural *agents provocateurs* (pronunciation same). Noun: Someone employed to encourage or provoke suspects into doing something illegal so they can be arrested or discredited. From French *agent provocateur* (provoking agent). USAGE: “Stanislav Beranek was critical over the creation of the role of *agent provocateur*, who will seek to provoke artificial situations in which someone will accept a bribe.” —Cillian O'Donoghue; *New Pandur Purchase Inquiry Launched*; *The Prague Post* (Czech Republic); Jul 21, 2010.

decolletage or décolletage (day-kol-TAZH, -kol-uh-). Noun: A low neckline on a woman's dress. From French *décolletage* (low-cut), past participle of *décolleter* (to expose the neck), from *de-* (away) + *collet* (collar), diminutive of *col* (neck). USAGE: “If you order *The Proposal* [as an in-flight movie on Saudi Arabian Airlines], you get a blurry blob over Sandra Bullock's modest *decolletage*, and even her clavicles.” —Maureen Dowd; *A Girls' Guide to Saudi Arabia*; *Vanity Fair* (New York); Aug 2010.

enfant terrible (ahn*-fahn* te-REE-bluh) [* these syllables are nasal] plural *enfants terribles* (ahn*-fahn* te-REE-bluh). Noun: A person, especially someone famous or successful, whose unconventional lifestyle, work, or behavior appears shocking. From French *enfant terrible* (terrible child). USAGE: “Once an *enfant terrible*, who as a young filmmaker challenged censors and outraged conservative critics, Koji Wakamatsu has not mellowed so much as ripened.” — Mark Schilling; *All's Unfair in Love and War*; *The Japan Times* (Tokyo); Aug 13, 2010.

fait accompli (fay-ta-kom-PLÉE) plural *faits accomplis* (fay-zuh-kom-PLÉE, fay-ta-kom-PLÉEZ). Noun: A thing accomplished: a done deal. From French *fait accompli* (accomplished fact). USAGE: “Matt Giteau, whose selection was once regarded as a *fait accompli*, will today begin the toughest selection battle of his illustrious career.” — Rupert Guinness; *Triple Headache for Deans at No.12*; *The Sydney Morning Herald* (Australia); Aug 16, 2010.

faux (foh) noun: Artificial; fake; false. From French *faux* (false), from Old French *fals*, from Latin *falsus* (false), past participle of *fallere* (to deceive). USAGE: “During movie production, all *faux* weapons had to be rubber.” — Amy Kaufman; *T.I. Reworks His Act for Hollywood*; *Los Angeles Times*; Aug 26, 2010.

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ILLINOIS COURT REPORTERS ASSOCIATION

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Illinois Court Reporters Association Mission Statement:

To maintain standards of excellence in verbatim shorthand reporting, to provide continuing educational opportunities and advocate technological advancements, and to promote a spirit of mutual assistance between the profession of verbatim shorthand reporting and its consumers.

WHAT ILCRA DOES FOR ILLINOIS REPORTERS

- Works to maintain your right to be certified.
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- Monitors, promotes, and lobbies to pass legislation favorable to the interest of court reporters, captioners and CART providers. Monitors legislation affecting our professions on a statewide and national basis through both our Legislative Committee and our lobbyist.
- Sponsors an annual conference and one-day seminars including continuing education and the latest in reporting technology.
- Publishes the Ad Infitum, a quarterly online newsletter containing the newest up-to-the-minute reporting developments throughout the state, highlights of board meetings, advertisements of vendors and agency owners, and names and telephone numbers of ILCRA officers.
- Serves as an affiliated state unit of the National Court Reporters Association.
- Offers members significantly reduced rates for the conventions and seminars.
- Co-hosts and pays for NCRA continuing education units for the three Court Reporting Services Seminars. ILCRA also provides personnel in connection with those continuing education credits.
- Awards a Student Scholarship, a Distinguished Service Award, an Award of Excellence for an Outstanding Educator and conducts speed contests each year.
- Provides on the ILCRA Web site, a Resource Manual which includes the CSR Act, Court Reporters' Act, Rules and Regulations of the Illinois Department of Professional Regulation, Transcript Act., and ILCRA Bylaws. It also includes officers' names and contact information as well as Committees and Committee Members. ILCRA Member Information is included on the Web site under Member Listing
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