

VALL REVIEW

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The *VALL REVIEW* is the official newsletter of the Vancouver Association of Law Libraries. VALL is composed of members of the law library community interested in discussing issues and sharing ideas. Opinions expressed in the newsletter are those of the authors and do not necessarily represent VALL policy or position. Unsolicited submissions are welcome. VALL reserves the right to edit submissions.

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THE PRESIDENT'S DESK

Johanne Blenkin, BC Courthouse Library Society

The focus of this issue is library moves. Moving a library, like middle age, is not for sissies. Both are inevitable — at some stage in a library career a move will occur. The less said about the challenges of middle age, the better.

The other reality in large urban centres is that, given the high cost of real estate, a library move invariably results in loss of space. We can wring our collective hands and lobby ferociously but it is a battle we have already lost. We are all experiencing a decline in "foot traffic" and decreasing use of primary sources in print. It is difficult to justify retaining expensive real estate with that trend.

Rather than view this shrinkage as a step backward, we can use it to engage in a new dialogue with our clients about what they need, not necessarily about what we think they need. Google has made everyone an expert (rightly or wrongly). We must deal with that perception and engage our clients. As part of our strategic planning at BCCLS this past year we asked a number of lawyers how they kept up to date, what challenges they faced keeping current, and how the library could help. Their answers surprised us and made us realize we must consult with our clients on an ongoing basis if we are to provide services they need.

The intersection of the virtual and the physical library has provided us with an opportunity to expand our role. We make running a library look easy — it isn't. It is time we eliminated library jargon and marketed our skills aggressively. This, of course, brings me to our March workshop on marketing. If your library has recently lost space or is about to, this workshop was a must to give you the tools and the inspiration to rethink your library.

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FROM THE EDITORS

Christina Tribe, Harper Grey LLP & Susannah Tredwell, Lawson Lundell LLP

The theme of this issue is "library moves", one of those challenges every library professional gets to face once... or twice... or more in his or her career. From a "simple" move (from A to B) to a complicated renovation resulting in an exciting game of "musical law reports", the members of VALL have seen it all. It is very useful then, when facing such challenges, to have the collective wisdom of VALL to fall back on. In this issue Gwendoline Hoar, a veteran of library moves, details two very different moves and what she learned from them.

The theme of the next issue of the *VALL Review* will be marketing and will include summaries of the presentations at the very successful March workshop. (Congratulations to Yoko Beriault, Gwendoline Hoar and Deborah MacLeod for organizing such an interesting and informative workshop.) If you are interested in writing something on marketing for this issue (or indeed anything else that would be of interest to the VALL membership), we would be delighted to hear from you.

We welcome your feedback, and look forward to your contributions.

Please make submissions to the editors:

Christina Tribe, ctribe@harpergrey.com or

Susannah Tredwell, stredwell@lawsonlundell.com

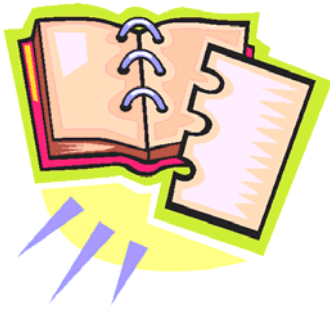
UPCOMING EVENTS OF INTEREST

- | | |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| May 6 - 9, 2007 | CALL Conference 2007: "CAPITALizing on Change"
Ottawa, Ont.
http://www.callacbd.ca/conferences/2007/index-e.php |
| June 21, 2007 | VALL Annual Round Table Discussions
Law Courts Inn, 800 Smithe Street, 5th Floor |

TIPS 'N TRICKS

Susannah Tredwell, Lawson Lundell LLP

- In case you didn't know this (and - this is embarrassing to admit - I didn't until very, very recently) you can renew books from the Courthouse Library online. Simply go to the BCCLS catalogue, click on "Check My Card" and (once logged on) click on "Checked Out".
- AsianLII (<http://www.asianlii.org/>), Asian counterpart to CANLII et al., was launched on December 8, 2006. Although still in its infancy, it includes case law and legislation from a number of different jurisdictions, as well as a couple of legal journals.
- UK Statute Law Database (<http://www.statutelaw.gov.uk/>), the official revised edition of the primary legislation of the United Kingdom, is now available online.
- Guide to Foreign & International Legal Citation:
<http://www.law.nyu.edu/journals/jilp/Final%20GFILC%20pdf.pdf>.
- Shauna Mireau has some advice on how to translate your searches in the new Quicklaw:
<http://mireau.blogspot.com/2006/10/old-to-new-quicklaw-search-translation.html>.



MEMBERSHIP MATTERS

Teresa Gleave, Fasken Martineau DuMoulin LLP

Johanne Blenkin was elected Member at Large of the Canadian Association of Law Libraries (CALL) and will be taking office May 9th, 2007.

Wendy Deighton (wdeighton@stikeman.com) is back at Stikeman Elliott after her maternity leave.

Jennifer Epps has moved to join LexisNexis, from Canada Law Book.

Suzanne Geba (sgeba@canadalawbook.ca) has moved to Canada Law Book as a Training Specialist for Western Canada. She is located in Vancouver. Suzanne previously worked as a librarian for Stikeman Elliott LLP and Lawson Lundell LLP in Vancouver. Please contact her regarding training on any Canada Law Book electronic products at 1-800-263-3269 (ext. 6406) or 604-734-9227 (Vancouver area).

Rob Golbeck was awarded the 2007 BC Library Association President's Award during this year's BC Library Conference. The award recognized his contributions to BCLA through his work as Chair and Website Administrator of the Library Technicians & Assistants Interest Group. To the best of his knowledge, Rob is the first library technician to receive this award, which, he said, "makes it all the more of an honour to be selected."

New Members Include:

Femina Fidai

feminafidai@lexpacific.com

Lex Pacifica is a commercial litigation boutique focusing on Administrative Law and Commercial Litigation. Femina is a Paralegal with Lex Pacifica Law Corporation. She has been with Lex Pacifica for 10 years. She is also the Area Coordinator for the Sun Run InTraining Clinics on the North Shore. She enjoys running, reading and gardening. She is also a volunteer at Grouse Mountain in the Wildlife & Refuge Department.

Elizabeth Tham

elizabeth.tham@lss.bc.ca

Elizabeth has been the Library Information Technician at the Legal Services Society's Library & Archives since 2005. She also works in the Port Moody Public Library's technical services department. Her varied work experience ranges from family storytime and reference assistance at PMPL to research and taxonomy development at Electronic Arts Canada.

New Student Members Include:

Kimberley Davison

kimdav@interchange.ubc.ca

Kim is from Calgary and she loves Vancouver's mild winters — except for this past one! She is in her second year of the joint MAS/MLIS program. She is interested in Law Librarianship and reference services in general because she likes to find hidden information and answer people's questions. She also enjoys sports, music, languages, restaurants and trying in vain to entertain her neurotic dog.

Vincent Gornall

vincent_gornall@hotmail.com

If you have recently switched employers, received a promotion, or if any of your contact information has changed, please drop a line to VALL Review Editors & Membership Secretary. We also welcome short biographies of new members.

WHAT'S NEW AT BCCLS LIBRARY...

Introducing the A-Z Knowledgebase

Mandy Ostick, Manager, Virtual Library, BC Courthouse Library Society

On March 22nd we launched a new feature on the BC Courthouse Library Society website that might be of interest to VALL members: the A-Z Knowledgebase [http://www.bccls.bc.ca/cms/index.cfm?group_id=70002]

The A-Z is a knowledgebase of handy references and hard to find answers to questions our users have asked us. For years we've kept an answer file for staff use at the Vancouver Courthouse Library reference desk. For those of you who know our library staff well, the A-Z is an updated version of the staff Quickfile database we sometimes dip into to answer your questions. With the A-Z we are making this information available to all on our website: access to the BC Courthouse Library Society staff's pooled expertise at the click of a mouse.

The A-Z is not a comprehensive resource. Instead, it is an eclectic mix of research tips and information we've compiled while helping our users find answers to their questions. Content ranges from information on how to find regulations pre – 1958 to obtaining demurrage rulings to the use of cameras in court rooms. Items are researched and compiled by our Vancouver Information and Research Services staff. As the information in the A-Z was developed with BC courthouse library users in mind, A-Z content is often specific to legal research in BC but includes information on national and international issues of interest to our users. The A-Z will continue to grow as we add new items (and we still have plenty of Quickfile content to add to the A-Z).

As well as high quality legal research tips, features of the A-Z include:

- A-Z list of subjects in the knowledgebase
- Keyword searchable using the A-Z search box or our general website search
- Links to online documents or to library catalogue records for sources of further information
- RSS feed so users can subscribe and stay up to date with what we add
- Comments form to give users an easy way to make suggestions.

Our beta testers for the A-Z included VALL members and local lawyers who provided many suggestions that have helped us transform a file created exclusively for staff use into an easy to use online tool. Many thanks to VALL members for their enthusiastic response when we were seeking testers for this product and for their helpful

feedback. We welcome comments on A-Z content, ideas for new material and any other suggestions to improve the A-Z Knowledgebase. As the purpose of this knowledgebase is to share accurate and up to date information of interest to BC legal researchers, we hope VALL members will provide comments so we can continually expand the content and ensure a high quality of information.

Renovations at the Vancouver Courthouse Library

Sarah Munro, Manager, Branch Services & Collections, BCCLS

For quite some time now, the Vancouver Courthouse Library has been in the middle of the library version of one of those home renovation shows — the kind where nothing goes perfectly smoothly!

You may have noticed the new circulation and reference desks, or even, buried in a far corner of the library, some new offices which are almost complete. The circulation desk, with its built-in scanner for checking books in and out, is in full, bug-free operation. The others, however, are in limbo while we wait for a new electrical panel to provide us with juice!

At the same time, we are having compact shelving installed in part of the library. This work, like all construction in the courthouse, has to be done after court hours, requiring our office administrator to do some fancy security and access planning. Despite one or two surprises, the compact shelving is clearly progressing day by day, and we anticipate the installation will be finished by mid-March. Once finished, the compact shelving will be the home of the U.S. regional reporters, among other titles.

And then there is the work being done on the building envelope, due to be completed by the end of last August! This is the reason for the plastic shrouding some of the shelves in the library. We were able to remove a good deal of it, but are glad we kept some. During the rains in mid-February, we had another little leak in the library. It is always somewhat alarming when the people responsible for building maintenance appear with large bins marked "Flood Control". Other than that, though, the building envelope work means darker offices for our staff in technical services and accounting (thanks to the opaque white shrink-wrap around the work areas) but no noticeable disruption for our users.

We hope that when the plastic is off and the lights are on, you will come by for the "reveal".

FEATURE ARTICLES:

Autres Temps, Autres Moeurs

Gwendoline Hoar, Lawson Lundell LLP



I have moved the library at Lawson Lundell twice: the experiences were vastly different. They are the stories of two different eras in law firm libraries. Here are the details...

In 1992, the entire office moved from three floors of the Scotia Tower at 650 West Georgia to five floors in Cathedral Place at 925 West Georgia Street. The library went from being a beautiful but desperately overcrowded interior space with built-in teak bookcases, stained glass windows (and two satellite collections for labour and tax) to a large light-flooded space with work tables and book carrels by the windows looking out over the Hotel Vancouver and the Art Gallery.

I began the planning of the first move three years in advance, immediately upon receiving the official word that it was going to happen. I made an inventory of my collection and measured every title. Each year I measured the growth of each title. By the end of the three years I had a large document listing the shelf space currently occupied by each title and I could easily project the space each would occupy after 5 year and 10 year periods.

I digested this information down to 'required shelf footage' and passed it to the Premises Committee, together with a memo on library design and pitfalls to avoid in that design, most especially the need for lots of adjustable shelving (the beautiful teak wasn't adjustable) and lots of workspace and counters for our heavily used library. The firm had more than tripled the number of lawyers on our team and the library had to accommodate both the research needs and the constant presence of articling students, associates and even senior partners.

I was informed that the designers would talk to the Premises Committee, the Premises Committee would talk to the Library Partner and the Library Partner would talk to me. I was not to approach either the designers or the Premises Committee directly. Many months of nervous tension passed. When I finally saw the space we had been assigned I could hardly believe my good luck, the Premises Committee had looked after me. Shelf space was going to be tight, but it was light and airy with a beautiful office for me opening into the library.

Then changes began to happen. The (for that time) radical decision not to have a reception area on each floor opened up floor space; I campaigned for some of this extra floor space and I got it. With the tacit approval of the Premises Committee, I contacted the designers directly to request the addition of counters, a photocopy room for the library, and more shelving. The result was a beautiful, extremely functional library that became a focal point for the whole firm.

The move itself went like clockwork. The library moved over a weekend in advance of the rest of the firm. As instructed by the manager of the moving company (Movex) I had numbered every shelf of every bookcase in the new space, and had carefully labelled the books in the old space with their destinations. Since the shelf lengths in the two libraries were utterly different, this was a time-consuming task. I also labelled each shelf which was to remain empty so there would be no mistakes about where the growth space had been allowed.

The difficulty was in the loading of the movers' booktrucks. The books had to be loaded by the Movex workers in the order in which they would be unloaded onto the new shelving. Only my faithful library technician and I had the plans (no one else wanted them) to show where in our old premises all the books were and how they were to be redistributed in the new space. I organized the loading of the book trucks which involved a lot of dashing from one floor to another and up and down the old hallways where our law reports meandered anywhere they could be shelved. At the other end, in the new space, Ellen supervised the unloading to make sure the books were getting shelved in the correct order on the correct shelves.

After two long days, it was all done, and the moving company contacted the Lawson Lundell move coordinator to praise the depth and precision of my planning because it had enabled their workers to work

so efficiently. I felt like the Queen of the Move. I felt competent to advise others on their library moves... Oh, how things can change!

The second move took place in 2005. It came about as a result of a decision to condense the office down from 5 floors to 4. For design reasons, all support services were moved to interior spaces. The library was to shift from our large area on the southwest corner of the fifteenth floor to a much smaller interior area on the north side of the floor directly off the freight elevator.

Of course, I didn't know the precise details to begin with. I only knew that the space was going to be crunched down, and that all library materials were to be consolidated — no more satellites. Having written a memo to the managing partner with my preliminary thoughts on how the library could be squeezed into a smaller space, (discard selected law reports; use compact shelving for the bulk of the text collection) I got on with my measuring and prepared for an experience similar to last time.

Wrong. First of all, although the old rule held (I could speak to the Library Partner who could speak to the Premises Committee who could speak to the designers), the designers only focused on a single floor at a time, so first the 14th floor and then the 16th floor were renovated, and only then thought was given to the details of the 15th floor. Because of the library's position on the 15th floor, the usual pattern of moving the inhabitants of each floor to a different floor for the duration of the destruction and reconstruction process was dropped. The Premises Committee decided that the 15th floor renovation would be handled in two parts. While the library remained where it was, the rest of the floor would be emptied and renovated, then the library would move to its new interior position and its former space would be renovated.

Oh yes, and all the free-standing metal shelving and built-in counters and shelving units were to be re-used. I was going to experience the fabled "rolling move", a move in which the shelf contents are carefully emptied onto book trucks, the shelves are first disassembled and moved, and then reassembled in their new positions. Finally, the shelves are reloaded.

In practice, this meant the library had to continue operating during the din and upheaval of a floor renovation that took twice as long (longer actually) than that of any other floor. And since there was nowhere for us to go, we had to continue to work while the nail guns clattered and the drywall dust floated through the air; while the plumbers and the electricians and the painters and the carpet layers all attended to their tasks.

The first step was to consolidate all the materials from the 5 satellite libraries into the main library, fitting them into call number order. To do this we needed to rent about 14 large wooden book trucks to hold all the law reports that were now in the way because they occupied the shelving where the satellite materials must now be accommodated. That was when we said good-bye forever to the library carrels and comfy chairs. While this was underway, the renovation of the 16th floor was started and the reception area was relocated to the front of the library. Literally. The desk for the receptionists and seating for clients was placed in front of our British law reports and encyclopaedias. This led to some interesting gymnastics as we tried to get at our materials. Apparently the clients loved the look and feel of being in a real library: they certainly were!

Once the reception area moved back upstairs in May, the 15th floor was emptied, except for the library, and the deconstruction began. About this time, I saw the plans for the library and learned that both the freight elevator and the men's washroom would open into it. (It turns out that at least one lawyer finds this handy, as it allows him to pick up law reports to read on his way to the washroom!) My request for the bulk of our text collection to go into compact shelving had instead resulted in a very small amount of compact shelving being allotted to us in an odd location off one end of the main library space. (Oh well, that's where we put the topical law reports.) Our biggest challenge was the decision that there should be no seating whatsoever in the library, and very little counter space. In order to make space for a desperately-needed counter floor space was taken from the Assistant Librarian and my offices.

Early in July, I was told that the new library area was ready for the “rolling” shift. I marked all the books for placement in the new space and the three of us kept careful track as the movers shifted the books from all of our shelving onto about 50 additional wooden book trucks. We numbered each book truck and labeled them with their contents as well as adding this information to our own ‘move books’ containing the new library shelf plans. Of course all the materials on the book trucks were labelled with the bay and shelf number where they were planned to end up. It was a good thing they were, because things did not go as planned.

After the first third of the shelves had been unloaded, the plan was for workmen to take apart and reassemble the shelving that night, so that over a period of three or four days the whole collection would move over. But for several days the night crew failed to materialize, and more and more book trucks were loaded (since the day-time movers were there) with less and less space available to store the loaded trucks. We moved them into bits of found space on the 18th and 17th floors (where they were inevitably in the way) and into finished offices on the 15th floor. Meanwhile we were desperately updating our lists so that when anyone asked for a book, we could not only swiftly sort out which truck it was on, we could also know where the truck was parked, for the time being.

Eventually the missing night workmen appeared on the job, but always during the daytime. (The workmen had other night jobs to do, and so they did our work during the day.) Alas, these particular workmen were delicate flowers. A politely worded query as to whether they thought they might finish assembling a particular lot of compact shelving by the end of the day (so that I knew whether to schedule the movers for that evening) led to them walking off the job and our move coordinator asking what I had said to offend them so much. Days passed before the shelving was disassembled. Many more days passed before it was reassembled.

Even though most of the metal shelving and the compact shelving was now in place, the millwork shelving and the parts of our old counters which had been removed from the walls of our previous location still had to be cut down and reassembled in the new space. So work continued all around us, and many, many trucks were still in use. Meanwhile there was no counter space to open a book on in the library.

Slowly, the millwork reappeared. Ultimately, two months passed before the elegant wooden shelving that would hold our ‘wallpaper books’ – the designers’ term for our British law reports and leather bound DLRs and SCRs was in place outside the library, and we could finally empty the last of the wooden book trucks.

Finally, in September, the work was completed and we could “move in”. We promptly held a party. We set up the drinks cart in the alcove by the men’s washroom, loaded the central work counter with food and the CD-player with dance tunes and celebrated the end of some things and the beginning of others.

So what did I learn from this? (I plan to never again move a library, so the knowledge is purely academic.) First, the obvious: you can never be too organized. As awful as the experience was, it would have been a great deal worse without all the preparation. Second, make a list of your absolute priorities, and stick to them. In retrospect, I would have been willing to sacrifice more of the collection if it had meant that we could have a seating area. Third, pick your fights. Designers have to listen to a lot of people wanting a lot of different things, and you need to make sure that they are hearing what is really important to you (even if it is being filtered up the chain of command).

FEATURE ARTICLES:

VALL Member Poll - Library Moves

Susannah Tredwell, Lawson Lundell LLP

Many thanks to all those people who took the time to answer the first VALL Member Poll.

We had 44 responses to the survey; of these 44 responses, 27 of the respondents (61.4%) had just moved, were currently moving, or planned to move. As might be expected, in a majority of cases the library became smaller following the move, with only 4 people reporting that the move had resulted/would result in more space.

"What do you see as the biggest benefit of the move?" was a sensitive question; the most popular answer was "no benefit" (to the library at least) (7 people) followed by "better layout" (6.5 people), "consolidation of satellite collections" (5.5 people) and "forced weeding of the collection".

As for the question *"What do you see as the biggest drawback of the move?"* "All of the above" appeared to be the most popular option. A number of the respondents expressed concern that designers had not taken in the needs of the library.

And finally, the words of advice for those planning a library move included:

- Find a powerful "champion" to represent library's concerns during the renovation/move discussions & planning.
- Compromise & accept "lesser evils" as needed, e.g. if lawyers' offices are going to be part of the mix in the library - try to have it be the research lawyer and retirees.
- Weed the collection thoroughly; you'll probably have less space afterwards.
- Read Catherine Kerr's workshop notes on moving.
- Draw up "before" & "after" collection layout maps for the movers.
- If you have to move in several stages, have maps for each stage of the renovation/move.
- Use "MOVEX" or other experienced library mover.
- Keep the library materials accessible despite move; have collection "maps" available for books in temporary locations.
- If bays are being reused, there'll be lots of dust.
- Arrange to take time off during the physical renovation — you'll likely have put in over-time in planning it all.
- When measuring width of new shelves, be sure carpenter understands your measurement is the actual width of the shelf, not the width of finished bay.
- Be prepared to justify new collection arrangement on basis of practicality in case aesthetics become an issue.
- Embrace the change as positive; life goes on.
- Be proactive. Work with the team, not against them.
- Consult and consolidate. Try to remember that the people asking you to make changes are the people you work for. Get everyone involved. Be open to changes. Look forward. Consult, consult, consult.
- Don't expect things to go well or to run on schedule and don't expect the space to conform to the drawings or plans when it's all finished.
- Have lots and lots of patience and try to work with designer or do it yourself which is what we did.
- Hire movers who have had experience in moving libraries.
- It is very difficult to get management to really hear what you need. They are going to do what they are going to do, so fight for the few things that are the most important to you and realize that you may not win.
- It might be time to seriously consider retirement or a move to another firm. If these are not possible, do find a good yoga teacher, meditation group, massage therapist and psychologist.
- Make sure movers are hired to move books.

- Make sure one of the staff stays to supervise the placement of items back on the shelves even if it means overtime!
- Make sure the designers understand that library shelving is not the same as filing shelving; that books come in different shapes and sizes; that they are heavy; users need a place to open the books (pull out shelves are useful if there is no study space) Stay involved even if they try to ignore you!
- Not much use putting up a huge fuss — moves are an inevitable part of library work. You just have to grin and bear it. It's also a good chance to locate all those chocolate eggs you hid during your last five Easter egg hunts but that nobody found!
- Plan with military precision. Be prepared for absolutely everything to go wrong, then be pleasantly surprised when some aspects work incredibly well.
- Preparation is key, but be ready to expect the unexpected.
- Read and prepare yourself so you become the expert on the subject.
- So often, the design and logistics of the library move are out of the librarian's control. If at all possible, try to be part of the discussion about the move from an early

date. Flexibility and finding innovative ways to protect the integrity of the collection are important elements of any major change in the library.

- Talk to people who moved libraries before.
- The layout is very important. Brainstorming sessions among all staff for "must have", "good to have", and "not important" lists proved to be very rewarding. In the end we moved into a smaller space, about a quarter less than before, but because of the better use of space, many clients thought we had more space than before. Embrace the library move and design the best layout that you like!
- Try to have as much input as possible about the design of the library.
- Try to stay calm and keep smiling otherwise your next review will reflect your negativity!
- Basically they did what they wanted with the space the Library had and we got what was left. All of the law reports had to be gotten rid of. No space left to work in the library. We hired a technician and had to do a make shift work area. The Librarian was not offered an office even though three were built in the space occupied by the Library.

VALL REVIEW NEWSLETTER ARTICLE CONTENT -- SUBMISSION GUIDELINES

To provide short news and articles on library information and knowledge management developments of interest to VALL members with a priority focus on legal information and related issues concerning the legal sector.

To highlight resources of interest to VALL which would be useful to the legal community and for professional library staff development.

Authors are advised to submit their draft articles that meet the minimal criteria:

For articles:

- 1) In Microsoft Word, Plain text or Rich-text.
- 2) Maximum of up to 800 words for full articles.
- 3) Single spaced with paragraphs.
- 4) Functional URLs and corresponding footnote bibliographic information for further reading.
- 5) Identification of author, their official position title and parent organization.

Publishers and vendors should only highlight for submission:

- 6) No more than 3-4 resources of key value per issue. Title, edition, author and projected price is helpful.
- 7) Of value, would be very recent new product developments that the vendor has not yet publicly released or the vendor would like feedback from its customers.

Note: If a vendor has already released public marketing information to all customers on its corporate web site, VALL Review editors will exercise rights to determine if there is sufficient space to include the submitted information, in light of other VALL content publishing priorities.

These guidelines are also at the VALL website: <http://vall.vancouver.bc.ca/vallreviewguide.htm>.

