

# VALL Review

## The President's Desk

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Welcome to the Summer 2012 issue of the VALL Review! As I write this submission, I am happy to glance out the window and finally see sunshine. The VALL season is drawing to a close, and hopefully, our busy schedules are lightening a little in keeping with the summer weather!

In April, the VALL Seminar featured Johanne Blenkin, Executive Director, Courthouse Libraries BC, who spoke about the recent changes to the Libraries' service model, as well as highlighted the resources and tools that are available to both lawyers and the public. Most timely, given the recent study released regarding lay litigants in B.C., Ms. Blenkin discussed how Courthouse Libraries B.C. are working to assist the public with their research requests. Their efforts in this area go a long way towards smoothing the process for lay litigants, and are in line with the current mandate of the B.C. Superior courts.

To end the season, VALL celebrated at our June Social Seminar with a BBQ lunch served on the Shangri-La terrace, and a presentation on law library valuation and insurance issues, given by Peter Roberts from Thomson Reuters and Bill Semrau from Jones Brown Insurance Brokers and Consultants. An eye-opener for many of us, this engaging talk certainly got the conversation flowing around the tables!

In June, the VALL Membership also had a chance to celebrate a very special member of our community. In February, Beverley Gail Nash retired from her position with the Legislative Council office of British Columbia, where she was the Registrar of Regulations for 38 years. Gail's efforts to support the legislative research work of the VALL membership will be sorely missed, and to that end, we celebrated Gail's career and awarded her the first ever Honorary



**Katherine Melville**  
VALL President  
2011-2012

# VALL Review

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Membership in VALL. Gail and her husband Robert were able to join us for lunch and had the chance catch up with old friends and make new ones. Gail's biography, written by VALL's own Gillian Crabtree of Edwards, Kenny & Bray, can be found on page 14.

The VALL Executive received a nomination this spring for Susan Daly, now retired from Alexander Holburn Beaudin & Lang, for Lifetime Membership in VALL. We were delighted to receive this nomination, and Susan is now our newest Lifetime Member. We will hopefully have a chance to celebrate with Susan in person at our December Social this year, and in the meantime, a lovely biography of Susan's career, written by our Honoured Member Anne Beresford, can be found on page 12.

Finally, as we close out the season, I would like to take this opportunity to once again thank the members of this year's hardworking VALL Executive. Our Programs Committee delivered interesting and relevant seminars that were well attended by our membership. Please don't forget to fill out the annual survey, emailed to the membership this month, as your feedback is invaluable in planning for next season. It has been a pleasure working with such an excellent team, and I am looking forward to next season and working with our incoming Executive as Past President.

Katherine Melville  
Director, Library Services, Farris LLP

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## From the Editors

**Mica Donnelly**, Borden Ladner Gervais LLP and  
**Helen Mok**, British Columbia Securities Commission

We're ending the 2011-2012 volume with an issue jam-packed of articles and topics sure to be of interest to our membership.

Did you miss the March VALL-BCLMA joint workshop on project management? This issue's feature article by Ian Collett, Manager of the Project Management Office at the British Columbia Securities Commission, provides a high-level overview of the different project management processes and includes links to additional sources of information.

Do you dread speaking to vendors when it's time to renew contracts? Not sure how you should approach the negotiation process? Laura Knapp, Manager of Knowledge Services at the Ontario Securities Commission, outlines three tips to keep in mind when dealing with vendors in the contract renewal process in her article "Contract Renewals: No Armour Required."

For those of you considering using SharePoint for your library intranet or knowledge management solution, be sure to browse through Bronwyn Guiton's SharePoint reading list. The articles and book chapters included discuss how libraries are using SharePoint and best practices for implementing a SharePoint site.

In addition to these three articles, we also have updates from Courthouse Libraries BC; profiles of this year's Lifetime Member recipient, Susan Daly, and Honourary Membership recipient, Gail Nash; and Sarah Munro's CALL 2012 Conference report.

Happy reading!

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.

ISSN 1712-065X

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## **New at Courthouse Libraries BC**

**Drew Jackson**, Director, Client Services  
Courthouse Libraries BC

### ***Criminal Spectrum Now Available on Public Computers***

We've launched Criminal Spectrum on the public computers in all BC courthouse libraries. As well as beautiful PDFs of Canadian Criminal Cases, Criminal Spectrum offers up-to-date versions of some much-loved texts including:

- Martin's Commentary
- Canadian Criminal Procedure (Salhany)
- Criminal Pleadings & Practice in Canada (Ewaschuk)
- Drug Offences in Canada (MacFarlane, Frater & Proulx)
- McWilliams' Canadian Criminal Evidence (Hill, Tanovich & Strezos)
- Sentencing (Clewley, McDermott & Young)
- Youth Criminal Justice Act Manual (Harris & Bloomenfeld)

Criminal Spectrum is a great addition to the online criminal law resources already available at courthouse libraries via CriminalSource. We also offer free, hands-on training on Criminal Spectrum (and other legal information tools) for CPD credit both onsite and live online.

### ***Reading Room Videos***

Courthouse library staff members Rebecca, a librarian, and Meghan, a lawyer, have teamed up to create four short practical videos available on our website at [www.courthouselibrary.ca](http://www.courthouselibrary.ca). The videos show you how to use HeinOnline and Irwin Law eLibrary to perform common research tasks such as:

- Finding books on specific topics
- Downloading PDF excerpts
- Finding journal articles
- Using the Supreme Court Reports

HeinOnline and Irwin Law are available for Law Society members via our online Reading Room and available to everybody on the public computers in all BC courthouse libraries.

### ***PLTC and Legal Information Skills***

We're delighted to be taking on an expanding role in providing training to articling students during their Professional Legal Training Course. For PLTC sessions starting in February and in May, we provided instruction to articling students in the basics of finding and using legal information, highlighting digital legal information tools.

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## What Is Project Management?

Ian Collett, Manager, Project Management Office  
British Columbia Securities Commission

### What is a project?

Before going into detail on project management and the role of the project manager, it helps to understand the answer to the question “What is a project?”

Despite slight variations among the definitions from project management professional associations, the following generic points apply.

Projects are:

- Temporary – They have a defined start and end date.
- Designed to produce a unique product, service, or result – They have a defined outcome.
- Delivered by a temporary organisation – A project team is formed, delivers the project, and then disbands.

These points provide a reasonable distinction between projects and ongoing, repetitive business functions.

Some organizations impose additional qualifiers on projects to limit the number of projects and the overhead this can incur.

- Cost – It’s a project if you spend over \$n.
- Duration – It’s a project only if the duration is over “n” weeks.

The last point to add on project definition is that projects are not restricted to any particular business, industry sector, or range of tasks. I managed our immigration to Canada from the UK “as a project,” and I’m pleased to say it was on time if over budget!

### What does the project manager do?

Now that we’ve defined a project, what is project management and what does a project manager do?

To keep things simple and to illustrate the role of the project manager, I’m going to explain at a high level the Project Management Institute’s processes of initiating, planning, executing, controlling, and closing a project.

## Initiating a project

While all the processes are equally important for overall project success, initiation has the objective of effectively beginning the project to ensure success at the end. Projects that do not start well often do not end well.

This process includes actions required for the project to start. These include:

- Obtaining any necessary approvals.
- Validating project alignment with overall business objectives.
- Setting the top-level project objectives.
- The assignment of the project manager.

In the standard project process, this information is included in a project proposal document; however, it's possible to perform the actions without producing a document and this is true of many project management processes.

## The planning process

Initiation and planning overlap and this is true of all the PM processes with the control process running alongside them all. It's standard practice for a project manager to start the planning process before the end of project initiation

At this point, a quote from Sir John Harvey-Jones comes to mind, which is a bit more amusing than the standard "fail to plan, plan to fail" project manager mantra.

*"Planning is an unnatural process; it is much more fun to do something. And the nicest thing about not planning is that failure comes as a complete surprise rather than being preceded by a period of worry and depression"*

The planning stage is where the project manager really takes control of the project and there are many techniques and methods for project planning. This could be as straightforward as a simple list of assigned tasks copied onto a wall planner for the milestone dates ("planning" for moving to Canada) through to detailed and advanced techniques, some of which can be found through the links provided at the end of this article.

Within this process, the project manager will either produce or facilitate production of:

- The project schedule – What are the tasks needed, when are they going to happen, and who is going to do them?
- The project communication plan – Who needs to be told what, when, and how?

- Quality plan - What processes are going to ensure the delivery of a quality product, process, or outcome?
- Change management plan - How will the project handle changes to its scope?
- Risk plan – What are the risks to the success of the project and how will they be managed?
- Cost management plan – What is the project budget and how will it be managed?

### **Executing the project – The “doing the work” process**

This process involves the highest level of activity within a project. The focus is on:

- Implementing the plan and doing the work.
- Monitoring and control by the project manager to ensure project objectives are on target with corrective action taken if necessary.
- Scope control through effective change control. There is a relationship between project duration, cost, and scope, if any one of these changes so do the others.

### **Closing the project**

The closing process includes administrative activities including:

- Collecting project records and ensuring they are appropriately archived.
- Formalizing acceptance/signoff of the “product” by the sponsor, client or customer.
- Conducting a “lessons learned” review to ensure that future projects can benefit from both the mistakes and strengths of the current project.
- Celebrating project success!

### **What skills does a project manager need for all of this?**

A project manager requires a range of abilities and while the skills needed may vary from project to project, they include the following:

- Effective organization and planning skills
- Problem solving skills
- Conflict management skills
- Negotiation and influencing skills
- Leadership, team building, and motivational skills

### **Concluding thoughts**

An important point to leave you with is that all project management processes and deliverables should be appropriate to the size and complexity of your project. Do not feel you need to rigidly follow process or produce unnecessary documents that do not add value to your project.

Being able to judge the level of governance and control a project needs comes with experience but always ask the question “Is this document/deliverable/process necessary for the project to be a success?”

Although this is a very high-level skip through the topic of project management, I hope you found it informative or it's given you a thirst to learn more about the topic. There are several different project management methods and professional associations. Below are links to the main project management groups and some websites that discuss project management documents and techniques.

### **Project management associations**

PMI (US Project Management Institute): <http://www.pmi.org/>

Projects in a Controlled Environment (PRINCE2): <http://www.prince-officialsite.com/>

IPMA (International Project Management Association): <http://ipma.ch/>

### **Project management tips and documents**

My PM Expert: <http://www.my-project-management-expert.com/>

Bright Hub: <http://www.brighthub.com/office/project-management.aspx>

Project Management Docs: <http://www.projectmanagementdocs.com/>

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## **Contract Renewals: No Armour Required**

**Laura Knapp**, Manager, Knowledge Services  
Ontario Securities Commission

I have a secret to share. I love contract renewal time! There was a time when I didn't feel this way, and oddly enough, it was when I was working for a legal publisher. When I first accepted the position as an Account Executive, I was unaware of how the process worked and equally unaware of how terrified I would be approaching the client about this very basic activity. Let's be honest, most people don't enjoy talking about money and librarians seem to be especially reluctant to engage in this conversation. I survived that first renewal and hundreds of others over the next four years with that vendor. I learned a great deal about the process and have used those lessons in my current position at the Ontario Securities Commission. I'd like to share them with you:

### **1. This is a symbiotic relationship**

This is the key. You have goals and budgets and the vendor has sales targets; by working together, you can achieve a solution that benefits you both. Vendors want to keep your business because it is easier to keep a client than get a new one. We, as clients, need to remember that the product(s) the vendor is selling are a part of our service plan and their success leads to our success. I like to be very honest with my vendors about the challenges I am facing, the successes I've had, the concerns I've experienced and, most importantly, my



goals for the library. How can they offer a solution if they don't know what I am working on? Think about the network of people that vendor speaks to on a regular basis. They just might know someone who is working on something similar and can connect you.

## **2. Profit is not a bad word**

The vendors do what they do as a business and need to make a profit to continue to exist. We have to accept this and adjust our perspective. If the vendors are doing well, they are able to invest in their products – acquire new content, improve their interface, and innovate. I am not saying we can't question pricing practices but I am saying that is okay for vendors to expect to be paid fairly for the services they provide. I encourage you to ask questions that clarify how vendors define "great value". Frequently renewal rates are based on usage and every person looks at that ratio differently. It is very helpful to understand in advance what the vendor is thinking and to articulate what you consider a good deal. For example, with a flat rate agreement, if my usage is 4 or 5 times what I paid, I think that we are doing well. Less than that, I question if we are doing enough to get our money's worth or if this is a product that is not used the way we expected.

## **3. Act like a boy scout and be prepared**

When I know that a renewal is coming up, I ask the account executive to send me all the usage reports they can, I poll users internally, look at a few years of usage (if I can), ask for a list of new products and services that have been rolled out, and for a quote about what the renewal proposal will be. Then when we sit down together, in a neutral place (i.e. not my office), there are no surprises. That conversation is quite different because we are starting with all of our cards on the table. I will have had time to think through what I really want and need to happen so I can suggest other options such as a multi-year contract, fewer users, monthly caps or different bundles of content. Generally when I say "*I have this much money to spend and the following things are must haves while the others are nice to haves or not required at all, what can we do?*", I have found it productive. I am honest about my budget because I don't want to waste time going back and forth. Many of my vendors now come to the table with their best offer rather than doing the "negotiation dance". We have mutual faith that we are both being upfront with the numbers we are sharing.

There is no real magic here. The light bulb moment for me came when I understood that we both had a job to do and both wanted to do it well so let's figure out how to do that. Once I shifted from the "us vs. them" mentality, I realized how enjoyable and mutually beneficial these discussions can be. And like any relationship, hard work, honesty, and a shared goal of success are foundational and critical.

Happy Negotiations!

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## A SharePoint Reading List

**Bronwyn Guiton**  
UBC SLAIS graduate

*This reading list is based on a report about SharePoint prepared for the Lawson Lundell LLP library by Bronwyn Guiton, a recent SLAIS graduate. Susannah Tredwell, the Lawson Lundell Library Manager, gave permission for it to be shared with the VALL Review.*

As SharePoint emerges as an increasingly popular option for law firm intranets and knowledge management solutions, law librarians must be aware of both the benefits and the challenges of implementing it. This reading list aims to help law librarians more effectively participate in discussions around what SharePoint can do for their firm and the role that librarians can play in the implementation process. Every resource listed in this section is available through the UBC library.

### **What Have Libraries Done With SharePoint?**

Dahl, D. (2010). An Unexpected Ally: Using Microsoft's SharePoint to Create a Departmental Intranet. *Journal of Web Librarianship*, 4(2-3), 207-224. Taylor & Francis Group.

The Dahl article is one of the most useful for the purposes of learning what other libraries are doing with SharePoint. The article profiles how SharePoint was implemented in an academic library. Pages 212 to 216 in particular discuss four tasks that SharePoint helped with: recording reference transactions, providing a staff manual wiki, posting announcements, and reporting computing and printing issues. The conclusion of this article (pages 222-223) offers a good summary of the managerial strategy required to successfully implement SharePoint.

Ennis, L. A., & Tims, R. S. (2010). Harnessing the Power of SharePoint for Library Application. *Computers in Libraries*, 30(5), 6-12.

Like the Dahl article, this article was very useful for learning about specific tasks SharePoint was implemented to handle in an academic library. Beginning on page 8, the author lists five things dubbed "Neat SharePoint Features." For example, this list includes descriptions of SharePoint's search capabilities and its granular permission settings. Starting on page 11, the authors describe which specific tasks their library is using SharePoint for. These tasks include requesting classes on certain topics, tracking reference stats, building an internal knowledge base, and coordinating interlibrary loans and pay per use products. The image on page 11 is a good example of how forms can be used to collect information from reference interactions for an internal knowledge base or just for the stats themselves.

Fishleigh, J. (2011). SharePoint and the Naked Law Librarian: How we can Harness our Core Skills to Promote Collaboration and Maximise the Return on Document Management Projects. *Legal Information Management*, 233-237.

This is one of the few recent available articles about what SharePoint is being used for in *law* libraries specifically. As a starting point, the author points to a recent UK survey of law libraries which showed that “. . . 3 out of 4 UK law firm respondents said they worked with SharePoint” (page 236). To be fair, Fishleigh does not identify in what capacity these respondents worked with SharePoint (e.g. as a collaboration tool or as a document management systems). Although the article strikes a casual tone, there is good information about how SharePoint is being used for document management purposes (e.g. a DMS), rather than solely for collaboration. For example, pages 235 and 236, starting under the heading “Why SharePoint?,” discuss why the software is being used in some law libraries over other document management systems. Quoting the head of IT at the UK law firm Winckworth Sherwood, Fishleigh points out that for those already working in Microsoft Word and Outlook, SharePoint offers seamless integration and a shorter learning curve. On the other hand, the author points out that in her own firm’s experience with SharePoint, careful discussion and then research had to happen before implementation in case the firm’s preferred DMS taxonomy could not be indexed by the version of SharePoint being used.

### **Learning How to Use SharePoint**

Husman, G. (2010). Chapter 7 Building Intranets and Internet Portals. *Beginning SharePoint 2010 Administration: Windows SharePoint Services 4 and Microsoft SharePoint Server 2010* (pp. 263-300). Hoboken, NJ, USA: Wrox.

Husman, G. (2010). Chapter 8 Customizing SharePoint 2010. *Beginning SharePoint 2010 Administration: Windows SharePoint Services 4 and Microsoft SharePoint Server 2010* (pp. 301-331). Hoboken, NJ, USA: Wrox.

The above two resources are chapters in the book *Beginning SharePoint 2010 Administration*. I found it to be more useful than other help manuals, like *SharePoint 2010 for Dummies*. The strength of these two chapters is getting the user comfortable with adding new tools (e.g. a wiki, a blog, etc) through step-by-step instructions. Some of the instructions are only useful for the IT department, but others are very relevant for library staff. For example, on page 269 of chapter 7, under the heading “Step 2 – Customizing the Intranet Start Page”, there are step by step instructions for adding an image at the top of the page, adding navigation tabs, adding a search field, etc. These are the sorts of customizations that every new administrator will need to master before going on to more advanced tasks.

### **Management Perspective on SharePoint**

Kovatch, B. (2010). Five SharePoint “Don’t-do’s.” *The SharePoint Dude*. Retrieved February 23, 2012, from <http://www.thesharepointdude.com/?p=1203>

Marshall, S., & Herrmann, C. (2012). Are employees rejecting SharePoint? *Melcrum*. Retrieved February 23, 2012, from <http://www.internalcommshub.com/open/channels/casestudies/spdebate.shtml>

Mullan, J. (2012). SharePoint 2010 do’s and don’ts. *Fumsi by FreePint*. Retrieved February 23, 2012, from <http://web.fumsi.com/go/article/manage/66603>

These three shorter articles (drawn from websites) explore the management side of implementing SharePoint. While many of the other sources listed above also touch on this theme, these three articles explicitly focus on best practices and do’s and don’ts for introducing a SharePoint site. The common themes include getting buy-in from users at every stage of the project, ensuring the new SharePoint tools are being used –and used effectively–, and continuous training and coaching of users. Essentially, these articles conclude that an organization cannot just build an intranet site and hope that the users will come.

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### **Lifetime Member Bio: Susan Daly**

**Anne Beresford**, Honoured Member

Susan Daly had her first brush with the law when she was a summer waitress at the Terra Nova hotel in Trail during her university years. The restaurant was owned by the LeRose family, whose son is currently Treasurer of the Law Society. Susan was born in Trail, as number five of six children. Everything was done for her apparently. In grade eight she got the highest mark in her class for a book report she wrote, and the librarian said “you should work in a library”. These three things probably made her what she is today.

Susan obtained her B.A. in French from the University of Alberta in 1969. She learned conversational French through lessons and went to Aix en Provence and Marseilles for further study and translation classes in 1971. Wanting to use her French, she moved to Montreal and was hired as a library assistant in the undergraduate library and then as the Circulation Supervisor at McGill University Law Library from 1971-1976. She started her MLS at McGill and finished in 1976 at the UBC School of Librarianship (now SLAIS).

Susan’s first professional position was at the B.C. Courthouse Library in 1976. She then worked at Bull Housser Tupper from 1977–1989, and at Alexander Holburn in 1994 until her retirement in October 2011. She had a brief stint in between the two law firms, at Legal Services Society and at Lang Michener for an overall career in law libraries of 35 years.

While she was at Bull Housser, friends arranged a blind date for her playing tennis with an M.Eng named Reimar Hauschildt. She had prepared with tennis lessons. The lessons apparently never took, but the blind date did and they were married in 1979. They have two daughters, Marnie and Ali.

Susan was able to handle her career and raising a family as her work day at Alexander Holburn ended at 3 pm. She is a fitness buff and is always rushing off to her gym. She and Reimar have done a lot of travelling. Destinations include Europe, New York, Florida and eastern Canada. Reimar retired in 2009 from Capilano College as a Mathematics professor. Future retirement plans for the two include relaxing, volunteering, courses at UBC, and more travelling.

When asked about her memories from library school, she admits to loving cataloguing (at McGill) and enjoying Sam Rothstein's Reference and Research course at UBC. This love of cataloguing helped when she had to take on the collection at Bull Housser in the early years. Other challenges there were starting and learning Quicklaw, and training lawyers to use it. Susan will be fondly remembered at Alexander Holburn for the candies available in the library every day and frequent library gatherings offering home baking. She will also be remembered for her wit, humour, and constant teasing for which she is famous among her friends as well as lawyers and staff. When asked about any involvement in the legal research program at UBC she indicated being part of the PLTC research course along with some of her colleagues, when that was offered in the 80's. What she found most interesting about her work as a law librarian were the research questions...they always made things interesting and there was never time to be bored.

Susan was a founding member of VALL in 1989, served as Review Editor in 2001-2003, contributing many articles, and was Secretary in 2005-2006. As a proficient legal researcher, she was the "go-to" reference librarian for colleagues. Being creative in her solutions, she has always been a huge support to law firm librarians and VALL generally. She was an avid CALL member as well, and recognized the importance of both the local and national associations, and the many contacts they provided as critical for sustaining our individual work.

Here are some comments from library friends and colleagues about Susan:

*"From the earliest time as librarian in a law firm Susan was the person to call when we had a complicated question which needed either advice or an answer.*

*"Susan is a true reference librarian to the core. If the traditional library sources do not come through, she knows the exact person or government department or the appropriate agency to contact. She is the ultimate library resource."*

*"My earliest memory of Susan was in the summer of 1976 at the courthouse library. Susan was already an authority figure and could answer any question asked of her. She was not daunted*

*by lawyers rushing into the old library in their robes running up and down the aisles looking for the BC Annual Practice. She always had the highest of standards. Susan epitomized the concept of the pursuit of excellence. “*

*“Susan was an excellent and proficient legal researcher and probably the best for many years, she was never acknowledged as that and perhaps should be now.”*

*“Susan is one of the few law firm librarians in Vancouver whose photograph and a description of library services appeared in a firm marketing brochure and newspaper advertisement created for client use.”*

*“Susan was the one who encouraged me to attend CALL conferences and seemed to know everyone at CALL even in the very early years. She felt a national professional association and the many contacts it provided, was critical for sustaining our individual work.”*

Enjoy your retirement Susan and your lifetime membership in VALL!

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## **Honorary Membership Bio: Gail Nash**

**Gillian Crabtree**, Library Manager  
Edward, Kenny & Bray LLP

Beverly Gail Nash, British Columbia's former Registrar of Regulations, officially became the first Honorary Member of VALL in June of 2012.

Gail became the Registrar of Regulations in January 1974 and retired on Feb. 1st after 38 years in the British Columbia Legislative Counsel's Office. After her retirement, Gail plans to continue with her dedicated service to the public as a talented member of Victoria's local arts community. She serves as President of the West Shore Art Council's Board of Directors. She is an instrumentalist with Victoria's Civic Orchestra, playing oboe and *cor anglais*, and she has been an alto singer engaged with local vocal ensembles.

When VALL was established in 1989, Gail voluntarily became our first contact in the Legislative Counsel's Office and unofficially VALL's "expert on-call" for any and all complex legislative queries. Gail's dedication to her work and her professional contribution has been invaluable to the legal community of B.C. and in particular, to our law library community.

Gail is the author of *Legislation Made Easy*, a guide to the complexities of the various aspects of statutes, regulations and orders. With over 4000 copies sold, this essential title is now in its 3<sup>rd</sup> edition. VALL Members will be pleased to know Gail has an ongoing agreement with the Queen's Printer to continue to publish subsequent editions after her retirement.

Gail was instrumental in helping the Queen's Printer develop *QP LegalEze*, which, for over a

decade, has provided the most comprehensive online collection of current B.C. Laws available. Throughout the development of *QP LegalEze*, Gail encouraged the Queen's Printer to seek out and to consider the suggestions and recommendations of VALL members for the ongoing enhancements. VALL's contribution was officially recognized by the Queen's Printer when Gail came to Vancouver to present the launch of *QP LegalEze* at a special VALL meeting in 2001.

Legislative research is a fundamental part of a law librarian's work and it is thanks to Gail's unique expertise and many professional contributions that B.C. now has the most current, comprehensive and reliable print and online provincial legislative resources in Canada.

VALL's Honoured and Lifetime members have each contributed to the association by paving the way for the ongoing success of all of the members. Gail, our first Honorary Member, paved the way by making current B.C. legislation accessible and legislative research understandable and easier for all of us, and her contribution will continue to assist everyone in British Columbia for years to come.



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## CALL 2012 Conference Report

**Sarah Munro**, Librarian  
Singleton Urquhart LLP

The CALL 2012 Conference in Toronto was again a jam-packed three and a half day event. You can't attend everything, and you can't report on everything, so here are the sessions that stood out for me.

The pep talk of the conference came in the form of Lessons from the Flat Track: How Being a Roller Girl Has Helped Me to Be a Better Librarian by Eileen Lewis of the Legislative Library of Ontario. She took us through four lessons, one for each wheel on a roller skate: risk taking, teamwork, leadership, and instruction. To give you a flavour of how smoothly she made the connection between librarianship and roller derby, this is what I wrote under risk taking.

- Take risks. You will recover.
- Acknowledge you're hurt and take time to recover.
- Once you know how to fall, it's easy. There are now such things as "fail camps".
- Trust your gear – it makes taking risks easier. Learn about everything you use, understand what you're using and be confident in it.
- Be proud of your bruises. Think "I tried something out, it failed, here's what I learned".
- Some risks are not worth it. Take the high road, for example in dealing with other people. Your connections in the law library community are important.

There was some Vancouver content at the CALL conference this year. I didn't attend Carolyn Petrie's Background – Check! Conducting Due Diligence because I'd seen it in Vancouver (highly recommended). Sarah Sutherland's presentation, Library Systems Migrations: If Your Staff Want to Retire, You're Doing It Wrong, was another practical session from the trenches. Sarah included plenty of questions we need to ask ourselves and the vendors as we're contemplating or planning a systems migration, with suggestions about what we need to watch out for. It's great to have Carolyn and Sarah as resources in our community!

Two other sessions deserve mention. Sarah Glassmeyer talked about Library in Their Pocket: Using Technology to Meet Your Patrons Halfway, while Rebecca Strange (a medical librarian at Peel Public Health) and Shaunna Mireau gave us an innovative session on Innovation.

Sarah Glassmeyer started by relaying the prediction that by 2013, more people will use their phone than PCs to go on the web. With that, she ran through various elements to consider with mobile devices. She touts playing to the strengths of mobile devices (strengths such as cameras, they are ubiquitous, they are easy, and there are plenty of pre-made apps); not bothering to build your own apps but making sure that your website is mobile friendly (you can check it on [www.howtogomo.com](http://www.howtogomo.com)); using QR codes and e-books; and using plug-ins and widgets.

Rebecca Strange and Shaunna Mireau used Jetjaw ([www.jetjaw.com](http://www.jetjaw.com)) to take surveys as they were doing their presentation. Each question had its own QR code, which the attendees with mobile devices would then use to answer the question. The answers were immediately tabulated on the screen for discussion. Shaunna also pointed out that an organization like a law firm is made up of many groups, such as the firm itself, the students, the practice groups, etc. One way to innovate is to take the good ideas from the groups that have cool things working and transfer those ideas to the other groups that might benefit. She also said something that might be my new mantra – tough choices *are* innovations. It's a variation on difficult decisions being opportunities, and worth remembering as we cut subscriptions and online services.

Socially, this conference was stellar. The opening party at the Legislative Assembly of Ontario at Queen's Park was wonderful – an entertaining speaker, tours of the lovely library and the



Speaker's apartment, great food, and an opportunity to shop! The closing banquet at the Liberty Grand was truly grand, and the awards luncheon was also the anniversary luncheon, with a great trivia game. Prizes were awarded to the team that got the lowest score as well as the ones that got the highest scores. Best of all, the prizes for the lowest scoring team were ten years' worth of (unused) conference swag, donated by a librarian who had been clearing out her basement. Also featured at the luncheon and on the last morning of the conference was the interview with Tom Shorthouse for the CALL Oral History project. Try to see it the next time it's screened - it's interesting and charming.

As always, I found attending the CALL conference a rewarding experience. I am very grateful that the Peter Bark Professional Development Bursary helped defray the costs for me to attend this year. I urge you all to consider applying for it next year, either to attend the CALL conference in Montreal, or to pursue your continuing education.

### **VALL Review Newsletter Article Content Submission Guidelines**

Please take a look at the guidelines below and contact the *VALL Review* Editors if you have any further questions. You do not have to be a VALL member to write for us. Anyone is welcome to contribute to the *VALL Review* as long as you meet the guidelines below. Thanks for your support and interest!

#### **Purpose of VALL Review**

- 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:

- 1) In Microsoft Word, plain text or RTF.
- 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 any new product developments that the vendor has not yet publicly released or that 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.)