

VALL REVIEW

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September 1999

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

FROM THE EXECUTIVE OF VALL

Jane Wells

We have left the last summer of the 1990s and move toward the fall and the anticipation of Y2K. Welcome back everyone.

The VALL Executive held their summer meeting and reviewed the members' responses to the topics discussed at the June roundtable meeting. Graeme Dempsey provided us with a brief summary of the results. Included on the discussion sheet was the consideration for VALL to establish a VALL listserv or VALL website and to look at ideas for an official VALL logo. As a result of the interest expressed by the membership, an executive committee has been established to look into the practicality of either a listserv or website. The committee will report to the executive this fall. We also determined from your responses that there appeared to be no interest from the membership for VALL to become officially affiliated with the Canadian Association of Law Libraries. Also, most members were in favour of increasing the amount of the award for the Peter Bark Memorial Bursary to between \$750.00 and \$1000.00 and retaining the March 1st deadline for receiving applications. Suggestions for speakers and topics for the VALL luncheons included: the Chief Coroner, Constable Anne Drennan, Constance Vogel and holding a "pink tea" to commemorate the unveiling of the famous five statue in Ottawa in October, 1999. Some ideas for acknowledgment gifts for speakers included coffee mugs, wine, chocolates and business cardholders. Thank you to everyone who attended the annual roundtable and for these suggestions.

On Thursday, August 19th, 1999, Stuart Morrison, President of Western Legal Publications and Canada Law Book Inc. hosted a reception for VALL members at the Courthouse Library. He provided an explanation as to why the production and administration functions were being moved to Aurora, Ontario and addressed the concerns of the members regarding the changes in service. A list of publications that will no longer be published was issued on September 1st, 1999.

I look forward to working with the members of the executive and thank them for their enthusiastic support.

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FROM THE EDITORS

Tracey Carmichael and Lynda Roberts

Your fonts are expressive
Your colours divine
but your fancy formats
send me out of my mind!

Thank you to all who submitted items for this issue of the *VALL Review*. Like always, the September issue includes reports from the summer conference circuit. This year's CALL Conference highlights are summarized by *Gillian Crabtree*, the 1999 Peter Bark Bursary recipient. *Barbara Holder* from Forintek kindly submitted information on the SLA Conference.

The above little ditty alludes to the many hours spent by the editors trying to re-format the submissions to reflect the plain vanilla style of the *VALL Review*. I'd like to ask that people keep their use of special formatting (italics, bolding, type sizes, etc . . .) to a minimum (or leave them out all together) to help us speed up our editorial process.

Submissions for the next issue of the *VALL Review* should be sent, by e-mail preferably, to: *Lynda Roberts*—ljr@bht.com or 641-4949 (fax) or *Tracey Carmichael*—tracey@bccls.bc.ca or 660-2841 (fax). The Deadline for submissions is November 22, 1999.

CORRESPONDENCE

August 30, 1999.

James de Gaspé Bonar,
President & CEO,
CCH Canadian Limited,
90 Sheppard Ave., E. Suite #300,
North York, ON,
M2N 6X1

Dear James de Gaspé Bonar,

Re: Closure of CCH's Vancouver Office

I am writing in response to your letters of December 1998 and March 1999 regarding the closure of the Vancouver office of CCH Canadian Limited. CCH Canadian had many customers in British Columbia who received timely and reliable service through the Vancouver office staff. Helen Jergensen was an excellent employee who was able to resolve many concerns without having to refer them to David Pleasance. We were extremely disappointed that the Vancouver office was closed without canvassing CCH's British Columbia customers and with virtually no provision for serving our needs. The office closure seemed to occur suddenly and without any contingency plan for Vancouver customers.

When CCH had a Vancouver office, CCH customers were able to review new products onsite; now we will have to have them shipped to us and return them if they prove unsatisfactory. Further Helen was able to resolve many claims by promptly faxing copies of missing pages and assisting with invoice problems. Now both of these tasks must be done through email or via the CCH website.

There is no local CCH contact to assist us when something goes awry. Our main concern is who to contact to resolve our problems; one specific problem area has been when ordering American products.

In the four months since the office closed, CCH has appointed one new sales rep and is in the process of hiring another. While this is positive, CCH has arbitrarily divided Vancouver into two sales territories on either side of Burrard Street. As a result, *VALL* members whose business offices are on one side of Burrard, but who have a mailing address on the opposite side are unable to determine who their CCH representative is.

In addition to geographic divisions, CCH has decided to divide client representation into business units. By doing so, law librarians will be forced to deal with multiple CCH representatives. Having multiple representatives is not in the best interests of CCH customers. Librarians will now have to deal with two

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or more CCH representatives who will each need to become familiar with many more libraries and their collection needs, doubling the amount of time CCH spends on each library and the amount of time each librarian must spend with CCH.

Having identified the problems we are experiencing, VALL offers some solutions:

- have a CCH representative meet with a member of the executive to discuss these concerns
- designate one contact person in the Alberta office to serve Vancouver clients' needs ensure this Alberta contact person knows the schedule and whereabouts of Vancouver sales reps
- revise CCH invoices to include title information, thereby reducing the need to call CCH for this information

Yours truly,

Jane Wells,
President, Vancouver Association of Law Libraries

Cc. Wendy Hearder Moan, Chair, Vendors Liaison
Committee, Canadian Association of Law Libraries

August 30, 1999.

Catherine Quinlan,
University Librarian,
Main Library,
University of British Columbia,
1956 Main Mall,
Vancouver, B.C.
V6T 1Z1

Dear Ms. Quinlan:

Re: UBC Serials Cancellations

I am writing to you regarding proposed serials cancellations at the University of British Columbia Library.

Although we are not often thought of as the primary users of the University of British Columbia Library,

the serials collection is often used by British Columbia law firms. The university library's collection is unique and we rely upon it to obtain access to serials that are not available elsewhere in the province. In addition, law firms support the university library collection through their donations.

The Humanities and Social Sciences Division has published its cancellation criteria at:

<http://www.library.ubc.ca/home/serialcan/hss-criteria.html> as has the Life Sciences Libraries Division: <http://www.library.ubc.ca/home/serialcan/life-criteria.html>.

Are the criteria being used for potential cancellation of law library serials by the University of British Columbia Law Library also available?

We urge that the cancellations of legal serials occur only after serials being considered for cancellation have been jointly reviewed in a cooperative process performed by the University of British Columbia Law Library, the Courthouse Library and the University of Victoria's Diana M. Priestly Library.

VALL is very concerned about cancellations of serials—especially legal journals—and would like to be informed of the criteria used and be kept informed during the review process so that we can make our views known.

Yours sincerely,

Jane Wells,
President, Vancouver Association of Law Libraries

Cc. Sandra Wilkins, Chief Librarian, University of
B.C. Law Library

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May 7, 1999

VIA EMAIL

Stuart Morrison
President
Canada Law Book/Western Legal Publications

Dear Mr. Morrison:

Re: Western Legal Publications becoming a division of Canada Law Book

I am writing to you about the changes occurring at Western Legal Publications [WLP] now that it has become a division of Canada Law Book [CLB].

First let me say that the law library community is saddened and distressed to see the end of Western Legal Publications. Many of us have good friends at Western Legal. Everyone in the community has come to rely upon Western Legal's products and excellent service—especially for document delivery of unreported judgments. Those who know the story of Western Legal's genesis—springing from Jack Cram's frustration at losing a case because he lacked the crucial unreported decision—cannot help but see the company as the epitome of Western Canadian ingenuity.

Second, I am concerned that changes in WLP's status and function, which will have a dramatic impact on your customers, seem to be occurring with little or no notice to those same customers. For example, the initial announcement of March 4th, 1999 that was posted on the CALL listserv failed to mention that all WLP staff had been given six months notice, which leads one to suspect that there will be no local WLP presence. In another example, I have heard from a reliable source that CLB pulled the plug on some unpublished WLP titles, leaving at least one author with a completed manuscript and no publisher. I hope these two examples are not an indication of abandonment, if you will, of the Western Canadian market because it is considered "uneconomical" by Eastern Canadian standards.

As customers, our experience with production and editorial control located outside our jurisdiction is that product quality and customer service declines. For example, CLB's Aurora office has never supported cus-

tomers service beyond noon on Friday, Central Time. That's 9:00 a.m. Pacific Time. When one of your competitors moved editorial control of a B.C. product to Ontario, the first issue of the weekly publication appeared in March of the year the change occurred and local librarians have found fundamental errors in statutory publications that did not occur in previous editions. I am sure you can understand our concern, despite your reassurances in your letter of March 17, 1999.

Closing WLP's office and moving production from Vancouver to Aurora is a huge change. Western customers often feel their needs ignored by eastern-based legal publishers catering to the larger Ontario market. Unfortunately many publications prepared in eastern Canada for the Western market are often of poor quality—e.g. failing to promptly note statutory changes and citing minimal Western case law. We are particularly anxious that BC-based authors and editors continue to work on BC products.

While your letter of March 17 did clarify some issues, it has left many questions unanswered.

- What will the publication philosophy be?
- What will happen to the current WLP products, both print & electronic?
- Will the focus be on print or electronic products?
- What will become of *BC Decisions* "document delivery" service?
- Will decisions continue to be locally available in same day service at approximately the same cost?

Rather than restating all their concerns, I am including an Addendum listing comments received from VALL members about WLP service and products. Western Legal's customers need clear responses to their questions.

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We would appreciate your presence at the VALL meeting of June 17, and ask that you give a statement in person on the current and future status of WLP and its products at that time.

Sincerely,

Anna Holeton
President, VALL

cc: Leslie McGuffin, Western Legal Publications
Dawn Urquhart, Chair, CALL Vendors Liaison Committee
Maureen McCormick, Chief Librarian and Executive Officer, BC Courthouse Library
Grace Makarawicz, Library Manager, ICBC
Wanda Quoika-Stanka, President, ELLA, Edmonton
Heidi Rees, President, LLAW, Winnipeg

ADDENDUM

Service

My main concern is whether the eastern people will recognize the enormous inconvenience involved in getting B.C. material from them.

There is concern that Canada Law Book staff in the east will be unable to provide the kind of instant answers and immediate understanding of our local requirements that only experienced local staff can offer.

Apart from the fact that we like dealing with Western Legal and knowing we can phone them and, in an emergency, have a case in our hands in record time, I do have some other concerns. I have found, over the last couple of years of merging publishers and electronic priorities, that we cannot depend on the materials we receive any more. There seems to be less quality assurance and new staff appear to be hired for their electronic skills rather than their legal knowledge and experience.

The fact that Ms. Christmas' announcement failed to mention the tiny fact that they will be moving production to Ontario makes me nervous. Having a publisher

in town IS important, especially when they are specializing in B.C. materials. We currently depend on *BC Decisions* for our current awareness and delays caused by production priorities and transportation will matter to us.

Will CLB accommodate the 3-hour difference between Toronto and Pacific Time?

Hours of service—Canada Law Book does not respond to customer service inquiries after noon on Friday eastern time! All calls go to an answering machine.

The high priority service which firms receive is critical—especially for Labour law practitioners.

BC Decisions—Civil and Criminal

The majority's immediate concern is the fate of the amazing collection of caselaw that Western Legal has carefully assembled and housed since Jack Cram started the whole concept of digesting cases for faster delivery in 1970. As we heard from Jennifer Jordan, Registrar, BCCA, who spoke to VALL in January, even the Vancouver Court Registry no longer has many of the cases that Western Legal still has. This is particularly true of the unreported and oral decisions which other publishers chose not to publish, but which had been sent to Western Legal by individuals over the years, because of the importance of those decisions.

I do NOT want to access old B.C. decisions (back to 1972, for example) on a rush basis from Ontario, unless CLB is prepared to convert all the *BC Decisions Civil* and *BC Decisions Criminal* to electronic format that would be easily and quickly available on-line. Those older decisions are still cited in *McLachlin & Taylor, Fraser & Horn* and *B.C. Annual Practice*. The litigators DO use them!

Will CLB be able to send BC decisions to us electronically, e.g. via email, so we can print them here?

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Provision of document delivery services for case retrieval is a big concern, i.e. reduced speed from eastern location, increased cost for faxing, quality of reproduction when copies are faxed (especially for use in court).

Disposition of the case collection currently held by WLP; will CLB ship all decisions back to Ontario, give the collection to the Courthouse Library, or destroy it like Butterworths did?

The future of *BC Decisions Civil* is crucial because it is a publication that is absolutely mandatory for all law libraries in BC. Will CLB continue to publish it?

Who will do the digests/indexing for *BC Decisions*? Will it be done in BC?

Will CLB continue to cite subsequent case reports when known, i.e. prepare their *Table of Cases*?

Will CLB continue to produce the special index such as the *Experts Evidence* index?

BC Decisions—Labour Arbitration

Our in-house Arbitration Databases have ALL been set up around the “A-number” indexing that WLP has assigned. We must keep the indexing system uniform for searchability.

A big concern I have is access to the unreported civil decisions Western Legal has especially Labour Arbitration. Getting these decisions could become VERY expensive, as we would likely need them on a rush basis, therefore have them faxed. CLB’s charges have been \$2.50 a page—which we found out the hard way last year! I would like these decisions to be given to the Courthouse Library.

CONFERENCE REPORTS

CALL/ACBD 1999 Conference Report

Gillian Crabtree
1999 Peter Bark Memorial Bursary Recipient

“Peaking into the Next Millennium” was the theme of this year’s conference held at the Banff Conference Centre in Alberta, May 30–June 2, 1999. We quickly realized that this would be a conference to remember when upon our arrival, the snow was falling and brightly coloured warning notices greeted us in every room with the message “DANGER—Beware of the Elk in Season”. The play on the mountain theme and the impending new millennium was both clever and inspiring as we all moved from building to building to attend a variety of meetings and receptions via outdoor forest paths, surrounded by the majestic Rockies and several new CALL Conference attendees, i.e. the resident elk. I wondered if “OOP”, the CALL Organizational Orienting Program organizers, would be able to find some members of CALL with enough elk experience to offer these unusual “first attendees” some assistance.

As always at these conferences, timing becomes an art form while planning when & where to be for the next few days. It is often difficult to choose between concurrent sessions and this year was no exception. The sessions began early Sunday morning with the Vendors Liaison Committee meeting and continued non-stop until the final Plenary Session on “Resources—Tunnelling Through Mountains: Delivering the Right Resources to the End of the Track” on Wednesday afternoon. Meanwhile, the exhibit halls were filled with all the latest publishers’ presentations offering a most valuable opportunity to view and learn about the extensive variety of current legal resources available during the brief intervals between sessions!

Fortunately this year, the text of the papers presented at the three excellent plenary sessions will be available via CALL’s Website, <http://www.callacbd.ca>, so I will just briefly mention those first and then go on to

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provide more details about some of the other interesting sessions.

The objective of Monday's plenary session, "*People: Leading the Way Up the Mountain*" was to examine the future role of librarians, with the major focus being on the skills and competencies which will be required in the next century. "*Technology: Getting Lawyers Onside and Online: Strategies for Promoting End-User Research*" was the second plenary session presented by four representatives from the academic, law firm and publisher/vendor constituencies. The panel answered previously submitted questions, focusing on what strategies they have used in their own environments and in their marketing that have worked to bring technology and lawyers together. The final plenary session, "*Resources: Tunnelling Through Mountains: Delivering the Right Resources to the End of the Track*" was a very entertaining address delivered by *Alan H. MacDonald*, Director of Information Services, University of Calgary with the message that the provision of useful information requires librarians to be continuously adaptable to difficult conditions, changing environments, evolving tools and unpredictable finances and the bottom line is always the same, "The only thing that counts is delivering the goods"

The Vendors' Liaison Committee Meeting was conducted in a question and answer format with the majority of questions from the CALL members being directed to the representatives of Carswell/Thomson, *Mr. Robert Freeman* and *Ms. Bonnie Preece*. The immediate topic of concern was Carswell's most recent announcement that Canadian access to Westlaw will no longer be provided by Quicklaw and e-Carswell will be the exclusive Canadian distributor. As of October 1999, *The Canadian Abridgment Case Law Digests* and *Canadian Case Citations* will no longer be available via Quicklaw and, along with the *Canadian Statute Citations*, all three services will be integrated into e-Carswell. The questions from CALL Members identified many concerns and problems with e-Carswell including: pricing, recording search time, publication bundling vs. individual access, quality of content and training issues. The future of the CD-ROM format was also questioned and several members expressed concern over the numerous errors in many of the recent editions of Carswell's printed statute consolidations. The consensus seemed to be that Carswell's response to

these problems and concerns to date has been inadequate and as a result, user confidence in Carswell publications is declining.

Several suggestions and requests for changes were made by CALL members for Carswell/Thomson to consider. The one major and very urgent request from e-Carswell subscribers was to provide the capability for recording individual knowledge workers' search time, which has always been a standard feature provided by Quicklaw and many other online publishers. Unfortunately, according to Mr. Freeman, Carswell/Thomson is not currently intending to work on providing a cost per search recording capability for any of their e-Carswell products because they claim it is not possible when access is provided via the Web and Carswell/Thomson is now focusing on the Web for all future product development. For the current Canadian Westlaw subscribers, this policy will mean a serious reduction in service when Westlaw is transferred from Quicklaw to e-Carswell and it was strongly suggested that if Thomson insists on removing Canadian access via Quicklaw, then Canadians should have the option of accessing Westlaw directly, just as the U.S. customers do, rather than being forced to subscribe to e-Carswell for access. Mr. Freeman announced that Westlaw will be available as of August 1 via e-Carswell but there will be an overlap with access still available also via Quicklaw from Aug. 1 to Aug. 31, 1999. Westlaw.com was introduced last March in the U.S. and he noted that DOS will no longer be supported due to lack of Y2K compliance for DOS. It was suggested that unbundling e-Carswell products and allowing the customer to determine which individual subscriptions best suited their requirements would be much more acceptable than the current "bundle" system. Archival CD-ROMs would be helpful for several publications, such as the *Treaties With Canada Series* which apparently will not expire and will not be changed to a Folio format. Mr. Freeman also stated that Carswell/Thomson will not be offering an archival product for the benefit of those who purchased the now defunct *Canada Reporter*.

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To summarize the Carswell/Thomson part of the meeting, as far as the e-Carswell service is concerned, Bonnie Preece announced that she is now responsible for co-ordinating quality control and she encouraged everyone to report problems via e-mail addressed to her new address, <http://quality@carswell.com>. Bonnie will then ensure that they are directed to the appropriate department of Carswell for resolution. Although Mr. Freeman could not offer any specific answers, he agreed to bring all the concerns raised at the meeting to the attention of the Carswell/Thomson's management team for their consideration.

Canada Law Book (CLB) & Western Legal Publications (WLP), were represented by *Stuart Morrison*, now the President of both companies. Stuart outlined the plans for the closure of the Vancouver offices of Western Legal Publications (WLP) on September 30, 1999 and the resulting transfer of all of WLP's publishing and production operations to Aurora, Ontario, now that CLB has assumed control of WLP. The sales staff will be increased in Vancouver and WLP will continue, but all cases and the photocopying services etc. will be based in Aurora. The hours of operation in Western Canada will continue to 5 pm, PST. The cost of obtaining judgments from Aurora is not yet known. Stuart announced that there will be improvements in the current production of the B.C. Annual Practice and the full text of WLP's judgments will be added to the Western Legal digests online from January 1, 1999.

Unfortunately, CCH Canadian was not represented at the meeting, however, the unexpected abrupt closure of the CCH Office in Vancouver last December was announced by *Anna Holeton* as a disturbing trend amongst the publishers. The efficient service so long provided by the local office in Vancouver cannot be replaced by a long distance telephone service.

The *Private Law Libraries Special Interest Group Session* was a presentation entitled "*The Business Plan for the Private Libraries of the Year 2000*". The presenters were Anee Ellis, Director, Library Relations, West Group, Eagan MN. and *Karen Chown*, Director of Administration, Macleod Dixon, Calgary. This was a very informative session including: trends for the future for private law firms and what this means for the library; the importance of a business plan and how to develop your strategy; by-in from the firm and im-

plementation. Anne Ellis' presentation in Powerpoint will be available on <http://www.callacbd.ca>.

The Copyright Committee Meeting was convened by *Daniel Boyer*, McGill University, CALL's designated representative on the copyright issue. *Janine Miller*, Director of the Law Society of Upper Canada Libraries, presented with great expertise, the details of the case between the Canadian legal publishers, CanCopy and the Law Society of Upper Canada on copyright licensing issues, which was heard in the Federal Court of Canada Trial Division in Toronto from late Nov. 1998 to Feb. 1999. The closing arguments had been heard at the time of the Conference but the judgment had not yet been handed down. An article in the November 30, 1998 issue of the Law Times summarizes the issues. Janine described her incredible experience of spending half a day under cross examination on the witness stand answering questions with the aid of The Great Library's 40 years worth of statistics, carefully explaining that the library was not in the business of making a profit. As a result of her experience, Janine's ultimate advice to us all was to "KEEP STATISTICS". We learned that most Universities have already signed CanCopy's agreement and that they are now targeting the law firms. Many businesses are also signing the agreement but so far only 2 law firms have signed and she suggested that the law firms should wait for the Federal Court's decision on the definition of "fair usage" before considering signing.

There were many other Special Interest Group meetings, the AGM and other demonstrations and sessions which were also of great value, but unfortunately it is not possible to cover them all and this overview is probably too long as it is.

Each time I am fortunate enough to have the opportunity to attend the CALL Conference I come away with a new found energy and a renewed admiration for all the highly dedicated members who make up the organization. CALL provides an invaluable network for the exchange of ideas, concerns, problems and solutions for the benefit and support of every member. The 2000 CALL Conference is being held in

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Charlottown, PEI, and I hope as many of you as possible will be able to attend. If you haven't yet had the opportunity to visit Prince Edward Island, I highly recommend it to all.

Special Libraries Association Annual Conference

Knowledge Management for the
New Millennium June 5-10
Minneapolis, Minnesota

Barbara Holder, Forintek Canada Corp.

"You cannot manage knowledge!"

Larry Prusak, a consultant in information management, challenged our assumptions saying you cannot manage knowledge. In studies of Fortune 500 companies he found that knowledge is "What the knower knows", can take 15 years to develop, is best acquired through apprenticeship, is "sticky and contextual" and cannot be transmitted in documents.

The best way to use a firm's intellectual capital is to "hire smart people and let them talk to each other". To facilitate networking a firm should foster a sharing culture, ensure knowledge workers have sufficient "face time" with each other to establish trust, use technology to enhance sharing of information across geographic divides, and have leaders whose role is to facilitate networking.

Larry says that although you cannot manage knowledge, you can "make knowledge visible", so that it can be accessible. He said leveraging knowledge is as much a human resources challenge as it is an information management challenge, because staff have to change their behaviours around sharing information.

Larry's findings tie in with the experience at Buckman Laboratories where *Bob Buckman* has made it a personal crusade to leverage the firm's intellectual capital to improve the bottom line. Buckman longer calls their initiative Knowledge Management—it is now called Knowledge Sharing.

"Selling the Invisible"

Harry Beckwith, a marketing consultant and author of the book *Selling the Invisible: A Field Guide to Modern Marketing* (New York, Warner, 1997) delivered a talk, "A field guide to marketing the modern special library". He said sales in service industries are based not on product features, but on relationships between the client and the service provider. Harry's ten keys to enduring relationships are:

1. SPEED—Provide speedy service and real-time information;
2. AFFINITY—Establish a good rapport with clients;
3. PREDICTABILITY—Be consistent day after day;
4. COMFORT—Make sure clients are comfortable with you;
5. IMAGE—Behave, dress and communicate in a professional manner;
6. SACRIFICES—Make sacrifices for clients;
7. THANKS—Thank clients for their business;
8. WELCOME—Welcome both phone and foot traffic;
9. FEEDBACK—Ask clients how you did;
10. NAME—Use the client's name at least once every 15 minutes.

Harry demonstrated his opinion that price, brand and packaging trump quality with case studies from his own consulting practice. For example, Harry helped a client whose jewellery business was languishing by setting up a promotional campaign based on "parables"—stories about people who had healed relationships and delighted friends with a gift from the client's jewellery store. Each story was printed on an

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embossed card. Sets of cards were mailed to a suitably well-off local audience. The jewellery store's prospective clients could personally relate to the benefits framed in the parable. Business increased 200 per cent even though the quality of the product had not changed!

“SLA President’s Campaign—Raising the Profile of the Information Professional”

Susan Dimattia, SLA President, announced her campaign to raise members' profiles with decision makers. Susan said that although members are quite satisfied with how they are perceived, thinking they are highly-regarded, they are actually perceived to be “running-in-place”. Susan plans to “formulate the value proposition” which can be presented to “the powers that be” as part of a year-long program. The Western Canada Chapter has adopted the President's campaign as a theme for an issue of the chapters' online journal *Wired West* (<http://www.sla.org/chapter/cwcn/wwest/index.htm>) and some professional development sessions.

Western Canada Chapter

Western Canada Chapter members gathered for a dinner meeting in a great French restaurant, giving members from our far-flung cities (Winnipeg to Victoria) the chance to get to know each other. Great food! Great company! WCC members teamed up to ensure that no one was left out of the many social events, including dessert receptions, jazz barbecues and a trip to the Mall of America!

What's ahead?

The next SLA conference will be the:

2000 Philadelphia Annual Conference
Philadelphia, PA, USA
June 10-15, 2000

Independence to Interdependence: The Next Phase in the Information Revolution

Philadelphia in the year 2000 is where our past and future converge for the 91st Annual Conference of the Special Libraries Association. In our many and varied

roles as information professionals, we have a unique relationship with history. Not only have we experienced firsthand the changes wrought by the information revolution, particularly in the past century, but we are pursuing new ways to harness information and communications technology not only to access and present the knowledge which fuels that information economy, but also to preserve it for the future. In effect, at the dawn of the next millennium, we are helping to create tomorrow's history today.”

NEWS

The B.C. Courthouse Library

Sarah Munro

The 1998 *Cumulative Supplement* to *The Advocate Index* is available for \$50.00 plus G.S.T. It covers the 1997 and 1998 issues of *The Advocate*, as well as, for the first time, wartime correspondence. Copies of *The Advocate Index* to 1996 are also available. To order, please contact *Susan Whalen* at 660-2910.

Law librarians around Vancouver are frequent users of the B.C. Courthouse Library Society's web catalogue, judging from the feedback we get. However, you may not be aware that we also have uncatalogued materials which may be of interest and use to you. In particular, the Vancouver Courthouse Library has a collection of library literature, both journals and texts, covering subjects such as space planning, manuals of law librarianship and reference work. Please feel free to ask us about them or to come into the library to use them; you may also borrow these materials.

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We keep certain archival CD-ROMs at the Vancouver Courthouse Library. Currently, we have the *Consolidated Statutes and Regulations of Canada* dated April and December 1995, August and December 1996, and August 1997. We have the *Consolidated Statutes of British Columbia* dated November 1991, 1992, 1993 and December 1994. We have also kept the Income Tax Act dated February 1997 and March 1998. These CD-ROMs are listed in the catalogue, but they are mounted on a stand alone computer in the reference office. Please ask at the reference desk if you would like to use them, or you can order photocopies from them in the usual way.

Full Text of Canada Law Book Digests To Be Added To Lexis

Lynda Roberts

The July 1999 issue of *Quill & Quire* contains an article entitled, "The Electric Lawyer" at pp. 38-39. In this article, *Jeremy Barker* quotes *Gary Rodrigues*, President of Publishing, Butterworths Lexis/Nexis as follows: "With Canada Law Book, we are digitizing a quarter of a million full text decisions . . ." When asked whether this joint digitization project would include the Western Legal Publication cases as well, *David Overall*, Director, Information Technology, Canada Law Book replied that, "yes, the digitization process undertaken will link Western Legal Publications digest to the matching full-text decisions. However, initially the coverage for the WLP digests will begin with the digests published in January 1999." He added that they, "are able to create the link between digests and the full-text decisions as a result of a production methodology developed and used here at Canada Law Book." They were only able to apply this methodology to WLP digests starting at the beginning of 1999 and there is no schedule to extend the scope back before that time. Feel free to contact David Overall at doverall@canadalawbook.ca or (905) 841-6472.

Neutral Citation Standard

Lynda Roberts

The Canadian Judicial Council announced its endorsement of a neutral citation standard for Canadian case law on June 28, 1999. They urge all courts to implement the standard as soon as feasible.

A "neutral citation standard" is a means of citing court judgments without reference to specific publishers, databases or report series.

The Neutral Citation Standard of Case Law permits every court registry to assign a unique identifier to every judgment which, together with paragraph numbering, provides an easy and accurate way of referring to all court judgments. Such a system is necessary for accurate citations in a computer environment, in which page numbers have been rendered meaningless.

The Standard was developed over the past two years by the Canadian Citation Committee representing court administrators, law librarians, legal publishers, law societies and others. The Committee, chaired by Professor *Daniel Poulin* of the Centre for research in Public Law at the Faculty of Law, University of Montreal, has consulted widely in the preparation of the Standard since work was begun in June 1997. The Canadian Judicial Council has supported the project in its role of promoting uniformity and efficiency in the operations of superior courts.

The Standard may be obtained electronically through the Canadian Citation Committee's website at <http://www.droit.unmontreal.ca/citation/en>. Copies in paper form may be obtained from the Canadian Judicial Council at Suite 450, 112 Kent Street, Ottawa, ON, K1A 0W8, (613)998-5182, fax (613)998-8889.

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NOTICES

Copyright Notice to Members of the Canadian Legal Profession from the National Copyright Committee of the Federation of Law Societies of Canada

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June 19, 1999

This Notice is to update the last Copyright Notice issued by the National Copyright Committee on December 22, 1998. In that Notice, we provided some comments concerning the license agreement that CANCOPY proposed to request law firms to sign dealing with the photocopying of materials.

We understand that CANCOPY has now circulated the license agreement to a number of law firms across Canada (i.e., firms with 20 or more lawyers and firms practising in the area of intellectual property law).

As indicated in our earlier Notice, the National Copyright Committee maintains the position that CANCOPY should await the decision of the Federal Court action involving certain legal publishers and the Law Society of Upper Canada before requesting law firms to sign license agreements. We believe that this decision, which is expected shortly, will assist law firms to determine what copying activities may require permission from the rightsholders, and the scope of any fair dealing or other exceptions that may be applicable.

The Committee has also indicated that it is willing to cooperate in a survey dealing with photocopying activities in the Canadian legal context. We take the view that such a survey should address possible differences in photocopying activities according to such factors as the size and location of the firm and the type of practice. Such a survey would also address the nature of the material copied and the purpose for which copying is carried out.

The Committee would note that in requesting Canadian law firms to sign license agreements CANCOPY has pointed to licensing arrangements made in other jurisdictions including the U.S. and U.K. For example, according to a recent press report, a representative of CANCOPY indicated that a recent agreement between Copyright Clearance Centre, Inc. and the 740-lawyer New York-based firm of LeBoeuf, Lamb, Greene & MacRae should encourage Canadian firms to recognize need for licensing.

While recognizing that practices and legal developments in other countries cannot be ignored, the Committee believes that any licensing arrangements to be applied generally to the Canadian legal profession should reflect Canadian photocopying practices and legal developments. That is why the Committee wish to have empirical information concerning photocopying activities in the Canadian legal community and the clarification of the law should be provided by the pending Federal Court decision. In the meantime, the Committee takes the position that an agreement made with one or more large U.S. firms has limited value by way of precedent for the licensing of the Canadian legal profession.

As indicated in our earlier Notice, we believe it would be advisable for firms to seek their own advice in responding to requests from CANCOPY to sign license agreements. In the meantime, we look forward to the Federal Court decision and will pursue discussions with CANCOPY on the matters referred to above.

Approved by the Board of Directors of Federation of Law Societies of Canada, June 19, 1999

Made available to the Law Societies on July 15, 1999

22 December 1998

Member societies will be aware that CanCopy has recently printed advertisements indicating the availability of license agreements for law firms to address photocopying of legal materials.

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In earlier notices, the National Copyright Committee emphasized the important public policy and legal questions concerning copyright in legal materials. Some of these questions are the subject of a trial which began in the Federal Court on November 23, 1998 between the legal publishers and The Law Society of Upper Canada. We hope that the decision in that case will provide guidance to law societies, libraries and members of the profession in understanding the scope of copyright in legal materials, the applicability of various exemptions in the Copyright Act, and what copying activities, if any, should be covered by a license from CanCopy. In our view, it would be preferable for CanCopy to await the outcome of the trial before finalizing an agreement and approaching the legal profession. However, we understand that CanCopy does not wish to wait until the case is decided since it believes that the decision will likely deal with narrow issues that will not impact on law firms.

Our specific comments concerning the agreement in the form currently proposed by CanCopy are as follows:

We understand that the royalty rates set out in the Agreement were decided by CanCopy based on information obtained from licensing schemes in other contexts and other countries, notably the U.K. The Committee recognizes the difficulty in establishing an appropriate royalty rate without engaging in a comprehensive survey of the Canadian legal profession. At the same time, we note that an empirical basis for the royalty rates proposed by CanCopy has not been established in the Canadian legal context. For this reason, we believe it would be preferable to await the outcome of the current litigation such that there will be a clearer understanding of what copying activities should be properly covered by the license, and thereby to assess the value of such copying.

While we are pleased that the license agreement provides for no increases in the royalties to be paid to CanCopy for two (2) years, we note that there are no limits on increases in royalty rates after that time, nor is there a clear basis for determining how adjustments

would be made in subsequent years (e.g., to take into account any decline in copying of legal materials).

The license agreement acknowledges that it has no application to copying that is permitted under the Copyright Act; however, the Agreement provides little guidance to indicate when copying of any legal materials may be permitted (e.g., because they are not subject to the publishers' copyright, because copyright has expired or because copying may be covered by an exemption in the Copyright Act). Again, it would be the Committee's preference to await the outcome of the litigation so that members of the profession might have a better understanding of their rights in this area.

To the extent that the legal publishers already acknowledge that the copying of materials such as reported judicial decisions for use in judicial and other proceedings is not compensable, we understand that the license agreement will not apply to this activity.

Law firms should be aware that the license agreement does not permit the conversion of works from printed form into electronic media (except for the making of a temporary digital copy solely to make a single print copy). The agreement also does not permit the copying of any work from CD-ROM or other digital media into printed form.

Members of the profession should note the prohibitions against any "off-premises" copying (except for materials owned by the firm) and the obligations to insert a notice on the first page of any copy that is made under the agreement.

The agreement limits the amount of copying that may be made under the agreement, and when a firm requires copies beyond such limits, it will be necessary to obtain specific permission from the rights holders.

Any law firm should also review carefully the provisions of the license agreement relating to record-keeping and the rights of inspection granted to CanCopy. Under the form of agreement currently proposed, a firm is not required to provide any information or make available its records in such a way as

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to violate any obligation of confidentiality to clients or solicitor-client privilege.

A law firm that is requested to sign a license agreement with CanCopy is encouraged to seek its own advice in responding to such request. Law firms should be apprised specifically of certain provisions of the Copyright Amendment Act passed in 1997 which have not as yet been proclaimed, but are expected to come into force shortly. These include provisions that permit a party in an infringement proceeding to claim statutory damages without the need to provide the actual damages suffered due to the infringement.

Other provisions of the Copyright Amendment Act will permit a library that is not established for profit or that does not form part of a body conducted for profit to provide a single copy of certain works or excerpts to any person requesting the same for purposes of research or private study. Member societies would need to consider carefully whether these provisions apply to libraries falling within their purview.

MEMBERSHIP MATTERS

Thank You and Best Wishes to Western Legal Staff

VALL would like to extend our best wishes to all Western Legal staff who will be leaving at the end of the month. We have all enjoyed working with you over the years and especially appreciate the support you have offered to VALL.

For many years Nancy Nesbitt took charge of production for the VALL Review. Without her excellent work and enthusiastic spirit, and the generosity of WLP who underwrote all of the associated production costs, the newsletter would not have been possible. We would like to thank Nancy for her many contributions and wish her success in her new endeavors.

Tribute to Tom Shorthouse

Tom Shorthouse, retired law librarian at the UBC Law Library, was the 'coverboy' and subject of an entertaining biographical article in the July 4, 1999 issue of *The Advocate*. Congratulations!

New Members

Judy Mackenzie
MacKenzie Fujisawa Brewer Stevenson
tel: 689-3281
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Moves

Cheryl Thomson
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Gillian Crabtree
Edwards, Kenny & Bray
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UPCOMING EVENTS

Person's Day

Person's Day is celebrated each year to recognize an important legal victory for women on Oct. 18, 1929 when the English Privy Council overturned a Supreme Court of Canada decision and declared that women were legal "persons", and therefore eligible for appointment to the Senate. This year, our VALL luncheon meeting on Oct. 21st will include a guest speaker from the West Coast Women's Legal Education and Action Fund (*LEAF*), founded to contribute to the goal of advancing women's equality in Canada.

West Coast LEAF is holding a national forum on equality rights to be held Nov. 4-7 at the Hyatt Regency Hotel. The forum, titled *Transforming Women's Future: Equality Rights in the New Century*, will focus on five main themes:

- Celebrating achievements in the struggle for women's equality: outlining the unfinished agenda
- Social and economic rights of women
- A place at the table: legal strategies to ensure women's participation in policy formation & decision-making
- Intersection of race and gender
- Violence, abuse & misuse of power

Speakers include *Pregs Govender*, South African Member of Parliament; *Sharon McIvor*, Honourary Forum Chair; and The *Honourable Anne McLellan*, Minister of Justice.

More information will be available at our October meeting, but if you wish to obtain a registration form and program outline prior to this, please contact the

LEAF office at 684-8772 or e-mail wcleaf@dowco.com. or check their website at <http://www.westcoastleaf.org>.

VALL Meetings for 1999/2000

Mark your calendars with the following meeting dates:

- | | |
|-------------------|--|
| October 21, 1999 | "Pink Tea" with Tara Britnell, a guest speaker from LEAF. |
| November 18, 1999 | Linda Morrison—
B.C. Courthouse Library |
| December 8, 1999 | Christmas Social with SLA and VOLUG at the Terminal City Club. |
| January 20, 2000 | |
| February 17, 2000 | |
| March 16, 2000 | |
| April 20, 2000 | |
| May 18, 2000 | |
| June | Date to be announced. |

VENDORS CORNER

Butterworths

Electronic product

Butterworths has recently published *Federal Court Library* CD-ROM (July '99). This product consists of two components: the *Federal Court/Exchequer Court Reports* and the *Federal Court of Canada Service* (Hughes). The reports component will offer the full text of the judgments and headnotes of the complete *Federal Court Reports* and *Exchequer Court Reports*. For subscribers licensing both components, hypertext linking will be available between material from the Federal Court of Canada Service infobase and material from the Reports infobase.

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The *Supreme Court Reports* on CD-ROM (July '99) offers the full text of the complete Supreme Court Reports judgments and headnotes.

These new electronic products are licensed to Butterworths by the Federal Court of Canada and Supreme Court of Canada respectively and have the exact pagination as the print versions. Licensing is based on concurrent use. Both products are updated on a quarterly basis. Call me for a free demo.

Looseleaf Product

Class Actions Law and Practice (June '99) is a one-volume service that covers all issues and procedures dealing with class actions. Topics covered include evaluation of the potential class proceeding, certification of the class proceeding, financing, costs, class action fees, limitation periods and individual proceedings. This looseleaf stays in bounds with the Ontario and British Columbia statutes and other relevant legislation and rules.

Canadian Texts

Sopinka's *Law of Evidence in Canada*, 2nd Ed. (July '99) has been thoroughly revised and updated to reflect the "principled" approach to evidentiary rules enunciated by the Supreme Court of Canada over the last six years.

Ruby's *Sentencing*, 5th Ed. (July '99) provides a thorough analysis of criminal sentencing principles, objectives, options and trends. The new edition includes new chapters on dealing with the sentencing of aboriginal offenders and conditional sentencing.

The *Law of Charitable and Casino Gaming* (Bourgeois) provides vital information and insightful analysis regarding the operation of charitable and casino gaming in Canada. Topics covered include the licensing process, conduct, management and operation of a lottery scheme and eligibility requirements.

The *1999 Canada Business Corporations Act* and *1999 Ontario Business Corporations Act* have been released. If you require more copies than your current standing order, please give me a call.

Forthcoming Texts

Bruce's *Assessment of Personal Injury Damages*, 2nd Ed. (Oct. '99) provides access to information and methods used to calculate damages in both fatal and personal injury accident claims. Studies and key statistical data from a wealth of different sources are brought together in this new edition.

Agriculture Law in Canada (Aug. '99) surveys all the laws governing the creation, operation, termination and transfer of farms.

Call *Arthur Vaz*, Western Canada Sales Manager for electronic demos or enquiries. Arthur Vaz 689-4133 email: avaz@butterworths.ca

Carswell

Since the launch of eCARSWELL in the fall of 1998, developers of the Web-based subscription service have made considerable enhancements to the four specialized services, providing subscribers with a "one-stop shopping experience" as soon as they log on.

Most recently, the new exclusive Westlaw gateway opened on eCARSWELL on August 1, creating the single most comprehensive Internet-based legal information resource for both American and Canadian jurisdictions, giving subscribers the most complete collection of U.S. online legal, business and news information. The establishment of the link to Westlaw means clients have immediate access to the most complete resource information service in the industry, supported by the latest electronic search methods and automatic updates of the latest information. "It's an opportunity for Carswell to increase value to its customers with material of a high quality," says *Bob Freeman*, Vice-President of Legal Strategic Market Group. "It arms us with a mechanism to provide a higher level of service." Westlaw contains more than

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12,000 databases of information spanning a variety of jurisdictions, practice areas and disciplines. According to Freeman, the West Group is excited about the decision to link Westlaw to eCARSWELL and provide value to Canadians.

In what's being pegged the "big hit" of the summer, subscribers to *insolvency.pro* now have access to content from the Insolvency Institute of Canada (IIC) at the click of a button. The resources from the IIC include:

- Policy documents from across Canada
- Judgments not reported elsewhere
- Expert precedents from member firms
- Articles by expert practitioners in their field

As of May 1, federally appointed judges have been linked through the Judicial Affairs Information Network to *judge.pro*, giving them free access to all four online services. Some of the main features of the service include: Comprehensive case law consisting of the full text of over 300,000 decisions; all judgments in Carswell print law reports, judgments reported in other commercial or official print law reports since 1986, and all judgments, reported and unreported, provided by the courts from January 1996 forward; direct links from case and statutory references included in articles and papers on JAIN, to the relevant full document within eCARSWELL; leading Commentary from Houlden and Morawetz, Richard McLaren, James McLeod and Victor P. Albioni

The functionality of eCARSWELL has also seen drastic enhancements since the research platform was initially created last year. Users can now restrict their searches to more than one jurisdiction and subject area, and can search for three words appearing close to one another as easily as they can search for a three word phrase. The ability to load new material has been increased threefold, allowing users to access all information on eCARSWELL far in advance of print or CD-Rom formats. The developers have also introduced the ability to see results chronologically for case law and digests so that the most recent cases come first. As well, the descriptive information on our case law hitlists has increased to help users determine if a case is

relevant. Now the hitlists will include every issue discussed in a case.

When retrieving documents, subscribers can expect to find it easy to retrieve even long documents right away because the speed with which documents load has been enhanced. And with the advent of scheduled searches, the user can save a search and ask the system to notify them every time the databases are updated. According to *Michael Silverstein*, Online Product Development Manager, "A lawyer does research for a case and is going into court in two weeks. The Scheduled Search feature makes sure they don't miss anything in that two week period, meaning if they don't do any further research before the court date, they will still be kept abreast of any changes. If you want, you can be notified by e-mail so you don't even have to log on to get the updates."

The latest improvements being made to the individual services include the following:

1. *insolvency.pro*—The IIC content, along with bulletins from the Superintendent of Bankruptcy, and new legislation, including the new P.P.S.A. and the Quebec Civil Code are being added.
2. *securities.pro*—Alberta and B.C. Securities Commission Bulletins have been added beginning January 1999 and our coverage of the OSC Bulletins goes back to 1994.
3. *family.pro*—The developers are in the process of enhancing the coverage of Child Support Guidelines, and tables are being added.
4. *law.pro*—All of the articles and case comments – 1,500 in all—that appear in Carswell law reports are now on the service.

Submitted by Barb Esau

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Canada Law Book

Time is getting closer for the completion of the changeover of operations of Western Legal Publications to Canada Law Book. As from October 1, the office of WLP will be closed and the local office of CLB will remain at the same address with the same telephone and fax numbers. For Western Legal Publications, we will be maintaining the same phone numbers everyone has been using for the past 25 years: (604)687-5671 and toll-free, 1-800-663-0422. As from September 20, all calls will be fed through to the local Vancouver office of Canada Law Book. Here either *Sabrina* or *Rob*—with over a decade of combined WLP experience—will answer your calls. *Shayne Andrews* or myself will be available to answer any other questions you may have. All photocopy requests will be forwarded on to our Head Office in Aurora (toll-free: 1-800-263-2037) where they will be able to attend to your orders immediately. We will have staff available in Aurora to attend to all WLP photocopy orders from 5:30 a.m. to 5:00 p.m. Pacific. Orders can be faxed to customers personally or have them faxed to the CLB Vancouver office and then picked up from there. The Photocopying charges will be \$0.60 per page for all orders for pick-up, mail or courier collect.

Essentially, we wish to make this transition as smooth as possible for the many customers who have experienced the first class service down through the years. We are confident we can maintain this level of service and we look forward to a "New Beginning" for the WLP/CLB partnership.

Submitted by Peter Roberts

CCH

CCH is launching two new products this fall. The first is a book on ADR- *Conflict Resolution for Business*, and the second product is the first interactive, compliance product from CCH—*SupportPrep*.

SupportPrep calculates the most beneficial, support payments under family law, in each jurisdiction. It automatically reviews all the tax rates in the applicable jurisdiction, and calculates the most equitable alimony

payment, based on all the circumstances of each party, and the applicable tax rates.

The French version of this product has been used by all Family Court judges in Quebec, for several years, and is the standard when calculating support payments. This is the version for the rest of Canada. If your firm has a family law practice, you will definitely want to see this product.

All CCH legal loose-leaf products have now been converted to CD-ROM. Since most reside on one CD, it is an excellent way to search both multi-product and multi-jurisdictions. Call us to receive a 30 day free access code.

The *1999 CCH Income Tax Act* is now available.

More new products will be announced later this fall.

To receive a 30 day trial of these or any other CCH Product, please call 1-800-268-4522, or visit the CCH website at <http://www.ca.cch.com>.

Submitted by David Pleasance

Lexis

August 23, 1999 saw the launch of our innovative new legal research tool, *lexis.com*.

lexis.com is a browser based research tool that gives you access to the power of the LEXIS-NEXIS database via the Internet. The *lexis.com* interface replaces the Xchange interface as the primary tool for searching LEXIS-NEXIS on the web.

At LEXIS-NEXIS Canada we believe in flexibility. You choose the content, the platform (web or proprietary software - both stable and reliable), and the pricing plan that best fits your research needs (subscription, hourly or per search).

After all, if you're not searching LEXIS-NEXIS, what are you missing?

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Interested law firms can get 30 days free to our Advantage program (no obligation). Call *Linda Yee* at (604) 899-4478 for more details.

QUICKLAW

Quicklaw joins with Current Legal Resources Inc. to add U.S. legal material.

Quicklaw has entered into a joint marketing agreement with Current Legal Resources of Bethpage, New York, the leading Internet publisher of United States statute and regulatory information. Through this agreement, Quicklaw users will have access, at no extra charge, to the *United States Code*, 19 Topical Databases, the *Code of Federal Regulations*, U.S Federal *Statutes at Large*, and more than 2.9 million United States judicial decisions. The U.S. materials are planned to be added to Quicklaw during September 1999.

Leila Msadek, who began in Quicklaw's Customer Service Department in December 1998, has moved to the Editorial Department and now is the Senior Legal Supervising Editor in the Vancouver office. Leila holds a degree in Civil and Common Law, as well as a B.A. in Foreign Languages from the University of Paris. She came to Vancouver in 1992 and worked in tourism and banking before completing her studies at the U.B.C. Faculty of Law.

Quicklaw is pleased to announce the arrival of *Malouf Obrahim*, the newest member of Quicklaw's Vancouver customer service team. Malouf will conduct training seminars, provide technical support for QUICKLAW software, and continue to offer the high level of customer service that QUICKLAW customers have come to expect.

The *British Columbia Judgments* (BCJ) database now contains more than 51,000 decisions. BCJ is updated daily and decisions between 1971 and 1985 are being added as part of Quicklaw's BCJ backdating project.

Submitted by Joe Schmidt

Internet Corner

Versuslaw's "V"

<http://www.versuslaw.com>

"V" is a U.S. web-based case law research service provided by Versuslaw. Databases are provided for appellate decisions of all 50 states as well as all federal court of appeal judgments and the United States Supreme Court. A surprisingly sophisticated search engine allows searching across multiple jurisdictions and the historical depth of coverage is impressive for most courts with many databases going back to the 1930's. Most attractive is its low subscription rate, \$6.95 US per lawyer, which is especially attractive to smaller firms. An excellent brief review can be found at <http://www.llrx.com/features/v.htm>.

An alternative service called Lois (<http://www.pita.com>) is also available by subscription on the web. In addition to case law, it also provides access to statute databases for most states. See <http://www.llrx.com/features/lois2.htm> for a review.

Searching English Law

1. Two useful databases from Smith Bernal, official reporters to the Courts of Appeal.
 - a. Casebase—www.smithbernal.com

Casebase is a database of full-text transcripts which can be freely printed or saved. The search facilities are not very sophisticated but if you know the case name (in full or in part), the date or the case number you will not have a problem. The database includes full text transcripts of all Court of Appeal and Crown Office cases from April 1996 to the end of 1998. Ex parte motions in the Crown Office are not transcribed automatically and are therefore not universally available within casebase. Cases heard in camera or In Chambers or to which Publication Restrictions apply are not available within the archive. The archive contains over 20,000 judgments and the search engine is

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able to search them quickly. The archive will be updated with judgments from 1999 at the beginning of 2000. You can browse the case name if you use the expand feature in the date field.

b. Casetrack—www.smithbernal.com

Casetrack complements casebase in that it is a fee for service database used to obtain decisions in the current year. The search engine is more sophisticated and there is the facility for full text keyword/subject queries. The database includes all Court of Appeal, Crown Office and High Court decisions from 1996 to date. Transcripts from the judgments delivered during the current week are available in a separate database within **Casetrack**. They also offer a current awareness service. You must subscribe to **Casetrack** and the cost is as follows:

Option 1—pay as you go—£20 per transcript. A reference is added to the record and that reference is used on the invoice

Option 2—All members of your firm can have unlimited access to the full Casetrack service for £350 per annum. All transcripts can be viewed, printed or downloaded at no extra cost.

Both of the databases are very easy to navigate and I have had success with them when Lexis/Nexis (Enggen) has failed.

2. The Court Service Website— www.courtservice.gov.uk

The Court Service is an executive agency of the Lord Chancellor's Department, providing administrative support to a number of courts and tribunals in England and Wales, including the High Court, the Crown Court and the county courts. At the moment, no charge is made by the Court Service for the use of information published on this site. This arrangement is, however, under review.

This site includes decisions from the High Court, The Court of Appeal and the Crown Court. There is a What's New page and this is a good place to try when searching for new or important English judgments.

Many of the Court of Appeal judgments are included in this site.

In addition to the judgments, many rules, practice directions and guides are available through this site.

NEWS FROM CLE

"CLE Customer Service, Isabelle speaking ..."

Isabelle Fray has recently joined Susan McLean in our Customer Service Department, replacing Anne Marie Fairweather who has returned to Toronto with her family. Isabelle will be available to accept orders, recommend purchases, and deal with account matters. Call (604)893-2162, toll-free in Canada 1-800-663-0437, or e-mail Isabelle at ifray@cle.bc.ca

CLE on the Web

Case Digest Connection

CLE has recently won the 1999 *ACLEA Award for Professional Excellence in the Best Use of Technology*. This North American award, presented by the Association of Continuing Legal Education Administrators, was in recognition of CLE's *Case Digest Connection* service. CLE has been publishing case digests in print since 1996. However, obtaining the full text of a decision was difficult and sometimes time-consuming. The solution was to create an electronic version of the digest service. After surveying customers and holding focus group sessions, *Case Digest Connection* was developed. The new service makes use of e-mail, a searchable database, and the linking capabilities of the web.

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CLE Website

Given the success of our CDC e-mail and web services, we are now working on a new initiative at CLE to deliver significantly more content over the web. This project, which has a working title of CLE.web, will see legal information and education, in several areas of practice, delivered using the web and e-mail. While this work is going on, we have and will continue to make improvements to our existing website (see www.cle.bc.ca). Among the new features on the CLE website are weekly updates on legal developments, and an enhanced Legal Links section, where web links are now organized by practice area (among other new categories), new and popular links are featured, and searching over the links is much improved. We are always interested in feedback on our web initiatives; please feel free to pass on any comments or suggestions to Karen Imeson (893-2110 or kimeson@cle.bc.ca) or Drew Jackson (893-2159 or djackson@cle.bc.ca).

New Books

B.C. Family Practice Manual

Because the area of family law is changing rapidly, our latest update of the *British Columbia Family Practice Manual* evolved into a completely revised 3rd edition, published at the end of June. All recent developments relating to family practice are covered, including commentary on the new financial disclosure requirements under Rule 60D (plus the new Form 89 financial statement on disk), extensive commentary on drafting the writ and statement of claim under Rule 60, enhanced and updated coverage of obtaining a desk order divorce, drafting orders, obtaining interim relief, and a new chapter on strategically using the options available to resolve a dispute. The new edition also includes a disk featuring all forms under the new Supreme Court Rules 60 and 60D and the new Provincial Court (Family) Rules, at no extra charge.

British Columbia Court Rules & Forms on Disk

NOW AVAILABLE Finally, a quick and convenient way to produce court forms—CLE's new *British Columbia Court Rules & Forms 1999-2000*. This book and disk package includes all court forms from both the Supreme Court and Court of Appeal, as well as the full text of the consolidated rules from both levels of court. No more typing out each court form. With the disk, you can quickly create forms that are up-to-date, consistent, and accurate. Each form is provided in both Word for Windows 6 and WordPerfect 5.1. Using the disk, you can also search over the Rules of Court to find keywords, and copy selected rules into other documents. *British Columbia Court Rules & Forms 1999-2000* also comes with a convenient, up-to-date print consolidation of the rules and forms. This 400 page bound book is designed for portability and will be handy for quick reference. The book and disk package sells for \$80.

Annotated Guidelines & Family Practice 1999-2000

NOW AVAILABLE The newest edition of the handy, up-to-date compilation of family law statutes, rules, and practice directions is here, current to September 1, 1999. The Child Support Guidelines are featured, with each section followed by concise, expertly written case summaries. **New with this edition** are case annotations to the *Child, Family and Community Service Act*, written by the Honourable Judge Jane Auxier. This perfectbound book also includes the full text of the Rules of Court (including the new Rule 60D), the new Provincial Court (Family) Rules, updated consolidations of the *Family Relations Act*, the *Divorce Act*, and over a dozen other family law statutes, rules, and regulations. Still priced at a low \$85.