# VALL REVIEW

*Vol. 16, No.1* *October 2003*

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

## FROM THE PRESIDENT OF VALL

I would like to welcome everyone to the first edition of this year's VALL Review.

I am enjoying the opportunity to be the President of the VALL Association for the 2003-2004 year. Being a part of the VALL Executive is a great way to become involved in the Association and to get to know fellow members of the law library community here in Vancouver.

The Executive has been working hard at putting together an exciting calendar of events for the luncheons to come in the upcoming months. We are using the results of previous years' roundtables to really bring the members what they would like to see from their VALL membership. We look forward to the programs that are being organized by the Program Coordinators, Gillian Crabtree and Elena Timoshchouk.

I would like to thank them for all of their efforts in planning and coordinating VALL events. I would also like to thank Frances Wong, Susy Caird, Kathy Barry, Tammy Hargreaves and Shawna Ford for continuing to dedicate their time and services to the VALL Executive. I would like to welcome Jean Chong, Alaina Buckingham and Brenda Wong to the EC.

We are all looking forward to working together to bring another great year of programs to the VALL membership. Feedback from members is always appreciated.

### Vall Survey Summary Results

The VALL Executive solicited feedback from the membership through this year's Roundtable/ Survey which was distributed at the June luncheon. We wanted to really get some input from VALL Members telling us what they would like to see from their VALL Membership. We are now using this information to help us form the programs for this upcoming VALL year. Forty complete surveys were returned by July 4, 2003 and a big thank you to those of you that were able to get them in. Your feedback is very much appreciated.

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- Members were most satisfied with the presentation by Chris Wilson on Copyright and the Law. People enjoyed hearing from a lawyer on a "hot" legal issue.
- To accommodate rising costs, members told us that they were most comfortable with encouraging vendor sponsorship of VALL luncheons. This response was followed by increasing VALL membership dues.
- Members voted that they would like the December luncheon to be a social function without a formal program.
- The Executive will no longer be printing a copy of the VALL Directory and distributing it to members. It is available electronically through the website and is updated on a regular basis.
- Learning about various topics/issues facing law libraries from presentations was most often selected as being very important to members. Followed by learning about various topics/issues facing law libraries from other VALL members in attendance at lunches
- VALL members use the website. They thought that it was very important to be able to find out the date, time and topic of the next luncheon through this resource.
- Members read the VALL Review and are happy with the format and the content.
- Training is the topic that members are interested in learning more about. Members are most interested in developing online training / research tools – pathfinders. The next topic of interest was content and learning about current awareness tools, monitoring legislation, collection management and licensing. Members are also very interested in technology – with webdesign, content management, html/xml coding and database design all being high interest areas for this topic.

## FROM THE EDITORS

*Shawna Ford & Jean Chong*

In this edition of the VALL review we are pleased to present an excellent combination of articles from our executive and membership. From Joanne's summary of the VALL Annual Survey Results to an excellent report from Frances Wong about her trip to SLA this past summer we are certain you will be enlightenend.

We are planning on introducing two feature columns to the VALL Review:

***Hot Topics*** – a section on news and issues (with a legal slant of course) that are up for debate.

***Tips & Tricks*** - if you know about a great time saving process, method, or trick that can help all of us manage our work a little better, we want to hear from you.

## MEMBERSHIP MATTERS

### New Members

Dom Bautista, dom@lawcourtscenter.com
Jean Chong, jean.chong@lss.bc.ca
Nick Collings, n.collings@btinternet.com
Krista Eckberg, krista.eckberg@justice.gc.ca
Darrell Evans, info@fipa.bc.ca
Carol Graham, cagraham@interchange.ubc.ca
Greg Krewski, krewski@interchange.ubc.ca
Kenneth Panetta, kpanetta@bender.com
Joanna Spurling, jss@kkbl.com
Emma Wood, ewood@ahbl.ca

### Members' Info Changes

VALL member Wendy Deighton (nee Ng), the librarian at Stikeman Elliott is pleased to announce the arrival of her son, Nicholas Alexander, who arrived in the early hours of Monday, September 22nd weighing 7 lbs. 7 ozs.

Wendy is on maternity leave from Stikeman Elliot until the end of March 2004. Donna MacKinnon is her replacement as Manager of Information Services, dmackinnon@stikeman.com.

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## VANCOUVER ASSOCIATION OF LAW LIBRARIES STATEMENT OF INCOME AND EXPENSES (AUGUST 1, 2002 – JULY 31, 2003)

*Kathy Barry*

| | | |
|---|---|---|
| **INCOME** | **Membership fees** | **$2040.00** |
| | **Workshop (Net)** | **312.43** |
| **EXPENSES** | **Postage and stationary** | **107.31** |
| | **Post Office Box** | **101.65** |
| | **Bank Charges (Net)** | **13.12** |
| | **Lunch Meetings (Net)** | **1449.76** |
| | **Miscellaneous** | **53.50** |
| **NET INCOME** | | **627.09** |
| **Chequing Account Balance** | **as of July 31, 2003** | **3482.56** |
| **Shares** | | **73.21** |
| **Peter Bark Memorial Fund** | **Term deposit (matures April 22, 2006)** | **10,500.00** |
| | **T-Bill Savings Account** | **2575.39** |
| | **Shares** | **91.12** |

## REPORT FROM SLA 2003

*Frances Wong*

I would like to thank the **Vancouver Association of Law Libraries** for granting me the Peter Bark Bursary and the firm **Borden Ladner Gervais LLP** for having given me the opportunity to attend the 94th Annual Meeting and Conference of the Special Libraries Association in New York, New York (June 7-12, 2003). It was a very rewarding experience both personally and professionally.

### Summary

The 94th SLA Annual Meeting and Conference theme for 2003 was *Putting Knowledge to Work*. With the amount of information floating around, it's important to know how to make use of it, and I found this theme very applicable. The programs offered at this year's conference reflected that, with one session discussing the impact of 9/11 in the information world. There were a great variety of sessions to choose from, sometimes making the decision as difficult as choosing between favourite flavours of ice cream!

The following is a brief summary of the sessions I attended.

### SLA Hot Topic Series: Information Industry Revolution

I was eager to attend this session as one of the speakers was Gary Price, who maintains The ResourceShelf (www.resourceshelf.com). This session consisted of a panel of Gary Price, George Plosker of George Plosker & Associates, and Stephen Abram of Micromedia/ProQuest. A moderator directed various questions that dealt with the changes in our industry, particularly

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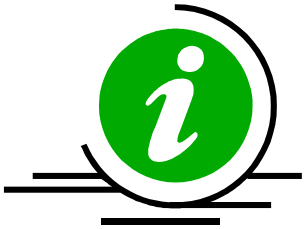
about *Google*, at the group and each took turns responding to the issues. One of the concerns about *Google* is how it is affecting our work as information professionals. Everyone has heard of and uses *Google*, so what should we be doing about this? Gary discussed the reasons for *Google's* popularity: anyone with very little knowledge can run a search by putting in a typical 2.5 words and getting results. However, *Google* gives links to *potential answers,* not the answers themselves.

He emphasized that traditional library skills are more important now than ever. He suggested that we promote ourselves/information professionals via word of mouth by getting in people's faces in a polite way and telling people why they should use the library (such as for the many databases provided through one's tax dollars).

George Plosker pointed out that there are over 250,000 search requests per day on *Google*; translation: *Google* gets more searches in 3 days than libraries worldwide get in a year. This is pretty scary. He suggested that we tell people what bibliographic information is available through library resources and the differentiation of premium content vs. web content. The web is NOT a content tool.

Stephen Abram compares *Google* to Krispie Kreme - it is instant satisfaction because people cannot or do not know better, but it is not nutritious or the best. Librarians are about quality, advice, and authority. Because of *Google's* popularity, he suggests marketing classes with *Google* so that people attend. In the session, show them a few *Google* tricks and then let them know what other resources and databases are available to them through their public libraries.



**Electronic Journals: Taming the Non-Paper Tiger**

This was an informative session by Iris Anderson and Karen Eggert of the Joint World Bank-IMF Library out of Washington, DC about building electronic table of contents services (E-TOCs) in response to a need to enhance former TOC delivery and photocopying services. Additionally, a better method was needed to meet the increasing amount of journals available and to combine TOC services across several libraries in the network.

The method for creating this service included the option of building the system, which would allow for customization, or using a commercial one. A needs assessement was done (it must be a web-based service with email alerting capabilities and automated registration for end-users etc.) and the final decision was to do it themselves; both agreed that it was worth it. Various people were involved in this, including a cross-divisional team consisting of the Joint Library & Sectoral/IT Resource Centre, the IMF and World Bank Law Libraries, the IMF Fiscal Library, and library management support. A team leader was appointed by library management, and the team leader then appointed team members (reference librarians, document delivery staff). Library users who already used TOC services were consulted for feedback.

Of course a project such as this is not without obstacles: the team overcame content (pulling together from various sources etc.) and technological (updating URLs from catalogue records and designing database and web interfaces etc.) issues. The speakers spoke of the many benefits of E-TOCs including having one combined fully-automated service, that it is web-based and easy to use, and there are electronic full-text links to the journals as well as autonomy - users can subscribe and unsubscribe themselves while administrators can easily maintain the project with limited IT support. In the future, they plan on implementing more full-text article access as well as direct links to the articles, more searching capabilities, and conducting a survey of E-TOCs subscribers.

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### SLA Hot Topic Series: Quality Information, Our Touchstone

Two speakers, Anne Mintz of Forbes Inc, and Genie Tyburski of The Virtual Chase, shared their secrets of finding and recognizing quality information, particularly on the web. Anne gave examples of websites that had hidden agendas such as www.martinlutherking.org . A quick check as to who owns the website turns up www.stormfront.org, a white pride group. A site that looks legitimate may be supported by someone with a hidden agenda. In addition, the person running the site may be using a fake address, or even a fake name. Another trick that websites may use is to link to legitimate sites to make their own site less suspicious and to give their own site more credibility. Lesson: be very cautious when looking at a website as anyone from anywhere can post anything they like; verify the source!

Genie talked about US public records, how information is obtained, how to search public records, and the importance of verifying information. Public records include such records as government records and real estate records of which there is unrestricted access. Public information is the information disclosed in a public record (e.g. SSN and birthdates) and is usually given voluntarily. This differs from personal information which is private or confidential (e.g. credit cards, bank accounts) but this too is sometimes disclosed voluntarily.

She discussed access to public records (governed by federal and state laws), as well as permissible use of the records (e.g. landlords and insurance companies may view credit reports). For people researching public records, she noted that it is important to verify the information, which usually requires checking paper records in addition to running online searches. She suggests methods to protect ourselves if we are concerned: obtaining credit reports regularly, getting non-listed phone numbers, shredding sensitive documents, following financial company opt-out procedures, and not providing personal data unless required.

### Ad Lib: The Advertised Librarian

With the stereotypical librarian's image being portrayed from print ads to movie/film roles, this entertaining session was quite timely as SLA debated *its* future name and identity. Due to copyright issues, we were only able to view the print ads and commercials on the projector screen; unfortunately, there were no handouts. Jenny Tobias of the Museum of Modern Art has studied ads from the viewpoint of advertising designer, audience, and librarian and had come up with three main areas of how librarians are portrayed.

The first is that librarians are used in ads to sell things. (E.g. "Librarian by day - Bacardi by night") The second area is ads aimed at the librarian and information professionals. Here, librarians are seen as colleagues, superhuman at times, the "mind-reader" and sometimes even absent from the ads. Finally, the third area is that of old imagery blending with new ideas or new images blending with old ideas and feeding into each other. An ad by hp (Hewlett Packard), what one would consider to be a high-tech company, pairs up an image of a librarian with stacks of books with the phrase "What the Internet needs is an old-fashioned librarian."

Jenny raises some important points: if we as librarians are to change images, we will have a new image problem - how do you tell who is a librarian if they look like everyone else and do *not* fit into a stereotype of one?

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### SLA Hot Topic Series: Virtual Teams - Tools for Global Team Work

While this session was aimed at looking at technology tools and workflow strategies that can enhance global teamwork in organizations, I thought this might have been an applicable session to us because many organizations such as our firm are now national and have peers and colleagues in different locations across the country and meeting face-to-face is not always possible.

The presenter, Gavin Quertier of KPMG discussed how KPMG dealt with collaboration in the global context. Key to his talk was that global virtual teams must consist of the *right people*, the *right tools*, and the *right process*. KPMG's strategy was to provide a *single gateway* to knowledge resources - to expand knowledge sharing and collaboration tools and resources available to firm members in response to business needs. While the challenge of KPMG to enable knowledge sharing and leverage between 150 countries with their own priorities is quite different in scope from our firm of 5 offices within the same country, I believe that the two elements to the strategy remain the same: 1) the **people** and 2) the **tools**.

He discussed the hiring process of KPMG and what attributes they look for in virtual workers: people must be self-starters, dependable, reliable, flexible, and know how they are being measured.

The **right tools**, or what is required to equip virtual workers, must be unexceptional (i.e. it does not challenge our current behaviour or require us to change proven business processes or to learn novel technology), and it must decrease duplication and increase creation, communication, and collaboration. [He did not give examples of specific software but did say that if people are comfortable with using email, to let them to continue to use it as a form of creation, communication and collaboration.]

Finally, the **right process** involves the integration of the right people and tools. The right process involves minimizing miscommunication (i.e. it is difficult to interpret one's expression via email), agreeing on the same channels (i.e. everyone has to be comfortable with using email or whatever agreed-upon method to communicate), building in face- to-face time (i.e. this offers visual and verbal cues that are overlooked through teleconferences) and prepackaging information for simpler access. Gavin's presentation was an excellent overview of how to put together a good virtual team, and how tools can be manipulated so that the team can work together in the most beneficial way.

### You Can Search What You Can't See

Gary Price, author of The Resourceshelf.com and co-author with Chris Sherman of The Invisible Web discussed the resources outside of *Google.* He opened with general comments that librarians care about what they do, but do others value the services librarians offer? Again, he emphasized the importance of marketing by showing people what we can offer them, and by showing the limitations of *Google* (librarians can save time and find quality answers quickly.) In an article from March 6, 2003, Walt Mossberg of *Wall Street Journal* pointed out that *Google* requires you to browse and sort your answers to determine what is relevant, the interface is a generic web browser, and the results reflect popularity rather than credibility of websites. Gary demonstrated a variety of web search engines that were NOT *Google* (such as www.alltheweb.com, www.teoma.com, www.altavista.com, and www.hotbot.com) in addition to other resources including news sources (www.newsnow.co.uk), website watchers (www.aignes.com), and natural language phrase searching (NLP) from IPhrase Yahoo (http://finance.yahoo.com/li).

### Conclusion

It has been a wonderful opportunity to attend a Special Libraries Association conference. Though the attendees are librarians and not everyone has a legal slant to things, it's nice to see that we do share some of the same issues such as information overload and image perception. I found this conference to be great for increasing my knowledge of the various other topics related to librarians and had the opportunity to network with other colleagues across North America.

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## COURTHOUSE NEWS

*Debbie Schachter*

### BCCLS User Needs Assessment

The B.C. Courthouse Library Society will be commencing a needs assessment survey of lawyers and other members of the legal profession, undertaken by the research firm of Synovate, during the months of September to November, 2003. This survey is an essential activity for BCCLS at this time to ensure that the Society is continuing to develop its services in the manner required by its users. BCCLS appreciates the assistance of the members of the legal community, who will be selected at random to participate in the survey.

If you have any questions about the survey, please contact Debbie Schachter, 604.660.2439, dschachter@bccls.bc.ca or contact Sylvia Teasdale (604.660.2409 steasdale@bccls.bc.ca

### New Electronic Products at BCCLS libraries

As of June, 2003, the B.C. Courthouse Library Society has access to three new Internet subscriptions: the British Columbia Statute Service, the Canadian Human Rights Reporter, and Hein Online:

- The *British Columbia Statute Service* contains the ongoing consolidation of the *Revised Statutes of B.C. 1996*, the *Regulations of B.C.*, and the *British Columbia Statute Citator*. The statutes in this service are more current than those published by the Queen's Printer on its free site. The *B.C. Statute Service* also provides a history of amendments to each statute while selected cases that interpret statutory language or intent are linked to the text of the relevant section. This subscription is available in all courthouse libraries.
- The Canadian Human Rights Reporter Internet subscription provides the full text of all the decisions in the *Canadian Human Rights Reporter*, as well as recent unreported human rights decisions. This subscription is available in all courthouse libraries.
- BCCLS has also recently subscribed to *HeinOnline* for use in the Vancouver Courthouse Library. *HeinOnline* provides full text access to over 600 legal journals from the U.S. and elsewhere. Historical coverage is excellent; holdings begin with the first issue of each journal. Hein has an ongoing program of updating their holdings as well, so most of the journals still in existence are current to the last year or so, and will be updated in the future. As well, runs of new titles are being added all the time.
- One of the features of *HeinOnline* is that users view the pages as they originally appeared in print, complete with charts, graphs, pictures, and footnotes. You can search by author or title, or in the full text of the journals, or browse by article title, journal title or author. Our licence agreement allows us to use the product as part of our photocopy service so we are now able to fuill orders for U.S. journal articles very quickly.

### Business Corporations Act Research Guide

We have compiled a resource list, the Business Corporations Act Research Guide, on the new (and yet to be proclaimed) B.C. Business Corporations Act. The guide is designed to assist users in preparation for the new B.C. Business Corporations Act, scheduled for proclamation in 2004. You can find the guide on our website under "Research Help"; it will be updated as more resources become available.

### Collection Development at the at BCCLS

Sarah Munro is the BCCLS contact person for collection development. Sarah usually has an opinion on questions of collection development, and if she doesn't, she will ask one of her colleagues. Law librarians who wish to consult with someone at the BCCLS about collection development should feel free to contact her.

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Some collection development questions which Sarah will deal with can be general queries, such as "How do you like the electronic CHRR?" or "What does Courthouse Library staff think about the two Youth Criminal Justice Act services?". Law librarians can also go to Sarah with purchase requests, such as "Please consider buying that expensive U.S. set, Newberg on Class Actions".

Sarah also coordinates weeding at the courthouse library, so if you are making decisions about your own collection and would like to know if BCCLS would consider weeding a title, please feel free to contact Sarah. Also contact Sarah when you need to discard materials. Books for sale? Desperate to give materials away? We can often help.

## VENDORS CORNER

### NEWS from Canada Law Book

- **O'Brien's print subscribers -** look for your registration packages this month. Please sign and return your registration card. O'Brien's electronic is slated to go live October 22, 2003.
- Sign up for your copy of the ***Electronic Intelligence Newsletter***. This quarterly resource included tips and tricks for using Canada Law Book Electronic Products, FAQ submissions/discussions some entertaining features. Go to www.canadalawbook.ca and scroll to the bottom of the page for the "E.I." link.
- ***Training woes?*** Please contact Jennifer to book a training session - (604) 844-7855

### NEWS from CCH

CCH has always been an excellent provider of authoritative legal reference material but did you know that we also have a vast array of international law products? You can get US, Asian, Australian, British, and European reference materials on a huge variety of legal subjects. We're just the right company to provide materials to answer your specific international questions especially in the areas of US Securities, Corporate Law, Civil and Criminal Litigation and more.

Our selection of Intellectual Property and E-commerce material - based in emerging US law - can provide you with the background information your lawyers need to fully plan and understand the world of today's internet copyright law suits. Precedents are being set in the US that have not been tried and tested in Canada yet.

If you do not find what you need in this short list of US products, contact Lisa Macleay. lmacleay@cch.ca or (604)607-5935 for more information.

- ***Securities Regulation*** - Joel Seligman - $2840 Case bound set of universally acknowledged work with analysis of all relevant statutes and thousands of cases.
- ***Fundamentals of Securities Regulation*** - Joel Seligman - $312 Quick answers to questions on US securities
- ***Bowne Appeal Securities Act Handbook &***

  ***Bowne Rules and Regulations of the Securities and Exchange Commission*** $496 - two complete libraries of the major acts and related regulations affecting securities and exchange matters in the US and you choose the format you prefer - loose-leaf or booklet
- ***Folk on Delaware Series*** **-** Ward, Welch, Turezyn - full set $952
- ***Folk Fundamentals*** - $320 Either in full format or condensed, Folk is the outstanding authority on corporation law in the US.
- ***Law of the Internet*** - George Delta, Jeffrey Matsuura - $296 Everything you need to counsel expertly on many topics such as applying privacy laws, secure electronic

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transactions, avoiding antitrust and other issues.

- ***Drafting Internet Agreements*** - Gregory Battersby, Charles Grimes - $280 A comprehensive single volume collection of annotated forms for the Internet.
- ***E-Commerce Law & Business*** - Mark Plotkin - $896 This book explains for the benefit of lawyers and business people alike, the key business models, opportunities and risks inherent in conducting most kinds of business electronically.
- ***Law of Internet Disputes*** - David Quinto, Deven Desal, Emanuel Urquhart - $280 Resolve costly internet disputes quickly with expert guidance from a well known US intellectual property litigator.

And many more titles, available to you through CCH Canadian.

## NEWS from LexisNexis Butterworths

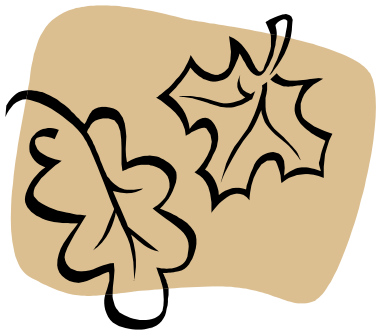
It has been just over one year since LexisNexis Butterworths and Quicklaw merged to form LexisNexis Canada Inc. The publishing on the print side has been very active and we have several new titles and initiatives planned for the rest of 2003.

In October, we are offering a PDF add-on for our 16 current newsletters. This will enable users to also receive the issues by email and distribute them within their location or post them on an intranet. The add-on prices for the PDF's range between $60 - $99/yr.

Several new titles are due to be published by December. They are:

- ***On Trial – Advocacy Skills Law & Practice*** ( Adair ) $115
- ***Canadian Immigration and Refugee law Practice*** ( Waldman ) $ 99
- ***Legal Research Handbook***, 5th Ed. ( MacEllven ) $ 99
- ***Aboriginal Rights Litigation*** ( Magnet/Dorey ) $ 75
- ***Canadian Law of Consent to Treatment***, 3rd Ed. ( Rozovsky ) $ 50
- ***Canadian Privacy Law Review*** (Giest )Monthly newsletter $274/yr.
- ***E-Commerce: Corporate & Commercial Aspects*** ( Fecenko ) $125
- ***Law of Limitations***, 2nd Ed. ( Mew ) $125
- ***Libel*** ( Downard ) $ 99

Have you canceled Canadian Labour Relations Board Reports, Canadian Rights Reporter, Supreme Court Law Review or Ontario Reports and now wish to bring your set up to date? LexisNexis Butterworths is offering a 50% discount on back volumes for these services.

There has been continuing interest in our print titles that have CD-ROM add-on's - British Columbia Civil Practice Library, Canadian Forms & Precedents and Intellectual Property Library. If you are interested in adding on these products or increasing your current license, a 15% discount will be available until the end of December. Remember that our licensing is based on concurrent use and that the add-on prices are heavily discounted for current print customers.

To order any of these new titles, please give Arthur Vaz a call at 604-689-4133 or email arthur.vaz@lexisnexis.ca