

VALL Review

Vancouver Association of Law Libraries

Volume 20, No. 1

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The President's Desk

As we start a new year here at VALL, we are targeting a number of new objectives to improve the Association. Our theme for the 2007/2008 season is improving professional development and facilitating camaraderie. Not that most VALL members don't know each other already, but with our Association expanding to over 100 members in recent years, we all have opportunities to expand our professional relationships, for example getting to know first timers and our student members.

We will also be looking for more and regular contributions from our membership, and to that end, have set a goal of smaller contributions from everyone. The task of finding volunteers has been given to Yoko Beriault, who will work as VALL's first Member-at-large, and be a welcome addition to the Executive. Yoko's task will be to identify situations where others might be able to help, and tap the expertise or time of the Association's members. Regardless of whether you get a call from Yoko, please consider making some kind of small contribution over the year. If we all give a little, VALL will be a better association for everyone!

We will once again be offering free membership to all students. The Executive also made the recent decision to expand this program so all students can join, regardless of their program, and to remove the one-year limitation. These changes are part of a larger initiative to improve the incoming flow of talent into the library professions. To that end, we will be contacting our three supporting BC library programs to once again encourage a strong student component to VALL. With the shifting demographic within our profession, future opportunities for jobs are more plentiful than they have been in a number of years.

Our final large initiative for this year's VALL is to improve the Association's level of digital communication. Over the course of the year, we will be developing an online community-based website which will include blogs, wikis, and a job posting area, as well as a secure messaging area to notify members of important news. If we can document some of our discussions and news, not only will the Association's digital memory improve, but we will also improve our level of communication. We will likely launch this portal in stages, but when we do open up access, we want everyone to participate. If you're looking for a way to get involved, there will be a number of opportunities to contribute.

The 2007/2008 season kicked off on September 20th, 2007, and it looks like this year's program committee of Rob Golbeck, Deborah MacLeod, and Drew Jackson are off to an amazing start. Our first lunch of the season featured a panel discussion on the topic of lawyer training.



Steve Matthews
VALL President
2007-2008

VALL Executive**President**

Steve Matthews
Principal, Stem Legal

Vice President

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Farris LLP

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Johanne Blenkin
BC Courthouse Library Society

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BC Courthouse Library Society

Deborah MacLeod
BC Courthouse Library Society

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Susannah Tredwell
Lawson Lundell LLP

Emma Wood
Alexander Holburn Beaudin & Lang LLP

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Borden Ladner Gervais LLP

Rob Golbeck
Clark Wilson LLP

Steve Matthews
Stem Legal

Susannah Tredwell
Lawson Lundell LLP

President's Message, cont.

(Continued from page 1)

The session, titled "Training Strategies: From Best Practices to Adding Some Sizzle", brought together four Vancouver lawyers responsible for in-house lawyer training. Topics discussed ranged from how to create a lawyer training curriculum to the skill gaps that can occur working in a law firm environment. Future programs are now lined up on the topics of legal conflicts, an update on legal research with Catherine Best, and a potential training session on screencasting.

I'm very excited about this new VALL season, and am thankful to have such a great team, both on the Executive and on our various committees. This is a great group of people, and I only hope I can live up to their fantastic energy.

Steve Matthews
Principal, Stem Legal

The VALL Review is the official newsletter of the Vancouver Association of Law Libraries. VALL is composed of members of the law library community interested in discussing issues and sharing ideas. Opinions expressed in the newsletter are those of the authors and do not necessarily represent VALL policy or position. Unsolicited submissions are welcome. VALL reserves the right to edit submissions. ISSN 1712-065X

Vancouver Association of Law Libraries

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VALL Review

From the Editors

Susannah Tredwell, Lawson Lundell LLP and Emma Wood, Alexander Holburn Beaudin & Lang LLP

Following on last month's VALL Luncheon, the theme of this issue is "library training". No matter whether one works in an academic, courthouse, law firm or other library, training is always being carried out. It may be an informal one-on-one session or a meticulously planned session for 20+ senior lawyers, but it will be there in one form or another. The benefits of training go beyond helping our users be better and more efficient researchers; we also benefit from training them. Training lawyers, students and others researchers helps us un-

derstand our users' needs and expectations, their strengths and weaknesses. To that end, we have surveyed our members on training, and we hope that the training tips that VALL members have generously taken the time to share will be of help to you.

This issue of the *VALL Review* marks something new; we will be giving a glimpse into various of the VALL member libraries.

As Steve mentioned, one of VALL's priorities this year is improving the level of digital communication, and we would like the

VALL Review to be part of that. If you are interested in writing something for the *VALL Review*, we would be delighted to hear from you.

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

Please make submissions to the editors:

Susannah Tredwell
(stredwell@lawsonlundell.com)
or Emma Wood
(ewood@ahbl.ca)

VALL Review Newsletter Article Content Submission Guidelines

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

Purpose of VALL Review

- To provide short news and articles on library information and knowledge management developments of interest to VALL members with a priority focus on legal information and related issues concerning legal sector.
- To highlight resources of interest to VALL which would be useful to the legal community and for professional library staff development.

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

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

Publishers and vendors should only highlight for submission:

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

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

Membership Matters

VALL is pleased to welcome these new members to the organization:

Margherita Berardi
LexisNexis Canada Inc.

Fairfax Culpepper
Judges Library

Fairfax is a recently minted Library Technician, having received her diploma from Langara College in June of this year. She also has a BA in Criminology from Simon Fraser University. Currently, she is employed as the Library Clerk at the Superior Courts' Judges Library where she has been since April. The Judges' Library staff consists

of Fairfax and Diane Lemieux, the librarian, so she basically does a bit of everything.

Beth Galbraith
Clark Wilson LLP

Beth started at Clark Wilson LLP on August 27, 2007 as a full time Library Technician. Previously she worked at Transport Canada in the Civil Aviation Technical Reference Centre. Beth graduated from Langara College's Library Technician program in June 2006. She enjoys reading mystery novels, shopping for shoes, and is addicted to knitting.

John Girard
Canada Department of Justice

Tracy McLean
BC Courthouse Library Society

Kelley O'Connor
QP LegalEze

Marcus Patz
British Columbia Law Institute
(who describes himself as "more of a returning member")

Member Announcements

Claro Dejerés (cdejerés@canadalawbook.ca) has joined Canada Law Book as a Training Specialist for Western Canada. Please contact him regarding training on any Canada Law Book electronic products at 1-800-263-3269 (ext. 6406) or 778-737-0098.

Suzanne Geba (sgeba@fasken.com) joined Fasken Martineau DuMoulin in September as their Reference and Electronic Services Librarian.

Congratulations to **Steve Matthews** who launched his own company, Stem Legal, in August. The company helps law firms build their online profile and increase web-driven business. More information on Stem Legal can be found at <http://www.stemlegal.com>. Further congratulations are due to

Steve as he was named as one of the Top 25 Librarian Bloggers by the Online Education Database (<http://oedb.org/library/features/top-25-librarian-bloggers-by-the-numbers>) for his Vancouver Law Librarian Blog (<http://vancouverlawlib.blogspot.com>).

Congratulations to **Rob Golbeck** and **Jennifer Brown** on their August 18th wedding. The couple met at Langara while taking the Library and Information Technology program. Jen works as a circulation assistant at the beautiful new Langara College Library. **Rob** is also the new Webmaster at Clark Wilson LLP, working in the firm's Marketing department.

Evelyn Taylor has recently moved to the Canada Department of Justice, where she will be working as a Legal Research Librarian.

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



Rob Golbeck and Jennifer Brown at their August 18th wedding

VALL Review

CALL Conference Report

Thea Schmidt, Library Assistant, B.C. Courthouse Library Society

This was my first experience at a CALL conference and it was a positive one. I was able to renew friendships and meet new people. Aside from the social events I learned a lot.

The pre-conference workshop was very informative. William Wueppelman from Canadiana Online went over the technical and practical issues of digitization. His notes can be found at <http://www.canadiana.org/CALL2007/>. Sandra Wilkins told us about the B.C. Reports Digitization Project (<http://stikine.library.ubc.ca/bcreports/index.html>) and Anne Crocker talked about the Allan Legere Digital Archive (<http://lawlibrary.unbf.ca/legere.draft.htm>). All three speakers underscored the importance of selecting the right project. It needs to be an appropriate size for your organization's resources and relevant to the library's users. This is followed by planning, planning and more planning. Then there are decisions regarding software, outsourcing, workflow, format, access and storage. The scanning is fiddly, but the easiest part of the project. No one's work is perfect, so proofing is essential. The collection and recording of metadata is also important. When you're finished you're not done. As with any collection a certain amount of maintenance is required. The files need to be validated on a regular basis to ensure that they have not become corrupted.

At Sunday's various SIG and Committee meetings I discovered just how active CALL members are. Of particular interest was the work done by the Canadian Citation Committee. They introduced their

newest set of guidelines on case naming. These can be found on their website at <http://www.lexum.umontreal.ca/ccr-ccc/>. From other meetings I learned that new cataloguing rules are expected next year, publishers' advertising continues to be an issue and ours is not the only leaky library.

All three plenary sessions were interesting and entertaining. Peter de Jager taught us that resistance to change is not necessarily a bad thing. He reminded us about the importance of communication between management and staff when changes are being considered. The speakers at the second session discussed the conflict between the right to know and the right to privacy and access to information versus national security. Their recommendation was the appointment of an independent party to examine sensitive material and make the necessary information available. At the final session the speakers told us about the history of the Charter and its effect over the past 25 years. This was a discussion about balancing competing interests. The Charter has made cases more complex; however, it has also resulted in a decrease in wrongful convictions and the protection of unpopular rights.

These are just a few of the highlights. For more details see the conference materials on CALL's website. <http://www.callacbd.ca/>.

Many thanks to VALL for the Peter Bark Bursary, which made this experience possible.

Copies of presentations are available for many of the sessions from this year's CALL Conference, including:

- Managing the Impact of Technological Change in Law Libraries
- The Ultimate End-User: the Public's Access to Law Libraries and Legal Information
- The Trail of a Trial
- The Promise of OpenURL Resolvers: De-mystifying the Implementation of a Link Resolver at the Supreme Court of Canada Library
- An Argument Against "Rights Talk" (*from the session "Are we becoming a secret society? Press Bans, Privacy and Access to Information"*)
- Managing & Providing Access to eResources
- The Intelligence Behind CI
- Library Leadership Development in Canada

To access these materials, visit: <http://www2.callacbd.ca/conferences/2007/prog-e.php> .

VALL Statement of Income and Expenses: August 1, 2006 - July 31, 2007

Katie Heung, Borden Ladner Gervais LLP

INCOME				
	Membership Fees	\$2,775.00		
	Bank Interest	15.09		
	Luncheon Fees	5265.00		
	March Workshop	2,485.00	(See Note 1)	
			<u>\$10,540.04</u>	
EXPENSES				
	Postage and Office Supplies	66.04		
	Post Office Box	154.76		
	Web Name Registration	136.74		
	Law Courts Inn Charges	5,258.27		
	Speakers' Gifts	270.00		
	March Workshop	1,456.25		
	Contribution to PBMF	1,000.00		
			<u>\$8,342.06</u>	
NET INCOME				<u>\$2,197.98</u>
Chequing Account				
	Balance	As of July 31, 2007	\$10,928.96	(See Note 2)
	Shares		87.43	(See Note 3)
TOTAL				<u>\$11,016.39</u>
Peter Bark Memorial Fund				
	Term Deposit	Matures April 22, 2009	\$10,500.00	
	T-Bill Savings Account	As of July 31, 2007	1,953.41	
	Shares		108.82	(See Note 4)
TOTAL				<u>\$12,562.23</u>

NOTE 1: Includes sponsored contribution from Thomson/Carswell of \$300.00.

NOTE 2: Balance includes VALL Education Program Development Fund of \$700.00.

NOTE 3: Share dividend received in 2007: \$3.49.

NOTE 4: Share dividend received in 2007: \$4.34.

VALL Review

News from the BC Courthouse Library

Susy Caird, British Columbia Courthouse Library Society

Computer Upgrade

After many months of research and testing, we have now upgraded all of our public access computers. As a result, library users in every branch location have access to a word processing program and can now use a USB flash drive to save data and upload, edit and print their own documents. The new LCD flat panel screens are easier on the eyes and take up much less desk space.

On the back end, it will be much simpler to update and maintain our collection of electronic products and services, thus enabling us to install more products on more computers, as budget and licensing restrictions permit. All told, completion of this upgrade takes us a big step forward in furthering our

goal of providing efficiency and functionality to our users within a manageable and stable technological environment.

Screencasts

As a result of our computer upgrades, we can now take advantage of new technologies to better support the legal community and the general public. A number of screencasts are being developed for our website, which we hope will help lawyers and others make effective and efficient use of available research tools and library resources. Screencasts are short video recordings (with audio narration) of what takes place on a computer screen. With a click of the mouse, users of our website will be able to follow a step by step visual demonstration of where and how to access legal

material. Topics we are considering for these screencasts include finding forms and precedents and tracing the history of a court rule. We will be posting them on our website, <http://www.bccls.bc.ca>, and invite your feedback.

A-Z Knowledgebase

Our A-Z Knowledgebase continues to develop. Conversion of this in-house reference file to a public database began in March 2007. Originally created as a staff resource consisting of handy references and hard to find information, the in-house file contained over 400 records. After a brief hiatus this summer, work has begun again to convert these records to a publicly available knowledgebase. Check our website, <http://www.bccls.bc.ca>, for updates.

Peter Bark Memorial Fund & Bursary Update

Katie Heung, Borden Ladner Gervais LLP

Peter Bark Memorial Fund

For the year ending July 31, 2007

Opening Balances: August 1, 2006

T-Bill Savings Account	\$ 3,689.15
Three-year Term Deposit	10,500.00
Equity Shares	104.48
TOTAL	\$ 14,293.63

Balances as of July 31, 2007

T-Bill Savings Account	\$ 1,953.41
Three-year Term Deposit	10,500.00
Equity shares	108.82
TOTAL	\$12,562.23

No deposits were made to the Peter Bark Memorial Fund during the 2006–2007 year.

Term Deposit

On April 22, 2007, the 36-month (Escalator) Term Deposit reached its 12-month anniversary date. A total of \$262.50 was made in the previous 12 months at 2.5% and this amount was transferred into the T-Bill account. The term deposit will now be earning 3.15% until its second year anniversary which is on April 22, 2008.

Peter Bark Bursary

Kathy Barry and Thea Schmidt were the recipients of the Peter Bark Bursary for the 2006-2007 fiscal year in the amount of \$1,500 each. VALL made a contribution of \$1,000 to the Bursary Fund.

VALL Featured Library

BC Regional Office, Department of Justice Canada Library

Tell us a bit about your library: who are your users? What services do you provide? What's a typical day like?

The BC Regional Office library of the Department of Justice serves the 550+ staff of the office located in Vancouver.

The staff consists of lawyers, paralegals, students, legal assistants, senior managers, and corporate services staff.

The regional office library is part of the formal network of Department of Justice Libraries located across Canada. Each library operates independently though. The BC Regional Office library provides all services to its clients in house and offers a full range of technical and public services. Some of our public services include:

- Reference/research services
- Current awareness
- Interlibrary loan/document delivery
- Training/instruction/orientation
- Staff professional learning collection
- Digitalization of corporate regional office knowledge – (e.g. memos, facta, and opinions)
- Specialized database and intranet page development

Each day is quite different and the pace is fast, furious, and can be hectic.

What is your physical library like? Is your collection print, electronic, or both?

Our library moved into the space it currently occupies in March 2006. The physical space consists of the stacks, study area, staff professional development collection, client workstations, staff workstations, and Business Centre.

The main practice areas of the BC Regional Office are: aboriginal, tax law, criminal law, and civil litigation. Our collection consists of the following type of resources: print, electronic, audiovisual, web pages, and databases (internal to Department of Justice) and microforms that complement these areas. The Library has an extensive web site on the regional office's intranet.

Who works in the library and what are their roles?

The staff consists of two librarians (Manager of Library Services and Legal Research Librarian), three library technicians (two Information Services Library Technicians and one Electronic Systems Library Specialist), and one Library Assistant

Do you offer services to the public? What might you be able to help your fellow VALL members with?

We do not offer any services to members of the public but do offer limited service to other local law and federal government libraries and, on occasion, federal government employees.

For fellow VALL members we would be willing to loan print resources with restrictions.



Justice Canada BC Regional Library staff

VALL Review

Vendor Spotlight: Training Services

We asked some of the Vancouver law library community's most used vendors "What training services do you offer?"

QP LegalEze—Kelley O'Connor

QP LegalEze provides complimentary training for all subscribers. In the Vancouver and Victoria area we offer onsite training in various options such as one-on-one training or large group audiences. For all other locations we offer phone training sessions which can be set up to include various office locations. To schedule a session or to learn more about our services please contact Kelley O'Connor at 604 927-2914 or via email at QPLegalEze@gov.bc.ca.



Canada Law Book—Claro Dejeris

In my role as the new electronic products trainer for Western Canada, I support Canada Law Book subscribers with navigating and using the features of our Internet and CD-ROM services. These include the following: Criminal Spectrum and Martin's Online Criminal Code; Canadian Labour Law Library; Dominion Law Reports Plus and Canadian Patent Reporter Plus; DART: Western Decisions and Canada Statute Service; and O'Brien's Encyclopedia of Forms. I had the pleasure of doing training with some of you already and within Metro Vancouver—training is usually held on subscriber premises. I train individuals and groups, including law librarians, lawyers, court personnel, law enforcement officers, labour relations staff, and articling and law school students. I am based in Vancouver, BC and for many of you, I am just across the Burrard Bridge from your offices. I look forward to doing more training with you soon. For your training needs, do contact me at:

Claro R. Dejeris Direct Line: 778.737.0098 Toll Free: 1.800.263.3269 ext. 6406

e-mail: cdejeris@canadalawbook.ca Fax: 778.737.0097

Thomson Carswell—Allan Akizuki

As a Learning Consultant with Thomson Carswell I am responsible for training clients on the complete suite of Thomson Carswell electronic products including LawSource, taxnet.pro and Westlaw. My expertise spans all markets including Legal, Accounting, Corporate, Government, and Academic. Training will help ensure that you realize the full value of your investment. We offer a complete selection of complimentary training opportunities from telephone, to WebEx, to on-site. Training sessions can be customized to meet your unique needs or you can select from a full curriculum of courses. Popular specialty courses include 'Cost Effective Searching' and 'Incorporating Secondary Sources'. We also offer refresher training as required.



Carswell Learning Consultants are available in most major centres in Canada. Our training programs are supplemented with reference and technical Support that is available 24/7. Feel free to contact me for a needs assessment or to schedule your next training session. I can be reached by telephone at 604-590-6445 or by email at allan.akizuki@thomson.com.

Vendor Spotlight: Training Services

Quickscribe—Mike Pasta

Quickscribe Online is a web-based tool designed to help clients better navigate through the ever-changing legislation governing BC. It provides current and archival access to all BC statutes, regulations, OICs, government bills, and key federal legislation. It also includes an instant notification service designed to alert clients about important amendments affecting their area of interest. This unique service enables the client to view detailed information about each amendment and provides direct links to the affection section. Each section is displayed in an easy-to-read, colour-coded layout distinguishing how the text reads now, and how it read just prior to the change.



Quickscribe offers complimentary training sessions to anyone who requests it, at any time during regular business hours, Monday to Friday, 8:30 AM to 4:30 PM PST. This training is normally provided to individuals on an ad-hoc basis over the phone. For group training, Quickscribe can arrange to do the training in person, or over speaker-phone. The training can take anywhere from 15 to 30 minutes depending on the number of questions fielded, and the type and level of usage expected by the user.

Some of the items covered in the training include: Using the advanced/Boolean search functions; printing sections, parts or entire documents; using the RSS feeds; using the various point-in-time features; tracking legislation amendments using the recent changes tool; and customizing the legislation contents. To arrange for training call Mike at Quickscribe Toll Free 1 877 727-6978. More information about Quickscribe can be found at <http://www.quickscribe.bc.ca>.

GSI/LIVEDGAR—Suzanne Moreno

At GSI, we have found that the most successful way to sell our products is face to face and this strategy has proven to be very successful. We have representatives located throughout the United States and the United Kingdom who are able to travel directly to our client locations and service their needs. Our main focus are law firms throughout the US and Canada as well as internationally. We have secondary markets in the financial and accounting sectors.

I am the GSI (a.k.a. LIVEDGAR) Accounts Manager for the West Coast/Western Canada. I am located in the Seattle area and travel quite frequently within my territory, which comprises the Pacific Northwest (WA, OR, ID & UT) as well as Northern CA, Colorado, Hawaii, Australia & Asia. I usually visit Vancouver once a month and Calgary once a quarter. While visiting those cities, I typically let my librarian contacts know several weeks in advance when I'll be in town. I am available for group presentations, terminal sits in the library or one-on-one training in the individual's office. Our core users are mostly attorneys and paralegals or legal assistants. On occasion I also am asked to train articling students at various firms. Those accounts that currently use our services have training available at no cost. I am also available for online WebEx training if I'm not able to meet someone in person, also at no charge. My contact information is: Office (866) 813-8005 Blackberry (206) 405-1069 e-mail: Suzanne.moreno@thomson.com

My San Francisco colleague is Irena Kebzova, who is our Applications Consultant a.k.a. Trainer. Irena also covers the same territory as I and is also available to help me when I have a scheduling conflict. Her contact information is: Office: (866) 254-4689 Blackberry (415) 328-3652 e-mail: Irena.kebzova@thomson.com

VALL Review

Vendor Spotlight: Training Services

CCH Canadian—Lina Stolf

Legal Professionals deal with a variety of complex issues, detailed research and specialized information needs. **CCH Canadian Limited** recognizes your needs and offers a variety of in-depth product and platform training programs geared towards assisting our customers in maximizing their knowledge and use of CCH products. Our customized product and platform training options include both in-person and web-based sessions.

Training offerings include: Webinars — Web-based seminars that are held virtually, under the guidance of CCH's trainers and/or authorized consultants; Seminars — Seminars are conducted in-person, by training specialists on industry or product-related topics; Conferences — Conferences are a series of topical seminars geared towards broadening subject knowledge for the professional; and Self-Study Education — Independent learning modules designed to allow users to complete designations and certifications.

CCH has recently updated its online Professional Training and Development Centre. To view a complete list of offerings please visit us at <http://www.training.cch.ca>. To arrange training, please contact Lina Stolf, Training Manager Legal and Business Markets, CCH Canadian Limited at 1-800-461-5308 (Ext: 6449) or lina.stolf@wolterskluwer.com.

Quicklaw/LexisNexis—Cheryl Berard

My name is Cheryl Berard, and I'm the Vancouver-based Customer Training Team Leader for LexisNexis Canada. Many of you know us already, but for those who don't, I'd like to introduce my team of trainers. In Vancouver, the team includes Malouf Obraham, who has been with us for 8 years; Angeline Han, who was a practicing lawyer before joining LexisNexis, and has now been with us for 2 years, and me. I have been with Quicklaw/LexisNexis for over 6 years and, like Malouf, have worked both as a customer support representative and as a trainer here. We have also recently hired Tracey Byrne, who trains exclusively via the web or telephone and Jeremy Costin, a recent UBC law graduate. Do not hesitate to contact any of us if you have any training requests or questions. Emails may also be sent to our general training@lexisnexis.ca address.

We offer training on the Quicklaw, Lexis.com and Nexis research services, as well as other products and tools such as Power Invoice. Training is available free of charge in our office at 920-355 Burrard Street (The Marine Building), at your office, or via web-based sessions. Scheduled in-office training or web-based sessions can be accessed from our web site at <http://www.lexisnexis.ca/training/training.php>. We are also happy to provide training customized to your area of practice as well as to accommodate your schedule whenever possible.

I'd like to take this opportunity to thank you all for your support in the past, and look forward to seeing you soon.

—Cheryl

VALL Member Survey: Library Training

Susannah Tredwell, Lawson Lundell LLP

Many thanks to all those people who took the time to answer the survey on library training. (And apologies for making it so law firm-centric.)

We had 30 responses to the survey. The two most popular training areas (unsurprisingly) were using the library and electronic resources. Besides those areas asked about in the survey, other areas that respondents offered training in included “How to compare legislation in different jurisdictions; how to find words and phrases judicially considered, etc.”, “Using RSS feeds - offered to lawyers, students, staff” and “Noting up statutes and cases; using the West key system for U.S. materials; how to use Words and Phrases judicially considered, [and] finding forms and precedents.”

It should come as no surprise that all but one of those people who answered the question “What training is mandatory for articling students?” responded “using the library” and “electronic database training”. Other mandatory training for students included “Basic research skills” (69.6%) followed by “How to do a legislative history” (52.2%).

All respondents said that library staff carried out training, although a majority reported that they brought in vendor trainers as required.

With regard to database training, Quicklaw (90.0%) and Westlaw eCarswell (86.7%) were the two most commonly offered, followed by QPLegalEze, CANLII, CCH Online, and Canada Law Book. Other electronic resources that training was offered on included: CD-ROMs, intranet resources, the BC Courthouse Library website, LexisNexis, CLE Online, FPIInfomart, BC Online, HeinOnline, and GSI LIVEDGAR.

There were lots of useful suggestions on how to make your training session successful. One suggestion that came up over and over again was to use “their current problems as research examples”. For example, “a well prepared example (or even an actual research question posed by one of the participants) is an excellent way to teach something. For example, if one judge’s clerk is researching the history of a court rule, it’s an excellent opportunity to bring in other clerks for a training session.”

“Offer food” was suggested by a significant number of respondents. (“Do it over lunch. Food will bring them.”) Similarly, the brevity of the training session was also an important factor: “be as brief and to the point as possible; remember their time is money.”

Other suggestions included:

- A dedicated session on one electronic product is far better than covering several. Sessions are much more successful when the groups are small and everyone can be hands on. When demonstrating an electronic resource, everyone should have their own computer.
- Allowing ample time for discussion & questions.
- Don’t overwhelm them with too much information at once.
- Be flexible with times & components. Have an open door policy for further questions/research.
- Doing the training when it fits work they have to do....keeping it all relevant. Although this really only works when you have a few students.
- Don’t advertise training on a system, train to specific research tasks. Offer training before 9:00 am, when meetings begin for the day.
- Give exercises and time to practice when possible. In one training session focus on one method rather than giving them a lot of options. Teach one resource at a time.
- If you can get a partner to make the QL/Westlaw sessions mandatory for the students, even better.



“Sessions are much more successful when the groups are small and everyone can be hands on.”

VALL Review

VALL Member Survey: Library Training, cont.



“Make it lively and interactive. Have coffee breaks. Make them feel at ease.”

- Interesting topics + good turnout = successful training.
- Know your clients; know as much as you can ahead of time about what the participants already know and what they need to know. Set clear objectives for what participants will know or be able to do by the end of the session. Have a lesson plan. Identify the resources you'll need ahead of time. If you're demonstrating live searching, have a back-up plan (screen shots) in case of product performance problems. Most people learn best by doing. Design the session to be as hands-on and participatory as possible. Provide a brief handout that summarizes your main learning points.
- Modify for the audience - lateral hires distinct from summer students, etc. Do a “what's new” presentation every year BUT actually go to the Practice Area Meetings rather than trying to hold “general” sessions. This is a lot more work but you can specialize and the presentation will be more relevant. As well, you are more likely to get useful feedback during this kind of session. Always be thinking about “current awareness” when you are training...find out how they want to learn about new features and new resources on an ongoing basis. This information will help with your overall training strategy. Work within a larger firm professional development strategy.
- Make it lively and interactive. Have coffee breaks. Make them feel at ease. Prepare handouts and clear, short guides. Most important: be prepared, go over your notes and examples, know all you can about the product keeping in mind that the products can change from one update to the next.
- Make it relevant to the trainee and make the session as short as possible.
- No more than 90 minute sessions (maximum); being available for follow-up.
- We don't have a big staff turnover, but electronic training is offered every year, as a refresher. The participants say they learn something new each time.
- We enjoy having two librarians giving the training together. The pair take turns presenting sections, answering questions, and generally filling in the gaps for each other's presentation.

Tips & Tricks

Susannah Tredwell, Lawson Lundell LLP

Laurel Murdoch of Heenan Blaikie LLP has set up a wiki to share tips on using the new QL. The name of the wiki is **Qltips** and it is at http://qltips.pbwiki.com/?full_access=ULWnVRTnjb&l=S. The password is ne2007.

The **Global Legal Information Network (GLIN)** (<http://www.glin.gov/search.action>) is a public database of official texts of laws, regulations, judicial decisions, and other complementary legal sources contributed by governmental agencies and international organizations. Each document is accompanied by a summary in English and, in many cases in additional languages, plus subject terms selected from the multilingual index to GLIN. All summaries are available to the public, and public access to full texts is also available for most jurisdictions.

Wikipedia is now available in Latin as "**Vicipaedia**" (http://la.wikipedia.org/wiki/Pagina_prima). (I can conceive of no possible use for this in a law library, but felt that its existence should be noted.) The Vicipaedia article on Law is available at <http://la.wikipedia.org/wiki/lus>.