

# VALL Review

Vancouver Association of Law Libraries

Volume 20, No. 2

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## The President's Desk

The Vancouver Association of Law Libraries continues to have an impressive line-up of speakers at our monthly group meetings. In October, we were joined by noted Library & KM speaker Ulla de Stricker. Ulla's presentation, titled "Communicating the Value of the Professional Information Specialist in the Google Age", was inspirational to many VALL members. She spoke of the perceived value of library professionals, and how we can promote that value to those in senior management positions. She also addressed questions related to library management methodology, and how we can better deliver on the ROI equation for information services.



**Steve Matthews**  
**VALL President**  
**2007-2008**

In November, we were very fortunate to have Warren Wilson, Q.C. of Borden Ladner Gervais LLP come and speak to our group about the current state of legal conflicts. His session "Conflicts Before and After *Strother*" covered many issues including this past June's SCC decision in *Strother v. 3464920 Canada Inc.*, a decision on lawyers' conflicts of interest that attracted considerable media attention.

Our December meeting is traditionally social in nature, so while we did not have a substantive speaker, the event was no less entertaining. The featured program was once again Lawson Lundell LLP's Susannah Tredwell and her annual trivia game. It was duly noted that the table which included VALL's honoured members, and this year's VALL President (who was obviously strategically seated), crushed the younger and "less wise" competition seated at the other tables. It was also noted that this year's President failed to account for the prizes owed to members of the winning table—indeed, a most unfortunate event. The consensus opinion was that a card table in the corner should be reserved for the Past-President at next year's event.

The second half of the VALL season includes a number of planned events and projects. Our February meeting brought together Boughton's Catherine Best and Fasken's Teresa Gleave to present a feature-based comparison between the new Quicklaw and WestlaweCarswell. Speakers' notes from our November and February luncheons are available on the VALL website. And in March, we held our annual workshop, which consisted of two half-day tutorial sessions on screencasting technology.

And finally after many months of work, VALL is also putting the final touches on a community portal website. This new site will offer everyone the opportunity to share content and support the professional development of their peers. The easy publishing aspect of the website also includes detailed member profiles, which individuals can customize to reflect their experiences and expertise. This will continue to support our overreaching goal in VALL this year to encourage professional and peer development. And if you envision a virtual component to mentoring within our association, I believe this website will help there too. We hope to have it online very soon!

## VALL Executive

### President

Steve Matthews  
*Principal, Stern Legal*

### Vice President

Wilma MacFarlane  
*Farris LLP*

### Past President

Johanne Blenkin  
*BC Courthouse Library Society*

### Secretary/Membership

Gabriella Barsoum  
*Fasken Martineau DuMoulin LLP*

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Katie Heung  
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Drew Jackson  
*BC Courthouse Library Society*

Deborah MacLeod  
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### Communications Committee

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Susannah Tredwell  
*Lawson Lundell LLP*

Emma Wood  
*Alexander Holburn Beaudin & Lang LLP*

#### Website/Discussion List

Andy Froese  
*Borden Ladner Gervais LLP*

Rob Golbeck  
*Clark Wilson LLP*

Steve Matthews  
*Stern Legal*

Susannah Tredwell  
*Lawson Lundell LLP*

### Member at Large

Yoko Beriault  
*Thorsteinssons LLP*

## From the Editors

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

Did you know that February 2008 marked the 20th anniversary of the beginnings of VALL? Accordingly, this fall will mark 20 years of the VALL Review.

In preparation for this milestone, we did a little digging. Looking back at the first few issues of the VALL Review, it's plain to see that a lot has changed...but much is still the same. While some things are worth revisiting for a laugh ("UBC library catalogue dial-in access at up to 9600 baud!") others are as valuable today as the day they were written. We thought it would be interesting to take a stroll down Zeitgeist lane, and see what made headlines in the VALL Review five, 10, and 15 years ago. (We're saving the really good stuff for the 20th Anniversary issue!)

### Five years ago (February 2003)...

- Karen Kerfoot (then Imeson) of CLE fondly remembered a credit card mix-up with Peter Bark, Lynda Roberts explained a law firm's top ten most valuable knowledge management resources, and Katherine Kalsbeek wrote about developing the archives of a private firm library.

### Ten years ago (March 1998)...

- The VALL Review examined corporate intranets. A survey of VALL's members found that only 5 of 26 responding firms had internet access at every desktop! Several firms and organizations contributed profiles of their intranets, with descriptions of what resources were included, who built and maintained the intranet, and what technology was used to do so.

### Fifteen years ago (March 1993)...

- VALL took a major publisher to task over an unacceptable error rate in a very expensive and indispensable publication, and Yoko Beriault submitted an entertaining news clipping, in which a local female banker asserted that Kim Campbell is feminine, and "doesn't look like an old librarian, so why should she act like one?"

Be a part of the history! We're always looking for story, survey, and other content ideas, so if you have any (and we know you do!), please in touch with Susannah Tredwell ([stredwell@lawsonlundell.com](mailto:stredwell@lawsonlundell.com)) or Emma Wood ([ewood@ahbl.ca](mailto:ewood@ahbl.ca)).

## Raising Questions About Reviews, Bonuses, Increases & Other Incentives

Christina Tribe, Harper Grey LLP

In addition to a personal performance review, an annual review in my library evaluates projects and tasks from the year before. It serves as a brainstorming session for the library's Administrative Plan, a companion document to the Annual Budget. It's not a dreaded chore, but actually a pleasant one. Once Liisa, the Librarian, and I, the LibTech, "officially" take our co-ordinates, we are able to discuss new ideas, set up new projects and determine the particulars involved. The process also allows us to evaluate ongoing long and short-term projects. Other items on the review agenda are conferences we'd like to attend, continuing education we'd like to pursue and personal plans, like vacations. We also talk about projects other libraries are undertaking to see if something similar would work for us.

This year, we'd been avoiding the review, or postponing it, or forgetting about it for some time—not because we were dreading the “stinky” task—we were just too busy trying to finish up the “2007 To Do List.” When we finally sat down to review how things went for both of us over the year, we realized that it was a good year. Most of our special projects were done, our users were happy, we were busy, our work was still interesting and we had more ideas for the next year.

Of course, there's no point in talking about reviews if we're not also talking about raises and/or bonuses. Raises, bonuses and/or other incentives are determined mostly by the completion and success of our specific tasks and projects, in addition to how well we perform our everyday duties.

Since we just agreed that we thought the library had a good year, and my review was also good, a modest bonus and salary increase were discussed. Great! I thought, how lovely: new shoes for me! And then a hint was dropped... there was “wiggle room.” My brain registered “hooray!” However, it would be up to me to figure out what I was worth, and then ask for it. I went away to think about how to determine a not-outrageous-to-the-firm-yet-attractive-to-me raise, and asked that the paperwork be held off.

How exactly might one approach “wiggle room”? To qualify, we had to go on a fact-finding mission. How did the library in general, and I in particular, help people over the past year? Some lawyers and assistants rely on the library a lot—almost daily—so we also asked their opinions. Were they happy with what I had done for them—getting case law, legislation, articles, helping with questions etc.? Was it correct, timely and on point? Had I followed up on outstanding issues? Positive and negative comments were welcomed. The question was sent out to about a dozen users: partners, associates, paralegals, students, and secretaries. Judging by the responses, I had demonstrated “magical reference” at times and pulled rabbits out of hats. For some people I had gone the extra mile (sometimes literally—like running to court). I had even included a couple of the more demanding users I thought might have something to say about “room for improvement,” but they all seemed quite happy. What surprised me was how people, who are often very busy, took the time to respond with thoughtful and very kind comments. I learned that everyone who replied really appreciated what we do.

OK. Harper Grey fact-finding done. Next up, analyze some surveys. I consulted the CALL salary survey, and Liisa consulted the BCLMA statistics. I asked one of the compilers of the LTAIG salary survey to break down some numbers for Vancouver and Law Libraries and Library Technicians. With these more concrete figures, I could go on to gather anecdotal information.

I gathered salary information from some colleagues and friends. How were their reviews handled? How were their salary increases determined? Did they ask for non-cash bonuses? What was a “good” bonus? What did people think was a good raise percentage-wise for a good review? What else could they, would they ask for? Some said they'd love more money, most said more vacation days and the opportunity to go to conferences.

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## Raising Questions About Reviews, Bonuses, Increases & Other Incentives

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Some wanted flex time or the option of job sharing. Paid continuing education was also high on the list.

From friends and colleagues that did not work in the legal world, I learned that union increases were predetermined, non-profit organizations had no increases, those in special libraries sometimes received cash bonuses at certain intervals. Some library staff were stuck with the standard-of-living 2% raise routine. Some colleagues had their reviews conducted by HR and not by their direct supervisors or library managers. The kind of year the firm had was also figured in salary increases: good years meant good bonuses. Other people had increases that went along with promotions or changes in job titles/ functions. Some people had to take it upon themselves to re-write their job descriptions every few years to reflect their changing jobs, and negotiate a new salary from there. (That sounded the most stressful way.)

I gathered a lot of good information, but there were also a lot of unsubstantiated rumours and a whole lot of gossip about review processes. Of all the people I spoke to or corresponded with, I found that no one used their performance reviews as a jumping off point for library planning and future projects—but that everyone loved the idea.

In the end, we took the list of completed library projects, plus the kudos from our users, the various salary surveys, and the benchmarking with other firms, and submitted the paperwork to HR with my newly negotiated request. Hair raising though it was, I asked to forgo the bonus in favour of some extra vacation time and a conference—in addition to a few percentage points more than the original offer.

In the end, I was offered a nice percentage raise, plus I maxed out my vacation time at five weeks, and did get a conference. (SLA here I come!) Great things to be sure, but perhaps the best part of the whole review process and fact-finding mission was that I learned it wasn't the cash or the time off that I valued most, but a good place to work—that the people I work for value my work and are my advocates. Which is a nice return on my investment.

If any of those ideas sound good, raise your hand.

*Christina Tribe is the library technician at Harper Grey LLP.*

### Salary Surveys

The **CALL** 2006 Salary Survey is available here: <http://www.callacbd.ca/index.php/publisher/articleview/frmArticleID/223/> (must be a member of CALL to see it)

The 2007 **LTAIG** salary survey is available at: <http://www.bcla.bc.ca/LTAIG/page/2007survey.aspx>

The **SLA** also produces a salary survey. An overview is available at <http://www.sla.org/content/resources/research/salariesurveys/salsur2007/index.cfm> but to get any really useful information, you will have to buy the survey (if you're also an SLA WCC member, you have access to the survey—see <http://units.sla.org/chapter/cwcn/member/resources.shtml> for more details).

And for a quick overview of how to negotiate salaries, see “**The Librarian’s Taboo: Negotiating Salaries**” ([http://www.aallnet.org/products/pub\\_sp0409/pub\\_sp0409\\_Salaries.pdf](http://www.aallnet.org/products/pub_sp0409/pub_sp0409_Salaries.pdf)), a summary of Leigh S. Estabrook’s presentation entitled “Salary Negotiation Skills for Law Librarians” at a recent AALL conference, which includes the “Six Rules of Salary Negotiations”.

## Performance Management: A Human Resources Point of View

**Annie Ronen, Director of Human Resources, Lawson Lundell**

Performance management is a subject that has fascinated the business world for a long time and has been written about extensively. Organizations are using it for different purposes and in different ways. In this article, I will concentrate on sharing what I believe a good performance management brings to a law firm, how to use it to achieve set goals and how Human Resources can become a strategic partner.

It is important to keep in mind that performance management is not the same thing as a performance review; a performance review is just one of the tools used in performance management. Performance management has been defined as “an ongoing communication process, undertaken in partnership, between an employee and his or her superior that involves establishing clear expectations and understanding”<sup>1</sup> about the employee’s job.

Performance management links people to the strategic goals of the firm and ensures that everyone understands how they can contribute to these goals and be compensated accordingly. Effective performance and talent management increases employee morale, engagement and overall productivity. It also recognizes employees’ knowledge gaps and enables the development of individual programs to help them succeed.

From a Human Resources perspective, there are five essential elements to good performance management.

### **1. Define and communicate an organization’s strategic vision**

Not only does the organization need to have a clear vision statement, but people at all levels of the organization need to understand the goals of the firm and how the work they do relates to that vision.

If a mission statement doesn’t exist, one should be prepared. Things to be considered when preparing the mission statement include: what needs to happen for the organization’s vision to be realized? What are the three main areas the organization should focus on?

In order to facilitate successful performance management, Human Resources must be a strategic partner and a change agent.

### **2. Communicate an organization’s performance management philosophy**

It is important to identify and communicate what performance management means in your environment. Is its purpose to address poor performance? Determine compensation? Or is the goal to adapt to new business demands, help develop new skills to respond to those demands, and ensure that people continue to support the firm’s needs?

Each area of the organization should establish what their strengths are and what competencies need to be developed. For example, Human Resources professionals’ core competencies should include, amongst others, excellent human relations skills, building credibility, and communication skills.

### **3. Communicate how individuals or groups can contribute to the business goals**

Employees at the functional levels need to understand how their roles impact the success of the firm and should expect regular measurable feedback. It is equally important that the firm’s goals are aligned across the different groups/functional areas to ensure that the right resources are available, that people work together and deadlines/expectations are reasonable.

It is important to set both group and individual goals. These goals should be divided into short, intermediate and long term goals and ensure that they are realistic and attainable.

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<sup>1</sup> Robert Bacal, *Performance Management*. (New York, McGraw-Hill Professional, 1999) at 3.

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## Performance Management: A Human Resources Point of View

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### **4. Identify and communicate required job competencies, skills and behaviours critical to reaching the organization's goals**

Most firms have job descriptions, however some have not been revised for a long time and do not necessarily describe today's business needs. Employees' roles have changed and will continue to do in order to meet clients' needs. An effective performance management program will help determine what future needs will be rather than evaluate past practices.

### **5. Offer coaching and mentoring programs to support the ongoing development of employees at all levels of the organization**

An action plan will clarify direction, ensure goals are set and open ongoing dialogue. Action plans typically include who is responsible for which actions, how to deliver them and by when. In order for a performance management program to be successful, you need to engage people at the development stage, offer them regular feedback, support in times of challenges and celebrate achievements.

To summarize, for performance management to be successful, it is necessary to assess business needs; determine the competencies and skills needed to meet these needs; analyze the competencies of the work force, particularly areas of strength; and develop action plans for each employee. At the conclusion of this exercise it should be clear how the different parts tie together.

At a time when talent is crucial to an organization's future and success, a well thought and comprehensive performance management philosophy will help recruit, motivate and retain high performers, manage workflow, identify and reward talent, provide ongoing training and job satisfaction, and assist in making decisions involving staffing, compensation and succession planning.

*Annie Ronen is the Director of Human Resources at Lawson Lundell. She was previously the Director of Administration and Human Resources at McCarthy's in Vancouver.*

### **For more information about performance management**

The Vancouver Public Library has a number of e-books dealing with various aspects of human resources that you can read online for free (if you have a VPL library card). To access them, go to [http://www.vpl.ca/electronic\\_databases/cat/C88/](http://www.vpl.ca/electronic_databases/cat/C88/) and click on Books 27x7. The thousands of books available on the database include Bacal's *Performance Management and Perfect Phrases for Performance Reviews: Hundreds of Ready-to-Use Phrases That Describe Your Employees' Performance*.

## VALL Member Survey: Performance Reviews

Susannah Tredwell, Lawson Lundell LLP

Many thanks to all those people who took the time to answer the survey on performance reviews. We had 34 responses to the survey. Of those people 28 (or 84.8%) had formal staff evaluations in their organization. Only one respondent said that their organization had a library specific evaluation form; of the rest, most (25) used their organization's general evaluation form, but several people used no evaluation form at all.

The primary reason for carrying out staff evaluations was to provide feedback to staff on their performance (25 respondents), followed by "To determine compensation" (17), "To create a paper trail on staff performance" (15) and "To create a paper trail on staff performance." (15). Other reasons given included "To define the goals and objectives into measurable behaviour and results and to mirror larger organizational goals and objectives on a work unit level" and "to review everything the library has accomplished during the past year & to help determine the annual library plan ... the review process is more of a collaborative effort".

Of the most important areas to evaluate (or be evaluated) that we listed, 93.9% of the respondents chose "Ability to work as part of a team" followed by "Communication skills" (78.8%), "Research skills" (66.7%),

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### **If you are the subject of a performance review, what feedback have you found useful? What feedback do you wish you were getting?**

- Encouragement and acknowledgement of a job well done!
- Feedback is most useful when needed, not once a year.
- Feedback should not be limited to once a year. Genuine feedback throughout the year carries weight whereas once a year feedback is almost worthless.
- Hearing strengths and weaknesses, knowing areas to improve.
- I appreciate the setting of goals and a review of how these have or have not been reached.
- I'd like to receive feedback and a verbal recognition for work well done, which too frequently goes unsaid and unrecognized.
- I would love to know if there are any specific positive or negative comments from the library clientele. Areas for improvement. (of course I don't need to know who made the comments, just the nature of them)
- It would be most helpful if any feedback could be properly conveyed to the library staff instead of what we have come to expect in law firms which is, "no news is good news". If there are comments made about the library and/or staff during partnership or management meetings there should be a system in place for that feedback to be conveyed to the library staff so improvements can be made as well as excellence recognized.
- Most useful feedback: areas that I can work on.
- Never had a formal performance review. Just "good job and here's your raise."
- Positive feedback is useful.
- The person doing the performance review really doesn't know what I do. She relies on an evaluation completed by the Library Partner, who is not on my floor and I rarely meet with.
- Would like to get more feedback on collection development issues.
- Useful to have evaluation of accomplishments against goals, clarity of expectations, support for learning, feedback from team members

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## VALL Member Survey: Performance Reviews

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“Organizational skills” and “Knowledge of the subject area” (63.6%) and “Professional development” (60.6%). Other areas suggested included “proactive behaviour in improving library services and communication between clients” and “innovations, projects, incorporation of technologies”.

In answer to the question “What feedback do you wish you were getting?” there were a number of people who expressed the wish that they could get feedback from the library clientele, not just from managers. For example, one respondent commented that “I think it’s critical to have feedback from our clients: the people we do the work for. It doesn’t make sense to have the firm’s HR manager do a review - I have never done any work for her! So, this year, my boss asked some of the lawyers for their feedback on my work. Happily, it all came back glowing! This gives us an opportunity to present evidence of our worth to the firm administrator that’s straight from the horse’s mouth.” Another respondent noted that it is “Useful to receive confirmation that we are providing the type of library service the firm expects. Would like the firm to take the library a little more seriously & provide guidance for future planning.” Similarly, in the section that asked supervisors what they felt were the most important elements of a performance evaluation, one wrote “I think it’s useful for staff to know how they are perceived in the library and in the organization as a whole. I think they need to know how they are doing from a lawyer’s point of view, not just the supervisor’s point of view.”

Constructive criticism was also mentioned by a number of respondents; a number of people mentioned their

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### **If you administer staff performance reviews, what type of feedback do you think is the most useful for library staff?**

- Constructive feedback and modeling behaviour of the manager
- Feedback is very useful when from your lawyers; it gives HR a good idea of what you actually DO and your library administrator a better idea of HOW you do it.
- Goal setting, professional development plans.
- How the library roles and tasks fit with the overall strategy of the firm; why we do what we do; why your work makes a difference. Strengths to develop.
- Knowing opportunities for improvement, getting recognition for things that they do well. Knowing how they contribute to organization or department success.
- No feedback done during the formal feedback session should be a surprise. I think it is useful to give confirmation of work well done. I also think there should be a discussion on areas of weakness, along with strategies for improvement.
- We do not wait until the anniversary date to discuss performance and exchange criticism or praise. It is an ongoing process. Human Resources want a report at the anniversary date for their records and to determine compensation. Try to make sure we are keeping current and providing consistent service in a timely fashion.
- Whether they are meeting expectations and the main expectation is to make the manager’s job easier. If the manager has to micro-manage a staff person, for whatever reason, that’s a problem. I have had staff tell me to wait while they finish what they are doing when I walk into their office with a question or issue or something needing to be done. Or, they ask an unrelated library question while I am in their work station with a senior lawyer looking for the elusive missing loose-leaf.



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## VALL Member Survey: Performance Reviews

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frustration with being told “everything’s fine” without being given details of what was being done well or what could be improved.

Goals were also frequently mentioned as an important part of the performance evaluation process, both by those receiving feedback and those giving feedback. One respondent commented “Rather than have this be ‘a you have done this wrong/please correct it by next year’, the employee should have some goals to work toward, so that the goals set and reached in the following year may be reviewed at the next review.”

An area we didn’t ask about (but should have) was the issue of performance reviews of managers by the people they manage. One person commented that “there are currently staff evaluations but there are no manager or supervisor evaluations as done by staff that work directly under them. It would be useful if staff could also do evaluations on their managers in hopes that improvements could also be made by these persons who are in charge of the library and its staff.”

### Evaluation Forms

Here are two suggestions for online samples of evaluation forms:

Vanderbilt University’s **library self-evaluation form**:

[http://staffweb.library.vanderbilt.edu/perc/2005percforms/SelfEvaluation\\_Feb05.doc](http://staffweb.library.vanderbilt.edu/perc/2005percforms/SelfEvaluation_Feb05.doc)

University of California Irvine’s **generic evaluation form**:

[http://hr.lib.uci.edu/performanceevaluations/lib\\_perfeval\\_form.doc](http://hr.lib.uci.edu/performanceevaluations/lib_perfeval_form.doc)

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## Tips & Tricks

### Susannah Tredwell, Lawson Lundell LLP

Jennifer Greig, a U.S. law school librarian, has written an article about how she designed a "a legal research toolbar that integrates into a web browser and provides constant and quick access to library-sanctioned websites and databases." Her article 'Have You Seen the New Library Bar?: Designing a Legal Research Toolbar' is available for free at <http://papers.ssrn.com/abstract=1071009> (registration required).

You can now create a form in a in a Google Docs spreadsheet and get people to fill it out via email. (See <http://googledocs.blogspot.com/2008/02/stop-sharing-spreadsheets-start.html> for more details.)

There's an interesting article on "Legal Information Institutes and the Free Access to Law Movement" by Graham Greenleaf at [http://www.nyulawglobal.org/globalex/Legal\\_Information\\_Institutes.htm](http://www.nyulawglobal.org/globalex/Legal_Information_Institutes.htm). The article discusses the history of the various LIs and points to a couple of sites you might not have known about. (FINLEX, anyone?)

## Membership Matters

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

### Marty Clarke

Key Account Manager, CCH Canadian Ltd.

### Agathe Holowatinc

Student at UBC in the MLIS program

Agathe is currently in her second year at SLAIS as an MLIS student. In her undergraduate degree, she studied Communication and Geography at Simon Fraser University. She currently works at the Vancouver Public Library as a Library Assistant and Admin Assistant, having previously worked at the New Westminster Public Library as a Library Assistant and Shelver since 1998. She has just found out that she will be going to the United Nations D.H. Library in New York City for her Practicum this April and is looking forward to that immensely.

She is a student member of BCLA and is also involved in the student association (LASSA) as one of the Events Co-ordinators, which means she gets to plan, organize, host (and even bartend at) social functions that are put on for the students and faculty to liven things up a bit! She enjoys travelling, having been to such places as Cuba, Switzerland, and parts of Eastern Europe. She also enjoys the

outdoors (snowboarding, hiking, trail running) and has a Doberman Pinscher that she loves dearly.

### Lesley Perkins

Canada Border Services Agency

Lesley Perkins (Lesley.Perkins@cbsa-asfc.gc.ca) is a Research Librarian at Canada Border Services Agency, providing research, reference and library services and computer skills training to officers in the enforcement department working with Immigration and Refugee Protection Act (IRPA) files. The research topics are often serious and sometimes downright grim (human rights abuses, civil wars, crimes against humanity, etc.), so once in a while, for comic relief, she takes a break from her online searching to compose a silly limerick.

### Elizabeth Shaffer

Student at UBC in the MLIS program

### George Tsiakos

UBC Law Library

George Tsiakos (george.tsiakos@ubc.ca) is currently the circulation supervisor at the UBC Law Library and he is working towards a MLIS degree on a part-time basis at SLAIS (UBC). He has both a LLB and LLM degree and plans to pursue a career in law librarianship.

## Member Announcements

*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.*

**Steve Matthews** has an article entitled "Who do you think you are?" in the March issue of the CBA *National* magazine. The article is about lawyer branding and search-based reputation management and is available at: <http://www.cbanational.rogers.dgtpub.com/data/flash/NATIONAL-E/900000626/home.html>. **Steve** has also been appointed to the editorial board of ABA's Law Practice magazine.

**Liisa Tella** was quoted extensively in the November issue of the CBA *National* magazine in an article on knowledge managements entitled "Drowning in Data". The article is available here: <http://www.cbanational.rogers.dgtpub.com/data/flash/NATIONAL-E/900000626/home.html>.

The Canadian Paralegal Institute is looking for an adjunct instructor to teach a legal research course. We would like to be able run the course on an ongoing basis beginning this Fall. For more information, please visit [www.canadianparalegalinstitute.com](http://www.canadianparalegalinstitute.com), please contact **Dom C. Bautista**, Executive Director.

# VALL Review

## News from the BC Courthouse Library

Susy Caird, British Columbia Courthouse Library Society

The BC Courthouse Library has recently purchased a subscription to **LLMC Digital**. More familiar to many library folk for the microforms of historical legal materials that they have produced for years, the Consortium has moved into digitization and is gradually making their existing microform collection available online, as well as continuing to digitize and add new materials. As of January 2008, there are 303 serials online.



According to their mission statement:

*“LLMC is a non-profit cooperative of libraries dedicated to the twin goals of preserving legal titles and government documents on film, while making copies inexpensively available either in microfiche format or digitally through its on-line service LLMC Digital.”*

The scope of LLMC’s holdings is broad and includes historical statutes and ordinances of Canada, Canadian cases, selected historical B.C. statutes and proclamations, U.S. federal and state case law and selected international material. The existing content is good and the value of the resource will increase as additional materials are digitized. The drawback is that the LLMC database lists all of their materials, not just ones that have been digitized, so there are substantial portions where, though listed, the material is only available as a microform and is not yet online. The other caveat is that the interface is somewhat convoluted to use. We are currently working on a guide for users which should help; it will be posted to our website when it’s complete. LLMC Digital is available in all courthouse libraries throughout the province.

**Estates&TrustsSource** is a relatively new online offering

**Estates&TrustsSource**

from Carswell that the Courthouse Library subscribed to in February. The service provides access to full text cases, commentary, and current federal, provincial and territorial legislation dealing with estates and trusts law, tax law and civil practice. It includes:

- Extensive coverage of reported and unreported decisions from all major Canadian courts
- Digests from the Canadian Abridgment dealing with estates and trusts law back to 1820
- The full-text of Canada Revenue Agency publications (Interpretation Bulletins, Information Circulars, Advance Tax Rulings and CRA Views) relevant to estates and trusts
- Fillable forms derived from legislation and other authored sources
- Commentary, checklists, letters, texts and practice manuals

Due to the cost, it is available for public use in all courthouse libraries around the province except for the Vancouver library. Vancouver staff do have access to Estates&TrustsSource and use it as part of the regular provision of reference service, so feel free to call us if you’re looking for something. The legal community in the Lower Mainland can access the product by visiting one of our branch libraries in New Westminster, North Vancouver, Port Coquitlam or Surrey. In addition, because of licensing restrictions, the BC Courthouse Library subscription does not include access to the “Build-a-Will” component.

## VALL Featured Library

### RCMP Pacific Region Training Centre Library – Chilliwack BC

[www.rcmp-prtc.ca](http://www.rcmp-prtc.ca)

RCMP Pacific Region Training (PRT) is a support centre providing advanced police and leadership training to all employees within the Pacific Region. Located on the former CFB Chilliwack site, the facility plays an integral role in meeting both Pacific Region and National strategic priorities related to learning, training, and development in support of organizational goals and objectives.

The PRTC Library plays an important role towards advancing the vision of PRT and is not your typical law library. PRTC Library's clients include the 7,500 RCMP members, civilian members, public service, and municipal employees in BC and Yukon. Partner clients include Crown agencies, Canadian Police College, Canada Border Services Agency, Department of National Defence, Department of Fisheries and Oceans, Justice Institute of BC, and University College of the Fraser Valley. Requests from the public are also accommodated.

The Library is an L-shaped loft located above Hotel Administration and the Johnny Mac Lounge. The collection of print, video, and periodical resources is housed in stacks overlooking Tivoli's restaurant and is geared to the street-level police officer. Clients are offered Internet and video viewing stations, as well as large study carrels and private reading space.

A sole Library Specialist, Julie Bell, staffs the PRTC Library. She is responsible for Library strategic planning, reference and research, acquisitions, cataloguing, circulation, budget, marketing, and client training. She also holds the position of Admissions Officer in the partnership between the RCMP and the University College of the Fraser Valley (UCFV) in the administration of the Bachelor of General Studies (BGS) program.

A typical day might include requests for ILL, circulation, digitization of documents, purchase of specialized texts, or participation in scenario-based training. On more than one occasion the library staff has volunteered

to be: a victim for Emergency Medical Response training; a student on All-Terrain Vehicle instructor training; and a subject in the Standardized Field Sobriety Testing course.

Fellow VALL members are invited to tour PRTC and learn more about this special library.



*PRTC Library*



*PRTC Library Specialist Julie Bell*

# VALL Review

## Peter Bark Bursary—Deadline Extended

Wanting to attend a conference or enroll in a course, but finding it difficult to come up with the money to do so? Why not apply for the Peter Bark Bursary? Each year, the Executive awards up to two successful applicants with a \$1500 grant to attend a conference, attend a workshop, or otherwise engage in professional development activities. Anyone who has been a member of VALL for a year is eligible.

Two excellent upcoming opportunities are the CALL conference from May 25-28 in Saskatoon (<http://www.callcbd.ca/conferences/2008/Default.htm>), and the SLA conference from June 15-18 in Seattle, WA (<http://www.sla.org/content/Events/conference/ac2008/index.cfm>). As both conferences are relatively close to BC, bursary dollars will go especially far this year.

The deadline for applications for the Peter Bark Bursary has been extended until April 30, 2008. For details on how to apply, visit <http://vall.vancouver.bc.ca/pbark.htm>.

### Who was Peter Bark?

*Peter Bark, for whom the Peter Bark Memorial Fund is named, was a Vancouver legal research librarian and founding member of VALL. The following is an excerpt from a note that appeared in the VALL Review in December 1990. Peter was also memorialised in the January 1991 issue of The Advocate, where it was remembered that "Peter's greatest quality of all was his ability to make others feel good about themselves. ... Peter had great confidence in all of his many, many friends, and made each one feel special."*

#### Remembering a Friend...

Peter Marshall Bark died November 17th, 1990 at St. Paul's Hospital, Vancouver, B.C. after a lengthy illness. Peter received his B.A. and LL.B. from Queen's University and his M.L.S. from the University of British Columbia.

Peter's career as a legal research librarian spanned ten years. He worked for a number of law firms in Vancouver; the last five years at Lang, Michener, Lawrence, and Shaw. As well, Peter edited materials for the Continuing Legal Education Society of British Columbia and indexed cases for the *Solicitors' Liability Index* for the B.C. Courthouse Library Society. His commitment to excellence in the performance of his professional duties became well known among his colleagues and we often turned to him for advice on indexing, collection development, or a career decision. He always seemed to steer us in the right direction.

Peter was an active member of several professional organizations, including: past executive member of British Columbia Library Association, he chaired various committees for the Canadian Association of Law Libraries, and was founding member and program co-ordinator for the Vancouver Association of Law Libraries. He worked effectively and was a passionate speaker (and writer) on topical issues of concern to all of these organizations.

We will certainly miss Peter's energy and the creativity he brought to all aspects of his life. But, most of all, will miss his quick wit, his affection, and the way he always found the time for a small chat about any of our concerns.

# VALL Review

## News from UBC Law Library

**Sandra Wilkins, Head, UBC Law Library**

The Faculty of Law has been planning for a new law school building for some time, and the dream is now a bit closer to reality. The architectural firm Diamond + Schmitt has been selected, and will be working closely with the local firm, CEI Architecture. A building steering committee has been meeting with the architects on the design phase of the project. The preliminary schedule has construction beginning in Spring 2009, with completion slated for Fall 2011. The location of the new building will be on, and to the north of, the existing site. This will necessitate moving classes, offices, and possibly the library, to temporary quarters during construction.

### 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.

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

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