

# VALL Review

Vancouver Association of Law Libraries

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## The President's Desk

Welcome to second issue of the *VALL Review* for the year 2010-2011. It's hard to believe that we are already into the fourth month of 2011, with spring arriving soon.

Looking back to December, the VALL seminar featured Daphne Bramham of the *Vancouver Sun* speaking to us about polygamy, Bountiful and the polygamy reference. It was a particularly timely and thought-provoking session. The event was well-attended and we were pleased to have several of our honoured members joining us. The Shangri-La did wonderful job with meal presentation and service, and Carswell added to the holiday spirit by generously providing door prizes for five lucky VALL members.

February brought the first in our two-part series on social media. Susan van Dyke of Van Dyke Consulting gave us an entertaining and enlightening presentation on social media in general and in the legal environment. The next social media session is scheduled for April 12.

In March, many VALLers attended the training workshop hosted jointly with BCLMA featuring Reva Kalef, adult education consultant. We are all challenged to teach and train a variety of adult learning types and the workshop provided all participants an opportunity to refine their training skills.

Many thanks to our VALL program coordinators, Agathe Holowatinc, Carolyn Petrie and Lynn Smith, who have been working hard to bring us interesting and dynamic program topics.

A brief follow-up to the legislative research report first posted on the VALL website in November of 2010 ... Quickscribe has announced that it is working on a version of the BC Legislative Digest. We all await further developments!



**Elizabeth Kinersly**  
VALL President  
2010-2011

Continued on page 2.

# VALL Review

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Susannah Tredwell  
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Marnie Bailey  
*Fasken Martineau DuMoulin LLP*

Finally, I hope everyone has a chance to check out the recent changes to the VALL website. Susannah Tredwell and Marnie Bailey, our VALL website coordinators, have been busy fine-tuning various parts of the site. We now have a website policy with guidelines for posting, and we have specific places for Member Announcements and Vendor Announcements. Most importantly, and keeping with the social media theme, the VALL site features a Member Blog for VALLers to post material that will be of interest to VALL members. Happy blogging!

## Member Announcements

**Beth Galbraith** has moved from Clark Wilson LLP to the Civil Aviation Technical Reference Centre at Transport Canada.

**Thea Schmidt** has moved from Courthouse Libraries BC to join Borden Ladner Gervais LLP.

**Gabriella Barsoum** has returned to Fasken Martineau DuMoulin LLP and **Vanessa Boname** has moved to Fraser Milner Casgrain LLP.

**Melissa Williscroft** has moved to McCarthy Tétrault LLP. She was previously at Whitelaw Twining Law Corporation.

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.

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## From the Editors

**Beth Galbraith**, Transport Canada and  
**Mica Donnelly**, Borden Ladner Gervais LLP

Welcome to the Spring issue of the *VALL Review*! Although there is a chill in the air, the cherry blossoms and the blooming flowers in the parks tell us that spring is on its way. Spring is a great time to try something new, to get excited about new projects and to get organized.

This issue of the *Review* has a couple of articles to help us all get started on some new projects involving Social Media. This is indeed one of the biggest topics currently being written about. No matter the industry or the location, Twitter and Facebook are on everyone's lips. Law libraries are no exception; these tools can be used to help market our services, find information of value to our clients, keep up with current news and events, as well as assist with personal marketing and networking.

Connie Crosby has written a fabulous article about jumping in and using social media. She gives a great overview of what is available and how it can be used in law libraries. Susan Van Dyke has also written a notable follow up article to her seminar topic in February – Social Media in the Legal Industry.

If you are already a social media guru, then perhaps the review of the Train the Trainer workshop from March with Reva Kalef will be of interest. Training is a large part of most libraries now, and understanding how to create training programs as well as considering the way adult learners best retain and follow training sessions is essential.

We hope you enjoy this issue, and as always, if you would like to contribute an article to the *Review*, please contact one of the Editors. We'd love to hear from you!

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

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

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

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

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

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

**Publishers and vendors** should only highlight for submission any new product developments that the vendor has not yet publicly released or that the vendor would like feedback from its customers. (Note: If a vendor has already released public marketing information to all customers on its corporate web site, *VALL Review* editors will exercise rights to determine if there is sufficient space to include the submitted information, in light of other VALL content publishing priorities.)

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## Exciting New Developments at Courthouse Libraries BC

Drew Jackson and Meghan Maddigan, Courthouse Libraries BC

At the Courthouse Library we are pleased to introduce you to some new initiatives:

### **1. Announcing New Subscription Products!**

**Quicklaw:** We have just rolled out Quicklaw on our public computers. That's right, Quicklaw (more specifically, the full service domestic package) is free to use in select libraries. We've started our Quicklaw rollout at Vancouver and our Regional Libraries so that we can, under the watchful eyes of full-time staff, thoroughly test it out. Once we are satisfied with its performance and value for clients, we plan to continue the rollout to some of our smaller local libraries.

**CriminalSource:** In addition to Quicklaw, we have just made arrangements to introduce CriminalSource across our branches in April. We are delighted to provide more support for the Criminal Bar with this comprehensive collection of criminal cases and secondary source publications such as *Tremeeear's Annotated Criminal Code*, *Nadin-Davis Canadian Sentencing Digest*, *Gibson on Canadian Criminal Code Offences* and more.

**HeinOnline:** Also coming in April are enhancements to our website search and our catalogue that will make it easier to find resources available through HeinOnline. We are adding MARC records to the catalogue for the law journals and legal classics available in HeinOnline. You'll be able to connect directly to journal titles from our website or catalogue if you're using them inside our libraries - or your own office, if you have your own subscription to HeinOnline.

### **2. Wireless**

Another way we are supporting clients in our libraries is through the introduction of wireless. We are pleased to be able to announce wireless Internet access is available in our Vancouver, Victoria, North Vancouver, Kelowna, Kamloops, Prince George and Nanaimo branches with more to follow.

### **3. Connecting with the Legal Community in New Ways**

Joining our client services team are two new legal community liaisons, Nate Russell and Meghan Maddigan. Both bring experience as practicing lawyers in small firm settings, and together with our team of librarians they are excited to be discovering new ways to serve the legal community in finding and using legal information. Nate and Meghan are currently developing new options to support and inform lawyers through free CPD training offerings on using legal information tools. They are also spearheading the addition of more lawyer-oriented content on [www.courthouselibrary.ca](http://www.courthouselibrary.ca). Know any lawyers that might want to win a Kindle™ e-book reader? We're inviting lawyers to fill out a web survey at <http://svy.mk/theclbc> to tell us what services and tools they would find helpful from Courthouse Libraries. Any lawyer completing the survey by May 1 has a chance to win a free Kindle!

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## New Building for UBC Law Library

Sandra Wilkins, UBC Law Library

Everyone has been working very hard getting ready for a move into the new Law building. The plan for the library is to have all of the furniture moved in during the first part of August and then the book move will take place during the last two weeks in August. The library likely will be closed during the book move; and we will re-open for business in our new space in early September. Here are a couple of photos to help you get a feel for the new space:



This first view is taken from Chancellor Boulevard. The Faculty of Law office wing is to the right (the west), while the classrooms and library are on left (the east). In the middle, is a space called “the forum”. This space will feature auditorium style seating that can be collapsed to create an open social space when a large lecture theatre is not needed. There is one classroom in the basement, but most of the classrooms are on Level 1. The library is on Levels 2, 3 and 4, with the main entrance on Level 2. Level 3 features a large reading room, with double-story windows and a great view. Level 4 features a smaller reading room that overlooks the main reading room, and also has a fabulous view. Everyone is very pleased with all of the windows, given our current concrete facility.



This view is taken from the main staircase, looking toward the large reading room on Level 3. Students will be able to see the faculty office wing, but mainly the view will be toward the Salish Sea and Burrard Inlet.

As you can see, there is a fair bit to get done over the next five months. Given that one year ago, the demolition of the current building wasn't fully complete, I have faith that the construction team will deliver the building on time.

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## VALL Featured Library: British Columbia Securities Commission

Helen Mok, British Columbia Securities Commission

### What is the role of the Knowledge Centre within the BC Securities Commission?

The Knowledge Centre supports the work of other departments by providing a collection of print and electronic resources that help litigators, policy lawyers, analysts, and accountants obtain the necessary information to perform their jobs. The Knowledge Centre engages in current awareness activities (e.g. daily news dissemination, topic monitoring) to help staff stay up-to-date on securities-related news and information. Staff training is another facet of library services. We provide an orientation to our collection and services for all new staff and organize group/individual training sessions on specific resources when needed. Finally, we provide research services for staff. I think this is probably one of the most valued services we provide and is definitely something that raises the awareness of the Knowledge Centre among Commission staff.



**Collection at BC Securities Commission Knowledge Centre**

#### **Who works in the Knowledge Centre?**

The Knowledge Centre team is made up of two Information Specialists, a Library and Information Administrator, and a Manager of Knowledge Management Services. Commission client groups are divided between the two Information Specialists. I look after mainly legal research while the other Information Specialist covers business research, although there is sometimes quite a bit of overlap.

#### **What types of resources are in the collection?**

There are approximately 2000 items in our print collection. Three shelving units make up our main collection and there are small satellite collections on a couple of other floors. The main focus of the collection is securities law and regulation, as well as administrative law. We have smaller sub-collections related to IT and management in support of specific departments. Since our print collection is rather small and specialized, we sometimes rely on interlibrary loans from other local libraries, especially for more general legal publications. We also subscribe to several legal, business, and news databases. Staff can find information on our collection/services, links to electronic resources, and subject guides on the Commission intranet.

#### **Who uses the Knowledge Centre?**

The library is used by Commission staff. Sometimes we receive document delivery or research requests from other securities commissions or law firms. Our physical collection is open to the public by appointment.

#### **What are some typical research requests received?**

I perform a lot of case law research (looking for precedents on a particular topic) and securities policy research (how do other Canadian/international securities commissions approach an issue). The other Information Specialist does a lot of background research on companies and individuals. We both often search for articles, reports, and court/business filings based on request (i.e. document delivery).

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## Social Media: Get in the Game

Susan Van Dyke, Van Dyke Marketing & Communications

*Vancouver legal marketing and communication consultant Susan Van Dyke presented at VALL's February seminar in the first part of our two-part series on social media.*

Some lawyers say social media is a necessary evil in order to maintain or increase their profile. Others find it a treasure-trove of content, opinions and news. Whether you're contributing content, or merely benefiting from others' contributions, one thing's for sure – staying abreast of how different applications work and how they are evolving keeps your skills and knowledge sharp. A keen understanding of social media will also help you to better evaluate the credibility of citizen publishers.

So, this is not the time to bury your head in the sand and hope that if you ignore the merits of social media, it will go away. Not so. The statistics are staggering and climbing with each newly activated twitter account. Instead, get close to someone who's familiar with the medium, even if they are much younger ... or much older. Do some independent research, ask your colleagues for their tips and start reading contributions on blogs, LinkedIn, twitter, and even Facebook. Lawyers might be slow adopters, but as managers, researchers or publishers of information we ought to blaze the way for our firms. Who better to validate whether a publisher, blogger or tweet is worthy of reading or following than you? How do you validate (or dismiss) self-published content?

Even editors of major news outlets troll the net, including social media sites. They'll monitor how a news story lands with the public, an industry or special interest group. What are the comments and questions, what's not well understood, what are they discussing, who are the experts, what are the related topics, or are there any comments at all? Just as our definition of main stream news changed, so did the sources. If you're not there already, it's time to get in the game. In fact, it already started.

**Susan Van Dyke, Principal, Van Dyke Marketing & Communications is a law firm marketing consultant based in Vancouver, BC. She enjoys twitter and LinkedIn most and invites you to join her. She can be reached at 604-876-7769 or [svandyke@telus.net](mailto:svandyke@telus.net).**



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## Emerging Technology Tools in the Law Library

Connie Crosby, Crosby Group Consulting

Twitter, Facebook, YouTube, RSS feeds, Skype...how do you know where to begin? I see five key areas in which these tools support law libraries and their staff members. Let's explore these areas to become familiar with what the emerging technologies can do for you:

### 1. Networking

Business professionals tend to use LinkedIn, and a lot of professional organizations have groups here in which you can participate in discussions. LinkedIn is a great way to make yourself "findable", keep in touch with contacts, and let others know some of your background in a resume-type profile.

Facebook is often seen as a more personal network, but law library folk across Canada love Facebook. Groups and causes also have Facebook pages, and often use the site for organizing events. If you are not on Facebook, you may be missing out. Keep tabs on your privacy settings, though: every time there is a change to profile settings on Facebook, privacy settings seem to revert to a less private setting.

My favourite social networking platform is Twitter: I connect with librarians, knowledge management directors, lawyers, law marketers, those in the public relations field, and many, many others. Search public messages (tweets) at <http://search.twitter.com> either for words or for keywords designated with hashtags to find the latest in what people are discussing. For example, #km is used for Knowledge Management-related tweets and #law is designated for those in the law field. There is even a #lawlibraries hashtag.

### 2. Professional Development

Webinars and live-streamed events are fantastic for keeping up with the field. Look for offerings from professional associations such as CALL, AALL and SLA as well as commercial organizations. Also keep an eye out for podcasts, although sadly there aren't many specifically covering law libraries. I recommend checking out Law Librarian Conversations <http://lawlibcon.net/>.

Reading blogs inside and related to your areas of interest are also key. Slaw.ca is arguably Canada's best-known law blog, with numerous contributors in a range of areas, but there are countless others. If you haven't seen them yet, also check out Library Technician Dialog (<http://brendawoa.wordpress.com/>) by Brenda Wong and Karen Sawatzky, Library Boy (<http://micheladrien.blogspot.com/>) by Michel-Adrien Sheppard, and Tim Knight's KF Modified Blog (<http://kfmod.wordpress.com/>). Find more at <http://www.lawblogs.ca/>, a site maintained by Steve Matthew's team at Stem Legal. In the U.S., 3 Geeks

and a Law Blog (<http://www.geeklawblog.com/>) has become essential reading to keep up with the legal publishing and law library industries.

I also challenge you not just to read (or listen) along: participate! Get in on the action by adding your comments. We will all be richer from hearing more viewpoints.

### **3. Collaboration**

There is a whole range of tools useful for collaborative work both inside and across organizations—especially for people working in separate locations. Tools like wikis (web-based pages that can be edited by anyone with permission) or Google Docs (web-based documents) allow groups of people to work together on documents. These tools are particularly useful when working on committees or events for associations. Using them to keep track of work done and decisions made rather than relying on everyone's individual email makes a lot of sense, and builds up legacy knowledge for future committee members or organizers.

Even if you don't have an immediate opportunity for using them it is good to be aware of other tools: for example, Skype--known for Internet-based video calling--can also make phone calls to land lines, and has chat, screen sharing, and file sharing features. Dropbox allows people to easily share files and folders of files, even when large in size. There are also a number of project management platforms (such as Basecamp) and tools for mocking up web pages, such as Balsamiq, Mockingbird and Mockflow as well.

### **4. Service Delivery / 5. Public Relations and Marketing**

Depending on the culture of your organization, when using social media you may either want to play with a few things and see what sticks, or take a more formal, strategic approach. With a strategic approach, look at your library or parent organization's strategies (such as PR, marketing, human resources, or information management), determine your audience, and then plan tactics accordingly. In this case it is a good idea to have tried out the tools already to have an idea of what they can do for you.

Blogs (facing inside or outside the organization) are a great way to deliver current awareness and build rapport with an audience. A wiki page is also a good place to gather information on a topic or put together a checklist or pathfinder. I'm a big advocate of pulling together RSS feeds by subjects of interest to your clients (what about using the new feeds from CanLII searches?) and making them available, be they posted to an HTML intranet or web page or a wiki. It is perhaps more advanced than some of the other tools listed here, but this can be achieved using Yahoo! Pipes.

When used externally on behalf of your library or parent organization, a number of the tools listed above become public relations and marketing vehicles. Social media and social networking tools are especially

good for facilitating two-way conversations and building relationships. They are, therefore, particularly powerful for on-going public relations rather than limited marketing campaigns.

Of course, not all of these tools are for everyone. Think about what your purpose is, and tie the tool or tools back to your specific goals. Start small. You can always add more layers of sophistication as you and your team learn.

**Connie Crosby is a consultant based in Toronto. She is a former President of the Toronto Association of Law Libraries and is currently active on various committees of the Canadian Association of Law Libraries. She blogs at <http://conniecrosby.blogspot.com> and <http://slaw.ca>, teaches social media-related continuing education courses at the University of Toronto's iSchool Institute at the Faculty of Information, and is author of the 2010 book *Effective Blogging for Libraries*, part of the award-winning Tech Set series from Neal-Schuman Publishing. Follow Connie at <http://twitter.com/conniecrosby> or reach her directly at [connie@crosbygroup.ca](mailto:connie@crosbygroup.ca).**

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## Effective Training: An Interactive Workshop with Reva Kalef VALL/BCLMA KM Joint Workshop Recap

Mica Donnelly, Borden Ladner Gervais LLP

The VALL/BCLMA KM joint workshop was held on March 16th at SFU's Morris J Wosk Center for Dialogue. We were lucky to have Reva Kalef, a training consultant with over 27 years of experience, come speak to us on the topic of effective training for adult learners.



VALL/BCLMA KM Joint Workshop at Morris J Wosk Center for Dialogue

The first topic covered in the workshop was characteristics of adult learners. As we discussed traits of the individuals we typically train, it became clear there were some common themes. Number one: adult learners expect the material you are presenting to be practical and relevant to their jobs. I would venture that this would apply to those you train in your workplace as well.

We also covered characteristics of a motivating instructor and Reva provided some great tips on how to engage your audience. Lastly, we went through the process of planning a training session. Reva outlined what should be involved at each step in session planning and highlighted some very important steps many instructors typically rush through or skip entirely.



**Participants in the interactive training workshop**

While being a very informative overview of basic training principles, the workshop also offered valuable practical tips as well. Some tips that stuck out for me were:

- It is important to make sure your audience always understands where you are in the course of your presentation. Reva outlined the objectives of the session clearly at the beginning of the workshop and informed us when we were moving on to another objective by both verbally announcing it and moving a cut-out arrow to the appropriate topic listed at the front of the room.
- Do not provide copies of complete handouts at the beginning of your presentation. Provide only the materials that you intend to address at that time, otherwise participants will be flipping through the materials, rather than paying full attention to your interesting and insightful dialogue.

- When you ask your audience if they have any questions, phrase it in a way that makes them feel comfortable in asking for clarification; for example, state that at this point in your presentation, you have covered a lot of material and there are usually a lot questions, so that people do not feel embarrassed to announce if they are unsure of any points.
- To keep your audience's attention, you can use such actions as moving around the room and making gestures, using participants' names to bring them back into focus and varying your choice of word vocabulary.

These were just a few of the useful tips presented at the workshop. Reva was able to pack a great deal into the four hours, without overwhelming us (or worse-yet – boring us). Clearly a sign of an experienced and skilled instructor! I look forward to employing the knowledge I gained at this workshop into my own training endeavors.



**Reva Kalef and Agathe Holowatinc**

For more information on Reva Kalef's consulting services, you can visit her website:

<http://www.kalefconsulting.com/>

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## News from the Publishers

### **Quickscribe – BC Legislative Digest coming soon!**

Quickscribe Services Ltd. is soon to launch a series of new services/tools designed to help legal professionals keep track of recent and upcoming legislation more efficiently. These initiatives include:

- BC Legislative Digest: A powerful and fully customizable legislation alert service delivered by email on either a daily or weekly basis.
- New Bills Site: A comprehensive table displaying Bills as they progress through the Legislature.
- Status Checker: An easy-to-use tool designed to help you determine:
  - The last known status of any Bill introduced within 2 years
  - If there are any proposed or recent changes to specific Acts and the last known status of these changes
  - What (if any) Acts are affected by a Bill

### **Quicklaw**

Some recent features offered for Quicklaw:

- Sort by Citation Frequency Option: After running a search using the Court Cases search form, researchers can now sort by citation frequency in the Results screen. Documents are listed from the most cited to the least cited, that is, based on how often a document is cited in the QuickCITE™ Case Citator as compared with other documents in the result set.
- Email Subject Lines: Researchers can now customize the email Subject line when delivering a document to help distinguish and identify messages.
- Commentary References for the QuickCITE Case Citator: Throughout 2011, commentary references will be added to the QuickCITE Case Citator. Researchers will be able to learn whether a case has been considered in either *Halsbury's Laws of Canada* or in a Canadian legal journal.
- Two new mobility solutions were released February 2011 to enhance the legal research experience: the Quicklaw® app for iPhone® and LexisNexis® e-books.
- LexisNexis Canada Staff News: Account Executive Jennifer Epp gave birth to a healthy baby girl, Alexa (7 lbs., 3 oz.), on December 8, 2010. And for those of you who know Elizabeth Fulton, our Large Law Account Executive in Toronto, she also gave birth to a healthy baby girl, Charlotte, in December.

**Westlaw**

Some features from Westlaw you may not have seen yet:

- Limit KeyCite Display: Search citing cases by keyword, specify court level and more. Soon you will be able to specify cited statutory sub-sections. Just click the Limit KeyCite Display button at the bottom of your Citing References page after KeyCiting a case, statute, rule or regulation.
- Results Plus: Click the Full Screen Display link on the Result List tab after running any search. Results Plus will suggest related material from the CED and now, court documents.
- CED – Abridgment Concordance: Now you can link directly from select CED classifications to the equivalent Canadian Abridgment classifications. Begin with an explanation of the law and then easily find case digests on the same topic. Look for the “See Canadian Abridgment...” link above each CED paragraph.
- Learning Tutorials: Need a quick refresher on Westlaw Canada functionality? Online tutorials are available here: <http://www.westlawecarswell.com/support/emodules.htm>

**CCH**

CCH is pleased to announce several enhancements to Canadian Legislative Pulse including:

- New Regulation email alert
- More precise and consistent searches
- Streamlined functionality
- Options renamed for consistency

You can register for upcoming CCH legal training sessions here:

<http://www.cch.ca/tr/sca.aspx?deptcode=2&m=3&y=0>