

VALL Review

Vancouver Association of Law Libraries

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The President's Desk

This year's CALL/ACBD conference in Vancouver was amazing. Those four days were filled with inspiring sessions and great venues for renewing and making new connections. This issue focuses on some of the conference highlights, and includes reports from VALL's 2016 **Peter Bark Professional Development Bursary** recipients.



Debbie Millward
VALL President
2015-2016

Beginning with this summer 2016 issue, the *VALL Review* offers the option for contributors to post their *Review* article to their personal VALL blog, so that they can link to it from other social media platforms such as LinkedIn or Twitter. The *VALL Review* editors may also select an article from each issue, and with that author's permission, post it on the VALL blog. The intent of these initiatives is to promote VALL and law libraries, to provide non-members with a taste of what's available in the *Review*, and to enable contributors to share their article on social media. The *VALL Review* in its entirety will remain a member-only publication. The Executive Committee will monitor these new changes and make adjustments accordingly, in order to maintain a balance of membership value and information sharing.

VALL wrapped up its 2015/2016 year on June 22nd with a lively and thought-provoking "chat over the professional fence", featuring Sarah Sutherland and Dean Giustini, and the programming committee has several promising events in development for the fall and spring. As a valued VALL member, you will have the chance to chime in with your preferences and suggestions for events in the coming year, through the programs survey that is coming soon.

It has been a real pleasure serving as President and with the VALL Executive Committee for the past two years. I look forward to my third year with such a great group of volunteers.

With thanks, and wishes for a great summer!

- *Debbie*

VALL Review

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

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From the Editors

Alexandria Everitt, Harris & Company and
Taryn Gunter, Harper Grey

This year's **CALL Conference** was held right here in Vancouver in mid-May. It was our chance to host our colleagues from across the country, and around the world. The weather, always a concern here in Rain City, behaved itself, and the conference itself had everything from dolphins to sunset cruises to stand-up comedian legal publishers to incredibly thought-provoking sessions. It was an amazing way to highlight our city and province, and the important legal work done here. It was so pleasing to hear so much well-deserved praise for the conference, and the many compliments for Vancouver itself.

As first-time CALL conference attendees, the editors found it so thrilling and engaging that we decided to dedicate this summer issue to it! We've included a behind the scenes look at how CALL Conference 2016 Co-Chairs, **Susannah Treadwell** and **Katherine Melville** brought this great event together. This year's Peter Bark Bursary recipients (**Brenda Alm, Paula Decker, Alex Everitt, and Joni Sherman**) have provided reports on just a few of the fascinating sessions that were held, as has outgoing VALL President **Debbie Millward**. These reports are just a taste of the depth and breadth of content offered at this year's CALL conference, sessions that really highlighted BC's unique place in Canadian law.

Overheard at CALL 2016!

There's lots of potential to be a pro bono librarian! – Sheila Tucker

Eating fish and chips at the Vancouver Aquarium might have been one of the most passive-aggressive things I've ever done. – At the Thomson Reuters breakfast

Have the data drive the decisions. – From the session "Leading the Digital Transformation in Your Library"

He's the Ricky Gervais of English legal publishing. – Of Daniel Hoadley of ICLR

Vancouver really is a jewel. – Heard more than once!

After over 40 years in the legal publishing 'biz', **Karen Kerfoot** of CLEBC retired this year. At her retirement lunch, her colleagues paid tribute to her in song, which we've included in this issue. Our great thanks also go to Karen, who for many years was involved with VALL.

We hope that perusing this issue will provide memories for those of you who were there, and a taste of what it was like for those unable to attend.

Have a wonderful summer. The VALL Review will be back in the autumn!

As always, we love to hear from you – whether general feedback, or ideas for future content, or a wish to contribute an article, please contact vallreview@gmail.com.



Members of the 2015-2016 VALL Executive at CALL 2016!

Back Row, L to R: Taryn Gunter, Debbie Millward, Brenda Alm, Sarah Richmond

Front Row, L to R: Megan Smiley, Alex Everitt, Joni Sherman, Larisa Titova

Member Announcements

Congratulations to **Emily Klomps-Spanjer** of McMillan and husband Mark who welcomed son William on May 4th.

Congratulations also to **Carolyn Petrie** of Bull Housser and husband Ryan Allworth who welcomed son Thomas William Charles on June 22nd.

Welcome back to **Rocio Szwaba** who has returned to the CLE BC from maternity leave.

Best wishes to **Karen Kerfoot**, who after 40 years with CLE BC, is setting out on her retirement. Check out her colleagues' tribute to her in this issue!

And many best wishes to **Sarah Munro**, who retired from Singleton Urquhart LLP at the end of June. Sarah is a former VALL President, and a long-time member of VALL and the law library community.

Message of Thanks to the CALL Volunteers!

Larisa Titova, **Blake Cassels & Graydon LLP**

I would like to use this opportunity to acknowledge our wonderful Registration Desk volunteers: **Anne Bowers, Alys Tredwell, Kathryn Boyd, Wendy Holmes, Megan McField, Lyndsay Forsythe, Annie Rilkoﬀ, Jocelyn McKay, Jennifer Mackay and Karen Ho.**

Because of their fun attitude and exceptional organizational skills, the registration process was so smooth! Some shifts required to be at the Registration Desk at 6:45 am and the volunteers were at the desk bright eyed, bushy tailed – all ready to meet and greet conference delegates.

Thank you very much for volunteering! We could not have done it without you!

How We Spent the Last Two Years (aka Planning the CALL Conference)

Susannah Tredwell, DLA Piper
Katherine Melville, Farris

For the record, planning a conference is just as much work as you think it might be. Possibly even more. But it is also incredibly fun, fulfilling, and worthwhile, and we highly recommend it!

The Canadian Association of Law Libraries (CALL) generally starts the conference planning process two years in advance, so in 2014 we signed on as co-chairs for

Vancouver 2016, and initial excited co-chair discussions were held in Winnipeg at the annual Justis party. CALL works with an association management committee called Managing Matters who do many conferences, and being able to rely on their expertise made the whole process a lot less painful than it would have been otherwise.

Lesson #1: Have professional conference organizers helping you.

The first order of business was to select a location. Managing Matters had come up with a shortlist of hotels that were both big enough and in our price range. (Vancouver is a very, very expensive city to hold a conference in.) We toured all the locations and based on feedback from previous years, we selected the Westin, the hotel with the best designed conference space of the three finalists. (Things we learned at this juncture: the conference space is usually free provided you meet hotel booking and food and drink minimums.)

The next step was the selection of a theme and a logo. We settled on “Competencies, Challenges, Connections” in part because we wanted to tie the conference into CALL’s recently developed professional competencies and in part because Susannah is partial to alliteration. The logo was based on a napkin doodle, handed over to Managing Matters’ designer, who returned with her designs, tactfully saying something along the lines of “I think this might work better.”

It should be noted that neither of us like meetings, so we made a solemn vow that we would keep meetings to an absolute minimum. Our co-chair meetings tended to be “walking meetings” which we highly recommend; their only downside is that note-taking is a bit challenging.

Lesson #2: Avoid meetings wherever possible.

We also decided that - as part of the minimal meeting mandate - members of our committee would be assigned very discrete tasks that they would take entire responsibility for. If they had questions about aspects of the tasks, they could come back to us, but essentially these tasks were in their hands. We can’t say enough nice things about our committee: Mandy Ostick and Tracy McLean organized the Saturday workshop, Carolyn Petrie was responsible for programming, Bronwyn Guiton was responsible for communications, Teresa Gleave was responsible for the Monday night dine arounds, Larisa Titova was responsible for the volunteers, and Elim Wong organized the Wednesday afternoon tour of UBC.

Lesson #3: Choose amazing people for your committee.

We then started tossing around ideas for the plenaries. We wanted to make sure that the plenaries represented both the membership of CALL (private, academic, courthouse and government) and the themes of the conference. Our plenary speakers were Johanne Blenkin, Justice Crabtree and Rick Craig talking about the challenges associated with A2J and legal information, Dr. Luciana Duranti and Dr. Anthony Sheppard talking about the competencies involved with digital evidence, and Sheila Tucker talking about the connections between constitutional law and everyday Canadian society.

At the CALL Conference in Moncton, we had both a booth (fulfilling a life-long dream for those of us who wanted to be booth babes) and a dog and pony show to promote the Vancouver conference. Tourism Vancouver provided a promotional video of Vancouver in which no umbrellas were shown. We didn't point out the omission. As part of the dog and pony show, we had a quiz about Vancouver in which Susannah tried to cram in as many Vancouver-related octopus facts as she could.

Lesson #4: There is some great historical information about Vancouver on <http://www.vancouverisawesome.com/>

The call for educational programs went out in September 2015. Bronwyn streamlined the submission form, but even the revised version proved challenging, judging by the number of abandoned proposals. As soon as the deadline for submissions closed in December 2015, Carolyn, Bronwyn and the two of us sat down and worked our way through all the proposals, identifying where there were gaps in the programming. There were a number of fantastic sessions that we ended up turning down due to conference budget restraints. (We did mention Vancouver is an expensive city to hold a conference in, right?) During this meeting, Bronwyn said she would really like a session on maps, and then listed in detail all the ways a session of map law would be useful along with a list of resources a speaker could use. By a 3-0 vote (one abstention), map law was added to the program with Bronwyn as the speaker.

We wanted to highlight Vancouver's natural beauty, so given the location of the conference hotel, a reception at the Vancouver Aquarium seemed like a logical choice. As we were touring the Aquarium, the on-site event planner casually mentioned that we could have a dolphin show. Katherine's eyes went as wide as saucers. It was decided: the opening reception was going to be at the Aquarium, and there would be dolphins. One nice thing about the Aquarium is that, as a non-profit, it doesn't have to charge GST on most of its services. A second nice thing is that since the Aquarium is

walking distance from the hotel, we needed fewer buses to ferry people back and forth to the reception.

Lesson #5: Buses are very expensive to rent, and frustrating to organize.

Lesson #6: The Aquarium will not let you put corporate logos on dolphins.

At this point a casual observer might think there was little left to do: we had a location, an educational program, receptions, and our major sponsors. The casual observer would be wrong. This was the point when we started dealing with the fiddly things: local sponsors, programs, signage, eblasts, the conference website, speakers dropping out and needing to be replaced, setting up and testing the conference app, floor plans for the conference space, AV requirements, making sure that everyone knew where they were meant to be when, floral arrangements, creating the master script, getting gifts for the speakers, selecting menus, writing eighty thank you cards, deciding signature drinks for the opening and closing receptions, sourcing the Swedish candy fish for the signature drinks...

Lesson #7: Selecting the menus may be the best bit of planning a conference.

Lesson #8: With selecting signature drinks coming in a close second.

And then there was the scheduling. If you ever wonder why conference planners schedule amazing session A against amazing session B when the same people want to go to both, it is because they have no other choice. We sat down with all the sessions written out on post it notes and just kept on moving them around. And then around some more. And some more. All that happened was that amazing session A was now scheduled against amazing session C.

With the conference two weeks out we started maniacally watching the long-range forecast. (A little known fact: sometimes it rains in Vancouver in May.) With the closing reception being on a boat, the Tuesday night of the conference was of particular concern. We could rent an enormous tent to cover the upper deck of the boat, but that would cost \$3,000. (Have we mentioned the budget yet?) On Friday, the last day to order the tent, there was a 20% chance of rain and we decided to go tent-less. We did have a backup plan involving a lot of umbrellas.

Lesson #9: You can't control the weather, whatever some people may think.

On Saturday we both moved into the hotel, along with extensive shoe collections and

bottles of wine. There were registration badges. There were programs. There were vendors. Old friends and new were arriving at the hotel. It was actually happening. The five days flew by in what seemed like moments.

There were, of course, a few hiccoughs. There were some problems with the AV, although this did result in one of the most entertaining vendor demos we have ever seen. (Daniel, the vendor in question, claims he entered a “fugue state” and remembers none of it.) One speaker was fogged in at the Nanaimo airport, and couldn’t make it. Connie Crosby, CALL’s president, had laryngitis, resulting in the two of us doing slightly more public speaking than we had anticipated. We severely underestimated the love of librarians for cream puffs.

Lesson #10: Beta 5 cream puffs are wonderful.

Organizing the conference was a fantastic experience and we hope the attendees, vendors, and volunteers enjoyed the conference as much as we did. We couldn’t have organized the conference without all the incredible people who volunteered their time and their energies to make it work, from committee members to speakers.

Lesson #11: The chance to work with professionals in your field, outside your daily grind, is one of best things you can ever do!



CALL 2016 Planning Committee

From L to R: **Elim Wong, Susannah Tredwell, Teresa Gleave, Katherine Melville, Mandy Ostick, Bronwyn Guiton, Tracy McLean, Larisa Titova**

Peter Bark Bursary Recipients

The 2016 recipients of the Peter Bark Bursary are:

- Joni Sherman, Department of Justice
- Paula Becker, DLA Piper
- Brenda Alm, Whitelaw Twining
- Alexandria Everitt, Harris & Company

All four recipients attended the CALL/ACBD conference in May 2016 and have provided conference session write ups which are found in this Summer 2016 *VALL Review*.

“I am so pleased and honoured that I was one of the chosen for a Peter Bark Memorial Bursary... Once again, thank you so much for choosing me for this bursary” – Joni Sherman

“That’s great news! Certainly a great way to start the morning. Looking forward to seeing everyone at the conference!” – Brenda Alm [*in response to receiving the news she was a bursary recipient*]

CALL Conference Report

Brenda Alm, Whitelaw Twining

The CALL 2016 Conference, held in Vancouver May 15-18, was kicked off with a lovely opening reception at the Vancouver Aquarium where the Denis Marshall Memorial Award for Excellence in Law Librarianship was presented to Sandra Wilkins of University of British Columbia.

The plenary session, *The Connections of Constitutional Law* by Sheila Tucker, was an eye opening insight on how individual stories from the Vancouver east side can have an effect on law. She also covered her involvement as counsel on the landmark decision *Carter v. Canada*. Tucker finished off the session by encouraging law librarians to do pro bono work. Interested in this? There are a couple of ways you can

go about it:

- 1) Contact the BC Civil Liberties Association
- 2) Look at BC Supreme Court decisions and look for counsel whose perspective aligns with yours

For more on this plenary you can see **Paula Becker's** write up.

Another standout was ***Everything You Ever Wanted To Know About US Legal Research But Were Afraid to Ask! US Legal Research for Canadians*** by Penny Hazelton. By the end of the session it was clear there are many differences between our legal systems, one of those being terminology. One good example is how "noting up" is called "updating" in the U.S. **Alexandria Everitt** goes into further detail with her own *VALL Review* report on this most interesting session.

Effective Approaches for Business Development and Marketing Research by speakers Heather Ritzer, Karen Sawatzky, and Jeff Voon was a conversation charting out the first steps of how law librarians can work with their organizations business development and marketing department (BDM) to provide current research and information. They discussed some ways a law librarian can contribute:

- Setting up Google alerts for companies or industries of interest to forward to associates
- Inform associates of legislative changes so they can write or speak about it as a marketing tool
- Put together a package of information for associates when meeting with potential clients. Even little things like a headshot and name.
- Make note if a client has won an award and send the information to the associate so they can follow up with the client.
- Take a look at what competitors are writing about, events they are having. An area your firm can get into?
- Be a "fly on the wall" in practice group meetings. It will lead the librarian to be that much more informed. This could also include a 5 minute, relevant to that practice group, update from the library.

I didn't get the chance to attend the session ***Lean Law Library: How to Apply Process Improvement Concepts to your Organization***, but luckily **Joni Sherman** did! Check out her article on how the Lean Six Sigma concept can be used to cross

pollinate library management so the library is relevant to the organization as a whole and not just a room or a team who are important to legal researchers.

There were lots of jokes about the title of the final conference session ***Wine, Beer and Weed – West Coast Vices or National Debate***. But there were no jokes (ok, maybe a few) once this substantive law session started. Speakers Mark Hicken, Kirk Tousaw and Carlos S Mendes covered the current regulatory and legal framework of three of BC's more notorious "local" products – wine, beer and marijuana. It was fascinating to hear a little of the history during prohibition and how it has impacted our current laws. During Q&A, one attendee asked Tousaw, who practices in medical cannabis regulatory compliance, cannabis criminal defence and strategic litigation, if the reason marijuana hadn't been legalized all this time is because there is no way to "test" for it during roadside sobriety tests. Tousaw pointed out that likely wouldn't be a deciding factor as roadside tests are meant to check for substances that will cause risky behavior, and unlike alcohol (for example), marijuana is likely to make you take *less* risks and probably drive even slower.

Enjoy the articles below, offering highlights and memories from the 2016 CALL conference.

Plenary Session: The connections of constitutional law **Speaker: Sheila Tucker**

Paula Becker, DLA Piper

On the morning of May 16th we at CALL had the privilege of listening to Sheila Tucker discuss constitutional law in Canada. Sheila has worked on a number of recent Canadian constitutional cases. Sheila started her talk with a brief overview of constitutional law in Canada. She credited the enactment of the Constitution Act in 1982 as the beginning of real change towards constitutional democracy. The Constitution Act ensured civil rights and freedoms for the Canadian people, who prior to the act were dependent on the Canadian Bill of Rights. She then discussed the following three cases:

Canada (Attorney General) v. PHS Community Services Society, [2011 SCC 44](#)

In 2003 Vancouver Coastal Health opened Insite, North America's first safe injection site, on the downtown eastside. The conditions in the downtown eastside had been

described as a public health emergency: used needles on the ground, with the unclean conditions causing sickness and sometimes death in drug users. In order to operate Insite, an exemption from the prohibitions of possession and trafficking of controlled substances was required. In 2008 the federal government refused to extend Insite's exemption, leading to the court challenge. Sheila talked about the importance of factual information, rather than constitutional philosophy, for succeeding in this case, particularly the individual testimony of the people directly affected by Insite. It is sometimes difficult for the public to understand the background of the drug addicts on the downtown eastside until they really understand what each individual person has been through in their life. Scientific evidence was also a key factor in winning this case. The safe injection site had been operating since 2003 and there was evidence that it was indeed helpful and improved conditions in the area. The Supreme Court of Canada agreed to keep Insite operating, concluding that it would "decrease the risk of death and disease, and there is little or no evidence that it will have a negative impact on public safety".

Canada (Attorney General) v. Bedford, [2013 SCC 72](#)

In Bedford it was argued that Canada's prostitution laws were unconstitutional. Prostitution itself is legal but the criminal code contains provisions which outlaw public communications and operating a bawdy house, which means prostitutes must operate secretly, depriving them of their safety. The Supreme Court of Canada ruled 9-0 that these laws were unconstitutional.

Carter v. Canada (Attorney General), [2015 SCC 5](#)

This is the case which legalized physician-assisted suicide. Prior to this decision it was a crime in Canada for someone under tremendous suffering to take their own life. The court sided with Carter because they found that it was unconstitutional for someone to take their own life by "dangerous" or "violent" means or to continue suffering until they die. Sheila stressed how important individual testimony was in this case. Each individual story of suffering helped put into perspective the need to put physician-assisted suicide in place. Since there are other countries in the world who have legalized physician-assisted suicide, the Canadian court could see the possibility of this working.

Sheila emphasized that the common ground between each of these cases is that they were about Canadian citizens whose rights and freedoms were being negatively affected by Canada's legislation. There was scientific evidence that changing the laws

would not have a negative impact on society, as well as countless testimonies of people suffering because of the outdated laws in place. Hearing individual stories helped the judges involved to better understand the issues at hand and gain empathy for the people involved.

Sheila was an engaging and knowledgeable speaker and I learned a great deal about constitutional law and how charter litigation worked from her talk. Sheila's firsthand knowledge on how each of these ground breaking cases were presented to the Supreme Court of Canada was fascinating.

Everything You Ever Wanted to Know About US Legal Research But Were Afraid to Ask! US Legal Research for Canadians

Speaker: Penny Hazelton – University of Washington

Alexandria Everitt, Harris & Company

One of the sessions I attended while at CALL was the above mentioned session on American Legal Research – and it was hands down probably the most informative session I attended over the 4 days (not that the other sessions weren't great, because they were! This one just had a ton of useful information). Like many Canadians I understand the basics of the American legal system but not very in depth and I'm fuzzy on how the different public, state and federal laws + their courts all fit together. This session gave an informative overview and I walked away having had a few "Aha" moments and some useful tips for conducting US legal research.

The session started off with explanations of similarities and differences between the US and Canada's legal structure. For example, did you know that our Revised Statutes which are organized by short title of the Act are called Codes in the US and are organized by subject? Laws in the US are codified – until this session I would have had no idea what that meant. There are 54 subject matter codes in the Code and there are several hundred sections within each subject matter. Questions were flying around the room and Penny handled them like a pro, eager to teach us. Her presentation may have gone slightly off course with all the discussion but I think the participants walked away with a better understanding of the law.

Once the room was on the same page (the discussion on US/Canada similarities + differences had been shelved), Penny talked about the Legislative Enactment of US

Public Laws, the best free legal sources to use, how to check the currency of a law online, how to note up (updating), how laws are made, judicial opinions and much, much more.

Things I would like to part on to you:

Canada/US Legal Terminology

CANADA	UNITED STATES
Act or Statute	Session Law (hasn't been amended) or Public Law
Chapter Number	Public Law Number
Sessional or Annual Volume	US Statutes at Large
Revised Statute	Code
Noting Up	Updating

The BEST FREE source to search the United States Code is: <http://uscode.house.gov/>

THREE things to know when doing US Legal Research online:

1. How current is it?
2. How navigable is it?
3. How searchable is it?

To determine how current the website you are using is check the currency tab and classification table. To determine how navigable and searchable the site is, well that is partly up to your discretion.

CALL/ACBD 2016 conference session report: “Effective Approaches for Business Development and Marketing research”

Debbie Millward, Lawson Lundell

When my kids were very little, I learned about the concept of parallel play: two toddlers will sit in the same sandbox but actively ignore each other, or at most give the side-eye to each other. That is, until one grabs the other's toy, and then come the tantrums. Being cheeky here, but doesn't that sound similar to the worst-case version of the interaction between librarians and business development & marketing researchers in a

law firm? And does it spring from what Zena Applebaum coined as “lack-of-getting-credit angst”, in her article [Law Librarians + Legal Marketing = Successful Client Service](#)? Luckily, and it seems ever-increasingly, we are learning to share the toys (information tools and expertise) and the credit, in the sandbox of our law firms.

By the way, this dynamic is not a law firm anomaly. As a former news librarian, I observed a similar territorial divide between the news researchers and the market research specialists who worked in the advertising department. This may have arisen from the old church-and-state newspaper ethos of keeping editorial at arms’ length from advertising, and maybe a bit of that credit-angst.

This late-afternoon session on Day Two of the CALL/ACBD conference, sponsored by the Private Law Libraries special interest group, was described as:

“Law librarians across Canada are increasingly working with their organizations’ business development and marketing departments (BDM) to provide current research and specialized information. However, while some libraries have jumped in with both feet, others are still waiting to make the leap. Limited budgets and the interdisciplinary nature of the research make it a daunting area to get into. This session will be a free-flowing conversation between a current law firm communication manager and a law firm librarian looking to chart out the first steps towards offering BDM research and related services.”

I am grateful to have landed at a “jumped in with both feet” firm. The job posting for my position as Manager of Information Resources at Lawson included overt mention of collaboration with “a multi-disciplinary team of professionals” to “streamline and integrate how information is obtained and used at the firm with the Research, Knowledge Management and Marketing Departments” and to “liaise with our Marketing & Communications group to provide business intelligence research support”. We continue to work on walking that talk.

This session afforded attendees an interesting exploration of how law firm librarians could begin or improve their work with their BDM colleagues. The session was structured as an interview, with Tapper Cuddy librarian Karen Sawatsky posing questions to Lawson Lundell BDM communications manager Heather Ritzer, and Fasken Martineau BDM researcher Jeff Voon. Karen is planning to engage in more business development assistance at her firm. As the interviewer, she represented the voice of those seeking advice for taking first steps into this area of collaboration. Heather already works closely with lawyers, librarians, and knowledge management,

aligning her BDM expertise with initiatives throughout the firm. Jeff is a research specialist in Fasken's BDM department where he collects and analyses information and monitors trends for key industries, practice groups, and clients. He provides business research and competitive intelligence to lawyers and other professionals across the firm.

The free-ranging conversation among the three speakers identified RFP responses as a great area of "low-hanging fruit" for initial librarian/BDM collaboration. Our complementary skill sets can be leveraged here to minimize the work lawyers have to do, to gain new clients. Another theme was the reciprocal skills we bring to research: librarians as experts in accessing and assessing information resources, and marketing specialists as business-research experts, for example.

Here's some Q & A from the session:

Q. *What are your favourite free sources for information?*

A. For reports on industry trends:

- [Conference Board of Canada](#)
- [PWC Canada](#)
- [Ernst & Young](#)

For information on M&A deals: aggregators of press releases:

- [CNW Canada newswire](#)
- [MarketWired](#)

For potential RFP opportunities:

- [BC Bid](#)
- [MERX](#)

Q. *What are your favourite paid sources for information?*

A. For media monitoring: [Manzama](#) and [Infomart](#); for corporate information: [Capital IQ](#) and [Mergermarket](#).

Q. *How do you measure the success of your BDM efforts?*

A. [Mondaq](#) or [Lexology](#) metrics will show the popularity of a firm's publications such as blog posts and articles, and those metrics can guide future targeted business development efforts

Q. How do you market your firm's litigation work?

A. Need to be mindful of confidentiality, of sealed records at arbitrations, for example; but if your firm wins a SCC case, spread the word! Also noted: litigators make excellent media presenters.

For more details about library/BDM projects and resources, see the [handout](#) from the session, which was shared on Twitter by PLL SIG co-chair and conference planning committee member Bronwyn Guiton.

So I am looking forward to working even more closely with the BDM pros at Lawson (Hi, Heather and team!) and this session served to remind me that we all get to play with more toys (research tools and talents) when we pool them with our BDM playmates in the best interests of the sandbox (our firms and clients).

Panel Session: The Lean Law Library

Speaker: Shauna Mireau

Joni Sherman, Department of Justice

With the help of the Peter Bark Bursary from VALL, I had the privilege to attend this year's annual **CALL/ACBD conference: Competencies, Challenges, Connections**. This was my first library conference and what a *full-filling* and inspiring experience it was. It was a feast of information. I filled up on interesting conversations with colleagues and vendors; attending many delicious panels and presentations... and well, of course, the splendid banquets from start to finish.

So it is appropriate that after I fattened myself up on all these said "goodies" that I chose to write about the **Lean Law Library: How to Apply Process Improvement Concepts to Your Organization** presented by Shaunna Mireau. Ms. Mireau provided a rich, entertaining and interactive presentation on how Law Libraries can incorporate the principles of the *Lean Six Sigma** to become better, faster and operate on a smaller budget.

Here are some of the notes from the presentation.

Before a library incorporates this *Six Sigma* technique one has to identify the wastes.

For example: over processing, inventory, motion (how one moves around the physical space to get work completed), defects, over production, transportation, talent, waiting. The room was full of talk and laughter as much of the audience had more than one example of waste for each of these segments of waste. This is where the technique of *Six Sigma* comes into action.

The DMAIC project methodology has five phases:

- **Define** -what are we trying to achieve and how to build it, identify and validate customer's needs and requirements and create a high level picture of the process targeted to improve.
- **Measure**- create a data collection plan and implement the plan, understand the process.
- **Analyze**- examine the data, watch the process and determine the root causes. This is where you and your colleagues need to brainstorm about ideas in a safe environment for the decision.
- **Improve**- generate solutions, select solutions, and implement solutions. Think of the *What ifs: What if we did things differently? Use tests and pilots groups with small teams, practice groups trying different methods*. Though this seems like common sense, let the practice and test groups tell you where the problems are and where the solutions are.
- **Control** -pick the right control method (how are you going to test success). Document the response plan.

We are all works in progress as are our libraries where we work. So once this *Lean Six Sigma* technique is applied, sustain improvements with documentation: collect the story, share the story, understand the inputs were there that impacted the decision (output), embed the improvement (training) and have a communication plan.

Shaunna Mireau's presentation was bountiful and it definitely left everyone with "food for thought". Thank you VALL Exec for giving me this memorial opportunity to attend this conference.

"Six Sigma is a quality program that, when all is said and done, improves your customer's experience, lowers your costs, and builds better leaders. — [Jack Welch](#)"

Denis Marshall Award Recipient

Sandra Wilkins, UBC Law

When CALL/ACBD president Connie Crosby wanted to speak with me for a few minutes on Sunday afternoon, I thought she wanted to engage in a discussion about legal citation. I was shocked when she told me that I would be receiving the Denis Marshall Memorial Award for Excellence in Law Librarianship at the opening reception that evening at the Vancouver



Aquarium, which was sponsored by LexisNexis. What a special setting in which to be presented with such a prestigious award – a truly memorable evening!

Receiving the Denis Marshall Award is indeed a humbling experience, and I thank my peers who nominated me for this honour. Librarianship is a collaborative enterprise and I have been fortunate to work with so many talented individuals over the years, and to be inspired by my mentor, Lillian MacPherson, and

other leaders in CALL/ACBD like Denis Marshall. Denis was a librarian at UBC before I moved to the west coast. I met him at a CALL Conference in the late 1980s when he was president, and through his work on copyright issues, I became interested in the subject as well.

I am very pleased that LexisNexis Canada decided to celebrate the legacy of Denis Marshall with an annual award for excellence in law librarianship. At least once each year I am reminded of the trail blazers in our profession and how so many people share their time selflessly, providing support, guidance, expertise, and inspiration to others.

Karen Kerfoot Retires After 44 Years at CLEBC: What a Great Adventure

Ron Friesen, CLE BC

Karen Kerfoot retired from the Continuing Legal Education Society of BC (CLEBC) on June 30, 2016. Karen has played a significant role in VALL and for 20 years hosted CLEBC's Librarians' Lunch.

At Karen's retirement, several staff wrote and sang a song about Karen's time at CLEBC. The song is set out below. Following are a few facts about the characters and incidents in the song.

- CLEBC started out at UBC. Karen was one of the first employees. The Executive Director (the first such position in Canada) was Ken Woodsworth. The team of 5 would get together every afternoon for tea. After Ken Woodsworth, Jack Huberman QC became Executive Director. Under Jack's leadership CLEBC moved to Hornby Street and then to Cambie Street. Ron Friesen became CEO in 2009, and CLEBC moved to Pender Street.
- Benwell Atkins, a division of Moore North America, is CLEBC's printer. Trimseal provides binders for CLEBC books and course materials.
- You will know that Karen "worked with librarians". You may not know that in her early days she travelled with CLEBC courses on "road shows".
- Barry, in the song, is Barry Kerfoot, Karen's husband. He's a lawyer and partner with Kerfoot Burroughs in Vancouver.
- Danielle is Karen's daughter. Danielle became a teacher, which is Karen's training. Karen and Barry babysit their grandson, Nicholas, on Fridays.
- Karen has worked with thousands of volunteers. To represent those volunteers the song recognizes three former CLEBC Board Chairs: Greg Steele QC, Gwendoline Allison, and Professor Joost Blom QC.

- Karen “came to be” Mrs. Santa Claus for a CLEBC party. She and Mr. Claus did a reading of the *Night Before Christmas*.
- Karen has a swimming pool just outside her office.

It has been a great adventure for and with Karen. She has been a friend to many and an inspiration to all. She made a significant and lasting contribution to legal education in BC. We’ll miss her!

Here’s the song. And for those who choose to hum along, it’s to the tune of *Waltzing Matilda*. Ukulele chords also provided!



Karen Kerfoot at the CLEBC Librarians’ Lunch 2016



What a Great Adventure

Karen Kerfoot Retirement
April 24, 1972 – June 30, 2016



C **G7** **C** **F**
Once a happy teacher started an adventure

C **G7**
At a little office at UBC

C **G7**
She prepped course materials

C **F**
Took them to the printer

C **G7** **C**
Then joined Ken Woodsworth for afternoon tea

Chorus

C **F**
What a great adventure, what a great adventure

C **G7** **C**
What a great adventure she's had, you see

C **G7**
And we sang, and we celebrated

C **F**
More than 40 awesome years

C **G7** **C**
Now a new adventure; happy she'll be

Along came Jack Huberman; they moved to the city Hornby
Street is where they chose to be

And she sang at her church

And managed course materials

Helping lawyers be all they could be

She worked with librarians, travelled with some road shows

Dealt with Benwell Atkins and Trimseal

And she made a lot of friends

Longstanding relationships

And once Mrs. Santa Claus she came to be

Chorus

What a great adventure, what a great adventure

What a great adventure she's had, you see

And we sang, and we celebrated

More than 40 awesome years

Now a new adventure; happy she'll be

Danielle is her daughter, the first child born at CLE
Family was important too you see
And she moved to Cambie Street
And then she changed her life again
When she was joined by our friend Barry

Then she moved to Pender Street: an office with a
swimming pool
And Fridays with Nicholas and Barry
And she sang at her church
And worked in sales and marketing
And had many friends, whom she loved to see

Chorus

What a great adventure, what a great adventure
What a great adventure she's had, you see
And we sang, and we celebrated
More than 40 awesome years
Now a new adventure; happy she'll be

She loved the volunteers, almost every one of
them

Helping them deliver great CLE

She worked with Mr. Greg Steele

Gwendoline Allison

Professor Joost Blom and hundreds more, you see

Now she's started travelling: Hawaii and Australia

And her grandchildren she's happy to see

And she's still with her friends

Each and every one of them

Starring in her own Oscar winning movie

Chorus

What a great adventure, what a great adventure

What a great adventure she's had, you see!

And we sang, and we celebrated

More than 40 awesome years

Now a new adventure; happy she'll be!





The sun sets in the Pacific and on CALL Conference 2016: taken on the ICLR Cruise

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.)

Authors can post their *Review* article(s) to their personal VALL blog. Authors have the ability to share the VALL blog link to their other social media platforms. With the author's permission, *VALL Review* editors may also select an article to post to the VALL blog.