

VALL Review

The President's Desk

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It's hard to believe another summer has finished, and we now begin the 2011 – 2012 season of the Vancouver Association of Law Libraries. On behalf of the executive, welcome!

It has been a busy summer for us all, and as we head into the fall, we will be once again faced with the challenges that make our work so exciting, both intellectual and practical. In July, the British Columbia Supreme Court Civil Rules saw another significant amendment, and I am sure, like myself, all have been fielding inquiries as a result. In August, the results of the HST Referendum were announced; an outcome that will surely lead to updates to our collections and busy reference work as amendments are developed. The British Columbia Court of Appeal published the repeal and reissue of its Practice Directives and Practice Notes on September 19th, ensuring we were all on our toes to make sure our practitioners were prepared and up to date. I am confident that the excellent programming we have planned this season will continue to support our membership as they navigate the always-changing world of law libraries!



Katherine Melville
VALL President
2011-2012

Our first seminar of the year, taking place on October 13th, will feature Bryan Baynham, Q.C., and Daniel Reid from Harper Grey presenting an interesting and timely discussion on the subject of defamation. With many high-profile defamation cases holding our attention in the news and as more of our colleagues step bravely into the world of blogs, wikis, and twitter, the practitioner's perspective on the issues will be well received by the membership.

As is our custom, the annual social meeting is scheduled for early December, and will include a lively and interesting presentation, plus of course ample time to catch up with friends and colleagues. Since we will not meet in November, we will also remember founding member Peter Bark at this time, and again remind the membership to apply for the Peter Bark Professional Development Bursary, created to honour Peter's memory and his many significant contributions to our association

VALL Review

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and community. Please see the VALL website (<http://vall.vancouver.bc.ca/node/15>) for more information about applications.

Our incoming VALL executive is fortunate to have many returning members, and, of course, some eager new participants. To our past executive, thank you! To our current team, I am very much looking forward to an exciting and informative season!

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

Mica Donnelly, Borden Ladner Gervais LLP and
Helen Mok, British Columbia Securities Commission

It looks like the coming year for VALL will be an exciting one. The Programs Committee is hard at work planning seminars in response to the feedback gathered at our summer seminar. We have also listened to you as editors of the VALL Review and hope to include articles on the topics of interest mentioned by the membership.

In our fall issue, competitive intelligence consultant Ann Lee Gibson highlights the skills and aptitudes required by CI practitioners and suggests ways in which librarians can support CI functions within their organizations. Bronwyn Guiton, a current UBC SLAIS student, tells us about her two-week practicum experience at Courthouse Libraries BC and re-emphasizes the importance of gaining professional experience while in library school. This year, the executive decided not to hold a Vendor's Forum so we have included vendor updates in this issue of the VALL Review. Finally, look forward to a review of Pinhawk's Librarian News Digest, yet another resource to keep in our current awareness toolbox.

We hope you enjoy this issue, and, as always, if you would like to contribute to the VALL Review, please let us know. We are always looking for material.

***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.)

Member Announcements

A number of individuals have recently joined VALL:

Catherine Lee, formerly at MacPherson Leslie & Tyerman LLP in Regina, joined Whitelaw Twining Law Corporation as the Librarian in February 2011. Originally from Vancouver, Catherine is happy to be back in her hometown after studying and working outside of the city for the past seven years. Catherine obtained her MLIS from San Jose State University and BA in History from the University of Alberta.

Susan Munro is the Director of Publications for the Continuing Legal Education Society of British Columbia. She has worked with CLE since 1988, for many years as a legal editor, developing and editing a wide variety of publications. In 2003, she moved into the role of Director of Publications. She has overseen the department's recent growth through the expansion of its online publishing project. Called to the B.C. Bar in 1985, she received her law degree from Osgoode Hall Law School.

Florian Ehrensperger is a MLIS candidate at SLAIS, UBC. He is currently working on an indexing project for the Law Society of BC. In addition, he is a Technical Services Assistant at Xwi7xwa Library, UBC. Before coming to Canada in 2010, he lived in Munich, Germany, where he received his MA and PhD in Philosophy from the Ludwig Maximilians University.

Taryn Gunter is pleased to join the library team of Borden Ladner Gervais LLP and is looking forward to sinking her teeth into cataloguing. Prior to BLG, Taryn spent 10 years at the Vancouver office of Blake Cassels & Graydon, mainly in records management. While employed there, she also completed her Library and Information Technology Diploma at Langara College. Taryn left Blakes in late 2008 to cover a maternity leave as the Information Services Coordinator at the Vancouver-Burnaby branch of the Canadian Mental Health Association. This was followed by another maternity leave contract at the West Vancouver Memorial Library, which she juggled with her new position at BLG for a few weeks during the summer. Taryn is half-Maltese (as in the Mediterranean island), loves music, movies and writing, and can play "Smoke On the Water" on the accordion.

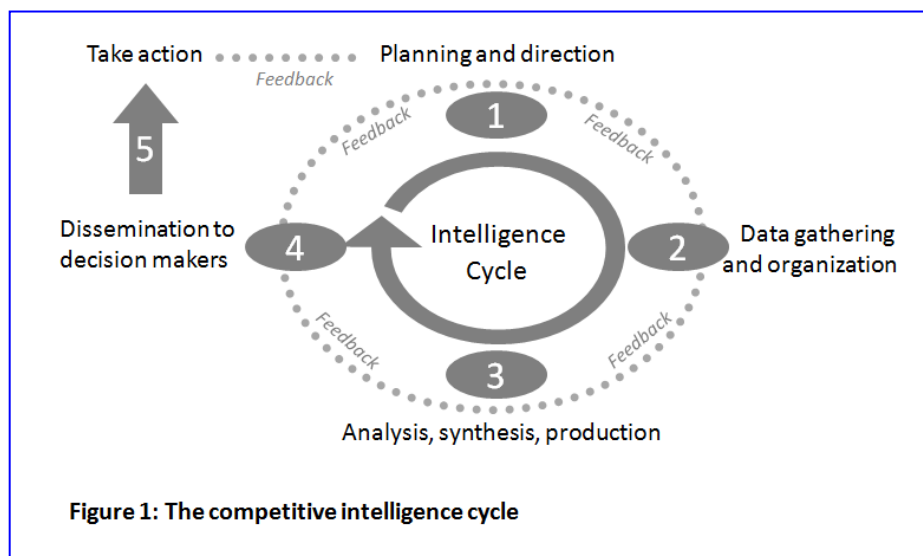
Rebecca Slaven is a client services librarian at Courthouse Libraries BC.

Additionally, **Mica Donnelly** will be taking a 3-month leave of absence from Borden Ladner Gervais effective Oct. 1, 2011. Suzanne Geba will be temporarily filling in. Suzanne has previously worked in law firm libraries in Vancouver and will start at BLG on Oct. 11

Law Librarians and Competitive Intelligence – Beyond Information Collection

Ann Lee Gibson, Ph.D., Ann Lee Gibson Consulting

Law firms are now asking many of their librarians to support competitive intelligence (CI) projects, usually in conjunction with the firms' business development or marketing functions. Librarians' skills and contributions are often needed in Phase 2 of the CI cycle—data gathering and organization (see Figure 1 below).



Other law librarians have CI ambitions and capabilities beyond information collection and organization. Many have project management, analytical and consulting skills, and experience they would like to leverage and develop to further their own professional goals and serve their firms better. Some librarians would even like to leave the library and join or help create their firms' CI units.

Whether you want to develop CI full-time or support those in your firm who develop CI, your knowledge and skills make you invaluable to firms now creating and strengthening their CI units and functions.

Obviously, law librarians offer tremendous value to the intelligence function because they know more about secondary information—collecting and organizing it—than anyone else in the firm. But developing CI requires more than knowing where and how to collect and organize information.

The following catalog of 48 CI skills and aptitudes¹ allows law librarians to evaluate their own CI interests and capabilities. The catalog is organized to parallel the four phases of CI: (1) planning and direction, (2) data collection and organization, (3) analysis and (4) dissemination. Although it would be difficult—perhaps impossible—to find an experienced CI professional with *all* these skills, librarians possess many of them.

Following each catalog section, I have suggested one or more ways law librarians can immediately begin to support their firms' CI efforts.

48 competitive intelligence skills and aptitudes

Direction and planning

1. Is highly organized
2. Prepares well for important meetings
3. Works successfully with high-performing lawyers and executives
4. Listens carefully
5. Takes accurate notes
6. Asks relevant, open-ended questions
7. Restates skillfully to confirm the accuracy of what was heard
8. Develops plans that produce useful and timely CI
9. Regularly reads newspapers, business journals and industry periodicals to stay up-to-date on business trends and current events

How you can support CI direction and planning at your firm:

- a. *Teach your firm's CI workers about your and other librarians' research processes. This will help many CI workers improve their own research skills. And by learning how you work, they can collaborate with you more easily and effectively in the future on CI projects.*
- b. *Help CI workers identify the most salient industry-vertical publications written for and read by clients among the firm's most important client industries. Help them learn where the firm's best clients are already reading and discussing their industry's challenges and issues—and which periodicals CI workers should read regularly themselves.*
- c. *If your library staff is large, have each librarian specialize in information sources about one or two specific client industries. Many law firms now find it more efficient to organize their marketing and business development efforts by client industries, rather than practice groups. By becoming an industry specialist, you will become quite valuable to CI workers and your firm.*

¹ The author excerpted and adapted much of this article's content from her book *Competitive Intelligence: Improving Law Firm Strategy and Decision Making*, which was published by The Ark Group / Managing Partner Magazine in London in 2010.

Data collection and organization

10. Builds collaborative relationships with others in the firm who are gatekeepers of information about the competitive environment, e.g., knowledge management systems, business intelligence systems, HR systems, marketing and proposal systems, client relationship management systems, client/matter conflict systems
11. Reads others' nonverbal signals and matches his or her behavior to build rapport
12. Finds other ways to build rapport with sources to collect information they can share
13. Displays other strong interviewing skills and elicitation techniques
14. Builds and expands their personal network of primary sources among those who work at other law firms, professional services firms, client companies, reporters and consultants
15. Knows and always follows the firm's and SCIP's ethical strictures governing competitive intelligence activities
16. Knows and easily accesses the common sources of secondary business and legal information about firm clients, prospects and competitors
17. Has strong Internet research skills using a variety of search engines and other searching tools
18. Can sequence and nest both broad and narrow search terms to speedily find the information sought
19. Identifies the best primary sources that have information relevant to specific assignments
20. Distinguishes readily between information that is critical to a specific assignment and that which is merely easy to find
21. Judges accurately the balance needed between primary and secondary sources for the assignment
22. Is willing and able to get out of their chair and leave the office to visit another location and collect data needed for the assignment
23. Is an extremely facile user of desktop tools, e.g., Excel, PowerPoint, Word (in some positions mastery of Access or other databases may be also needed)
24. Can quickly and accurately convert data from one digital format to another, e.g., from Web pages to Word, from Word to Excel, etc.
25. Maintains high levels of data organization hygiene, e.g., only one data element per location

How you can support CI data collection and organization at your firm:

- a. *Teach your firm's CI workers the similarities and differences in datasets that describe similar events, like the tools of Capital IQ, Dealogic, mergermarket and Thomson One Banker, which describe business transactions. Help them understand similarities and differences between the datasets and analytic capabilities of Thomson Reuters Monitor Suite, LexisNexis® atVantage™, Pacer and similar data sources and tools. Help them understand tool they might prefer to use when and why.*
- b. *Start an information wiki related to CI projects if you are one of the many librarians who are info tech gurus and build SharePoint sites or other apps. On such a wiki*

you, CI workers and other info workers at your firm can contribute observations and tips about specific sources—their utility, appropriateness, challenges, etc.

Analysis

26. Tolerates well ambiguity of all kinds
27. Is able and works hard to withhold judgment about what data means while it is being collected
28. Is willing to make things messy before making them simple
29. Has a strong affinity for quantitative information and, when appropriate, can assign quantitative values to qualitative data
30. Has a solid grounding in statistics, although most law firm CI requires only elementary statistical analyses, e.g., descriptive statistics, correlation
31. Recognizes, distinguishes and weighs similarities and differences about data importance, relevance and hygiene
32. Recognizes data and analytical biases of all kinds, e.g.,
 - *Statistical design*: Is the sample size in this study large enough, and are respondents representative enough for our purposes?
 - *Data source*: Is this corroborating data from an independent source, or is it merely hearsay that echoes a single source?
 - *Psychological*: Which of these hypotheses do I favor, and am I undervaluing or ignoring data that does not conform to it?
33. Easily imagines and formulates predictive models
34. Can recognize and classify many different kinds of patterns, e.g., statistical; psychological; visual; similarities among people (who), events (what), times (when), locations (where); regularities and relationships between multiple data groups
35. Notices and evaluates the significance (or not) of outlier data
36. Demonstrates the self-confidence to form and express informed judgments and opinions

How you can support CI analysis at your firm:

- a. *Librarians typically deal with and are experts in information, not intelligence. Therefore, be willing to school yourself on intelligence, particularly analytical techniques. Read articles and books and attend seminars and classes to expand your appreciation for how intelligence (information that has been filtered, distilled, analyzed and turned into something that can be acted upon) differs from pure information.*
- b. *Explore the many good programs offered by the Special Libraries Association's Competitive Intelligence Division (see <http://units.sla.org/division/dci/cihome.htm>). Attend their programs and webinars, some of which teach analytical techniques.*

Dissemination

37. Is a strong, clear writer and writes quickly
38. Identifies and summarizes the assignment's most important findings
39. Designs documents that can be easily understood by busy readers

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40. Designs CI plans that permit time for final reports to “cool off” so they can be further distilled before final submittal
 40. Invites “fresh eyes” feedback and alternate views from colleagues
 41. Designs engaging visuals that focus the CI client on the most important patterns and their meanings
 42. Applies the clarifying data-ink ratio principle advanced by Edward Tufte² (put ink on information and remove ink from non-information) when designing and editing documents, visuals and presentation materials
 43. Skillfully uses desktop applications to create and deliver intelligence reports
 44. Is a confident and persuasive presenter
 45. Adapts his/her phone, email and in-person communication styles to those of each CI client
 46. Takes care to confirm the CI client understood the intelligence findings that were presented
 47. Promotes and enjoys healthy debate, but does not cling to must-win positions

How you can support CI workers in CI data collection and organization:

- a. *Long-time librarians at a law firm know well the personalities, communication styles and quirks of many firm leaders and senior partners, who are the firm’s major CI clients and decision makers. Share with CI workers how specific decision makers prefer for you to package the reports you prepare for them. Describe how these decision makers interact with you, perhaps even cross-examine you, as they seek to understand the limits of the information you present to them.*

If you have significant skills or aptitudes in the above areas, I urge you to run (don’t walk) to introduce yourself immediately to those in your firm who oversee the firm’s CI initiatives and make them aware of yourself as a CI asset and of your own CI career interests.

About the author:

Ann Lee Gibson, Ph.D., advises law firms on competitive intelligence and business development. She consults, teaches, and coaches in the areas of firm growth strategies, high-stakes business competitions, and sales presentations. She also helps law firms develop sophisticated CI and business development knowledge systems.

Ann has helped law firms compete for and win over \$700 million in new business. She blogs about law firm competitive intelligence issues at <http://lawfirmci.blogspot.com> and can be contacted at 417-256-3575 or agibson@annleegibson.com.

² Edward R. Tufte. *The Visual Display of Quantitative Information*. Graphics Press. 2001.

The Significance of Practicums & Professional Experiences for Today's Library Students

Bronwyn Guiton, Library student at SLAIS, UBC
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One of the most anticipated experiences for a library student is her/his first practicum or professional experience. Students look forward to it for any number of reasons, but inevitably the experience is significant because it shapes all ensuing school and career choices.

I am a current UBC library student and an aspiring law librarian. This summer I did a practicum at a Vancouver law library and it was a fascinating and positive two weeks. In the hopes that more of my colleagues will find placements with VALL members, I want to share with you the significance of practicums and professional experiences for today's library students.

At UBC, practicums and professional experiences are unpaid placements in a workplace done for experience and school credit. The difference between the two is that practicums run every day for two weeks and professional experiences are 120 hours spread over a term (usually about 10 hours per week). UBC encourages students to complete the practicum as early as possible in their schooling to offer perspective and context for their remaining courses. Up until recently, the practicum was required and the professional experience was recommended. Now, neither is required but doing at least one is recommended.

Practicums and professional experiences offer students a range of opportunities. It could be the opportunity to experience a field they were always curious about. It could be the opportunity to make contacts in specific organizations. It could be the opportunity to personally confirm their suitability for a particular role or type of workplace. Most of all, it is the opportunity to learn about the field from those actually working in it. It was certainly my goal to take advantage of all these opportunities.

During my practicum I divided my time between assigned projects and shadowing staff members. Students understand that the nature of their placement makes it impossible to contribute to big, consequential projects. However, that is not to say that the work I did was inconsequential to me. Even small projects help students learn about the scope of a job and allow them to demonstrate their work ethic and competencies to potential employers, mentors, and contacts. This is a significant opportunity -- especially in today's competitive job market.

As the Fall term commences, new library students will be making arrangements for their first practicum or professional experience. Those pursuing a practicum will plan for the middle two weeks of December. It will be an experience that will shape them for years to come, and I hope some of them will be as lucky as I to find a spot with a VALL member.

Vendors' Corner

Here are the latest updates from legal vendors for the Vancouver area.

Quickscribe officially launched the new BC Legislative Digest on September 23rd, 2011. As part of this initiative, Quickscribe also unveiled a new Progress of Bills tool and Status Checker, which up until recently had been available to existing clients in beta mode. Together, these new web-based tools promise to provide legal professionals with a more effective means to track and research BC legislation.

Carswell has introduced a new Legal Memoranda and Points of Law Collection accessible through LawSource. Users can now search legal memoranda and link to them as secondary material from within search results. Case Notebook is a new electronic case file product that helps practitioners manage large cases by facilitating the organization of large documents, analysis of a case as a whole, and collaboration with other members of a litigation team. Carswell has also introduced the next generation of Taxnet PRO. Upgrades include a cleaner looking landing page with split screen and cross-reference tabs for greater ease of use. The new platform offers a wider variety of search templates, pinpoint searching, search within results, related terms, and other features to help users find the tax information they need.

The CALL listserv has been quite busy with recent discussion on Carswell's policy change regarding loose-leaf supplements. Effective October 1, customers who purchase a supplemented service have the following options:

- Active subscription, with updates billed and shipped as published
- Where available, an online subscription to the eReference version of the Supplemented Service (allowing customers to avoid filing time and effort, save shelf space, conduct searches across content, and, provide access to all the users at one location)
- A new option called the Release Collection, which provides non subscribers an up-to-date copy of the contents at a cost equal to the prior calendar year's releases for that service

View the notice on Carswell's website for a complete overview:

<http://www.carswell.com/customersupport/terms/supplemented-services.htm>

LexisNexis now allows users to note up regulations in Quicklaw using QuickCITE. Due to this upgrade, QuickCITE Statute Citator has been renamed QuickCITE Legislation Citator. Additionally, QuickCITE Case Citator now includes commentary references in its results. Users will see a commentary section that provides a list of citing references and hyperlinks to the commentary documents that consider the case in question.

CCH's Canadian Legislative PULSE now has the ability to send notifications for proclamations to acts listed prior to 2002. The acts that pre-date 2002 and are still active are now listed in the "Other Proclamations" section, allowing users to search and set-up customized email notifications. After numerous requests, the Securities Act Handbook (also known as the "Red Book") will be launching an online version of this top U.S. securities legal and regulatory library in November 2011. The online version includes functionalities such as:

- The ability to take notes and highlight throughout
- Auto-complete search suggestions
- Bill-back session history
- Content that is updated every 24 hours

Review of Pinhawk's Librarian News Digest

Helen Mok, British Columbia Securities Commission

Current awareness is a familiar term for librarians. Not only are we often charged with helping our clients stay up-to-date on industry or topical news, but we must stay abreast of the constant changes taking place in the library and information management discipline. In a July 18 SLAW post, Connie Crosby highlighted a new current awareness resource for law librarians: Pinhawk's Librarian News Digest.

Pinhawk is a private company dedicated to current awareness. Its mission is to collect and disseminate Web published content to professionals. The company produces 27 industry/topical newsletters that aggregate content from online forums, blogs, and websites. The Librarian News Digest is one of the two freely available newsletters. Law library consultant Nina Platt edits the Librarian News Digest, which published its first issue on July 1.

To subscribe to the Librarian News Digest, you must first register on the Pinhawk website and then go through a checkout process to "purchase" the newsletter after which you will begin receiving daily issues by email. In essence, the Librarian News Digest is a collection of links to online content such as blog posts and news releases. These links are organized into topical categories that cover a wide range of issues related to library and information management. The main headings include Top News, Research/Reference, Managing the Library, Other Responsibilities/Topics, Also of Note, and Announcements. These categories are further sub-divided by topic. You can access an archive of the newsletter content by clicking on any of the topic headings; however, it is a rolling archive that only goes back a little over a month. Platt begins each issue by highlighting a few noteworthy links and summarizing their content.

The breadth of topics included in the newsletter makes this a good one-stop-shop resource. The editor also includes Canadian content; posts from SLAW and Canadian Law Librarian make frequent appearances in the Librarian News Digest. Although the amount of content initially looks quite intimidating, links are often repeated in different categories and not all links connect you to substantive information. Some of the websites Platt monitors for the newsletter simply republish or summarize third-party information rather than generating original content or analysis. Certain topics receive more attention than others do. For example, links to competitive intelligence material appear in almost every issue, but links for the topic of technical services are rarer. I do not think this reflects a bias by the editor but rather the popularity of certain issues and the online discussion that surrounds them.

As a fairly new current awareness resource, the Librarian News Digest does a decent job of bringing together information of interest to librarians. I do not follow every link but always seem to find at least one that is worth reading. In the inaugural issue of Librarian News Digest, Platt invited readers to help her improve the newsletter by suggesting websites to monitor or topics to include. Knowing the sharing spirit of librarians, I hope this newsletter will only get better over time.

View a sample newsletter and subscribe to the Librarian News Digest here:
<http://pinhawk.com/latest.php?nl=8>