

VALL Review

Vancouver Association of Law Libraries

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The President's Desk

Welcome to the Fall 2020 edition of the VALL Review.

In the Spring 2020 issue we had just started the pandemic experience and there were a lot of unknowns, especially about how long it would last. Unfortunately it is still ongoing and I hope all our members are keeping healthy and safe and have adjusted to working from home or a combination of working from home and in their offices. I have found this pandemic experience has highlighted things I took for granted working in an office environment: interacting in-person with co-workers and clients is so different when we are wearing masks; conducting student training over Zoom when everyone is muted and you can't hear any responses or laughs at your jokes. In this issue there are some articles about how members and vendors are dealing with the work from home experience. I hope you find their stories uplifting and maybe grab some tips to make it work better for you.



Beth Galbraith
VALL President
2020 - 2021

We started our new VALL year with a webinar featuring speakers from CanLII & Lexum discussing new features and plans for their platforms. It was a great start to our VALL year and highlights the online products that we have access to and relying on more and more as we work remotely. We also hosted our first virtual coffee social on November 18 and I look forward to continuing to "see" all your familiar faces at our online events.

I'd like to welcome the new members of the VALL Executive Team, Rebecca Tomlinson joins us as Vice President; Ronit Barenboim as Treasurer; Fiona Chiu as Membership Secretary and Erin Clupp on our Programs Committee. I'd also like to thank the other members of the Executive that have stayed on for another year. We have an interesting year ahead of us for 2020/2021 to

provide our sessions and social events remotely but we are enthusiastic and I am pleased to work with such a great team.

I'd also like to extend a warm welcome to new members to the VALL community. I hope you will find us a friendly group that you will connect with despite the lack of in-person events this year.

November has traditionally been a time to mention the Peter Bark Memorial Bursary. Peter Bark was an early member of VALL and he strongly supported professional development for the law library community. The Peter Bark Bursary Fund is available for VALL members, who have been a member for one year, to apply for to pay for attendance to conferences, courses or other professional development opportunities. Since this year and 2021 will not see in-person conferences, please consider online learning opportunities that you may like to explore and how the Peter Bark Bursary can assist you with covering those costs. More information about the Peter Bark Bursary can be found on the [VALL website](#).

I hope all our members find this issue of the VALL Review informative and thought provoking.

Warmest Regards,

Beth

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.)

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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Vancouver Association of Law Libraries

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From the Editors

Jen Brubacher, Librarian | DLA Piper (Canada) LLP
Katherine Melville, Director of Library Services | Farris LLP

Never has a year seemed more fitting for the quote “Winter is coming” than 2020! So with this edition of the VALL Review, we hoped to offer our membership some touchpoints of connection from within our group, our vendors and community partners, and your VALL Executive. We asked our vendors and community partners to share with us their institutions experiences and responses to COVID-19, working remotely, as well as any key updates or changes our membership needs to know.

The VALL Executive has reached our comfort zone with Zoom meetings, and our monthly discussions have become valuable to all of us as a time to connect, and to see each other’s faces! Our discussions naturally include updates on how we are all faring, solutions we find for uniquely “working from home” issues, and plans on how to connect with our VALL membership. To that end, we surveyed our membership on the theme of working remotely. The survey results are summarized and appended in this issue. We also decided to base this issue’s feature article on this survey; we asked our membership who might be willing to share anecdotes, challenges, and solutions from their experiences this past year. We were delighted that several members were excited to share their thoughts with us, along with some excellent photos of home work spaces. We hope you will enjoy reading these as much as we did!

We have also included recaps of the VALL events we’ve held so far this season, membership news and updates, an excellent submission from CLBC’s Truth and Reconciliation Working Group, and a great submission from our Web Editor Joni Sherman with some helpful resources for us all. Finally, we’ve appended the results of this year’s Programming Survey. The Programs Committee is grateful that so many of our membership took the time to provide this valuable feedback and insight.

As your VALL Review editors, we’d like to thank all of our contributors to this Review. These days, setting aside the time to engage with our VALL community is especially appreciated.

Jen and Katherine

Feature article: Personal Experiences from “These Unusual Times”

VALL Members

This season we reached out to you, our members, for stories and reflections on remote working and working during the pandemic. Thank you to each person who contributed their thoughts, a photo, or both!

From Julie Wettstein, Library Technician | Farris LLP

- The firm’s management of personnel during the pandemic was direct and swift. Safeguards for the firm were put in place and shifts in infrastructure were exacted. The series of events that followed were polarizing. The firm had successfully protected itself from deterioration within the limitations of a pandemic, but had done so at the loss of job security and irreparable loss of skilled personnel.

- The lengths our IT department have gone to ensure that everyone in the office was able to access work remotely is astounding. There are a myriad of trials with working from home but the least of which is being able to access in-house documents safely and securely. There were a few bumps at the beginning of the pandemic as not everyone had a seamless transition, but our IT department delivered in ways nobody in this office will ever fully understand (or appreciate).
- The bulk of requests during this time have been requests for items in the library collection or generally how to use library resources. Those who have never utilized the library before have been proactive with reaching out for assistance. There have been more requests for online materials, but they are not as numerous as one would expect during this time. As some lawyers are exclusively working remotely, requests for scans of in-house materials take more time to complete and can only be done if library staff are present in the office. Thankfully online resource database issues have been few and our representatives for these products have been quick and supportive when issues do arise.

From Beth Galbraith, Library Administrator | Clark Wilson LLP



Early lockdown WFH desk photo. Imagine it now with more post-it notes!

From Suzanne McBeath, Corporate Librarian | Metro Vancouver

- Technology has been both a help and a hindrance while working remotely. Because of the variety of platforms being used by different organizations, meetings have involved numerous technological challenges. Some organizations use Zoom, some use MS Teams, some use WebEx, some use GoToMeeting. Many people have struggled to transition to online versions of materials they are used to using in print. I've met (virtually) children and pets of various coworkers, which has been fun.
- More requests for research into historical materials on microfiche.
- I alternate between working in my kitchen & working in my dining room. I've attached a photo of my dining room.



Suzanne's dining room/office.

From Katherine Melville, Director of Library Services | Farris LLP

- The very early days of COVID seem like a distant, semi-fond memory at this point, somewhat how you might recall the stress of university final exams years later. We (at the firm, and in VALL), were all “in it together” and I found there was a great sense of pulling together and collegiality in those first few weeks. The middle time was harder, as we faced staff cut backs, colleagues grew more stressed, and administrative overload descended. The current climate seems much less lighthearted, and more tired. Our lawyers have adjusted to working remotely, so the demands on our time are at full capacity; while we are contemplating a return to working mostly from home, we are needed in the office more than ever.

- I have learned that I am somewhat of a “cooler” when it comes to technology (apologies for the casino slang, but the term fits)! Zoom links that worked perfectly 10 minutes before budget meetings provoked laptop meltdowns when the crucial time arrived; my firm issued phone, the only way to authenticate my remote log in, suffers seizures weekly; and an ill-fated plan to play “zoom poker” with friends on Fridays (and the accompanying software downloads) has resulted in the need to repeatedly wipe and reinstall the OS on the aforementioned sad laptop. Julie might confirm that she has always known of my tendency to miraculously break any and all technology when it’s needed most, but this was a revelation to me!
- Sharing home office space with one husband and two chocolate labs has been... adventurous? Interesting? My wonderful library partners now know our dogs by name, having heard me multiple times shushing them as I rush to another room while on a planning Zoom, and now ask to say hello to them before we get down to our actual meeting business. My husband has learned to keep his mess contained to “his” side of the home office, and I have learned that all day access to my preferred [iced coffee](#) in my home fridge isn’t necessarily a benefit to working from home!



Katherine has included a partial view photo of the home office / home library shelves / general knickknack depository. All mess is to be blamed entirely on the husband, the double-stacked books are growing by the week!

From Susannah Tredwell, Manager of Library Services | DLA Piper (Canada) LLP



Susannah is using a repurposed kitchen table (IKEA c. 1990). Two storage drawers with an abstract pattern on them (Alys c. 2004, crayon on plywood) add visual interest. The space under the desk provides useful wine box storage. Not pictured: an extremely unergonomic kitchen chair.

From Jen Brubacher, Librarian | DLA Piper (Canada) LLP

- Before the pandemic we started a project to sort through government documents that were not a part of our main collection. By mid-March we had half a dozen boxes of in-progress material, partway sorted. And a month into the pandemic someone finally requested one of the documents, that hadn't been requested in years. It had to be in one of the boxes, somewhere, probably! With all staff working remotely, it took a special trip and then a lot of digging to find it.
- I share space with my partner who also works remotely. Early on I tried to discourage random chats, because it would derail my train of thought. Now when he wants to talk, I hear him sneaking up to the doorway, then he leans around the corner and peers at me to get a sense of how busy I am. The cat, meanwhile, is not so sneaky, and tends to join in on meetings whenever she hears them happening.



Jen centers her WFH experience with a number of semi-random knickknacks she's accumulated over the years, and a weak attempt to stay hydrated. The mouse pad is an early inheritance from her mother.

Column: From the Webmaster's screen

Joni Sherman, Library Technician | Department of Justice

Working from home and away from your peers can be challenging, but a way to feel a bit more connected amongst the Law Library community is through various legal research oriented websites. I have found the following two websites particularly useful:

- The *Internet Scout*, specifically, I am loving the content of the newsletter, [The Scout Report](#). It covers a variety of topics that are useful both professionally and personally.
- The [Law Library ResourceXchange](#). It is a great resource that focuses on legal research and information technology. There is a weekly online column providing news and site reviews of interest to legal researchers. I found [this article](#) particularly helpful.

Experts are saying it's important to take care of your own mental health at this time. Here are just a few suggestions:

- Yoga – [Yoga with Adriene](#)
Yoga with Adriene provides high quality practices on yoga and mindfulness at no cost to inspire people of all ages, shapes and sizes. You are bound to find something that works. Her motto: find what feels good.
- Bird app – [Eye loves birds](#)
EyeLoveBirds is organized into specific location based lists of birds that allows for simpler identification of species, by narrowing down possible matches to just your area. Once you download the app you will be able to access and download the additional lists of birds that are most relevant to your region.
- Trail walks – [Freddie got furloughed](#)
When Freddie Marsh got laid off in the wake of the pandemic he decided to take a hike. This YouTube channel is a great resource to help you get outdoors and enjoy our surroundings.

One last note: Keep on the lookout for VALL's latest webposting of [Member Spotlight](#). A VALL member is spotlighted every month!

Member Announcements

Alexandra Farolan is a Local Library Assistant for the Surrey and Port Coquitlam branches of Courthouse Libraries BC. She is a second-year student in the Library Information and Technology program at Langara College. Alexandra is pleased to be a part of VALL and the law library community.

VALL also welcomes new member **Gillian Blore**, a Library Assistant with Harper Grey.

The new VALL Membership Directory is available [at our website](#).

News from Courthouse Libraries BC

Lesley Dobin, Website and ILS Librarian | Courthouse Libraries BC

On March 18th, 2020, our staff began working remotely from home. Luckily, we already had remote desktop services and have been experimenting with Zoom since 2019, so it was not as challenging as it could have been.

Though we weren't in the library, our staff continued to provide fully remote librarian services in response to email & phone inquiries at librarian@courthouselibrary.ca, 604.660.2841 or 1.800.665.2570 toll free.

Because we were all working remotely, we decided it was also a good time to integrate the librarians from our full time branches into our Vancouver email and document delivery services – in the past, they have focused strictly on their branch inquiries. We had also hired for our Prince George library right before COVID hit, and so we've been onboarding and training a new librarian completely through Zoom for the first time ever.

During this extraordinary time, we decided to waive our document delivery fees for legal information resources. And, while we still try to respond to all enquiries within two business days, there is no priority service.

Members of the legal profession continued to have access to our courthouse libraries via the Sheriffs.

Courthouse Libraries BC has also arranged temporary access to CLBC's WestlawNext and Quicklaw subscriptions to Law Society of BC members.

We made weekly site visits to keep an eye on things, and to set up our safety plan, procedures and PPE.

On June 17th, 2020 we began to have at least one librarian, a photocirc person and a manager in the Vancouver library every day – to clean, answer the phones in person, provide print research support to our staff working from home, and to provide copies from our print collection for our document delivery and book loan services. Our branch staff began going back into their libraries one to two days a week for the same purposes.

We've also started to think about different ways of providing limited in-person public access to library computers, so that we can learn from these experiments and open-up access in a safe manner for all courthouse users and staff.

As of September 14, 2020, public access pilots are being conducted as follows:

- Open one day/week by registry referral & appointment only: Duncan, Nelson, and Quesnel
- Open one day/week for open public access: Fort St. John, Penticton and Terrace
- In Vancouver, open by registry referral every day – currently ONLY for completion/printing of registration of divorce proceedings form.

We've seen a steady increase in email requests overall, compared to pre-COVID times, but because we've got people working part time at home and in the office, we need to continue exploring ways to make processes smoother.

As new services are added, including more public access to the libraries, we will constantly update our [Website](#).

News from CLBC's Truth and Reconciliation Working Group

Nick Rowlands, Librarian | Victoria Courthouse Library

In October of 2017, Courthouse Libraries BC formed an internal working group to explore ways in which our organization could respond to the Truth and Reconciliation Commission's Calls to Actions. This group is working towards decolonizing our library structures, increasing access to Indigenous legal information, and making our libraries more welcoming and inclusive. As we approach the working group's 3rd anniversary, we want to share some of the projects we've implemented in the spirit of reconciliation.

Following the lead of organizations such as Xwi7xwa Library at the University of British Columbia, the Manitoba Archival Information Network and many others, we completed a project to replace our catalog's antiquated and problematic Library of Congress subject headings with more culturally sensitive and accurate terminology. The term "Indigenous Peoples" is now the preferred subject heading for our texts that cover general Indigenous legal issues. When appropriate, the terms "First Nations", "Métis", and "Inuit" are used and if a book focuses on a specific Nation or group, the applicable Nation name will be used.

With input from our working group, Courthouse Libraries BC has prioritized the development of our Indigenous law collection. While our print collection focuses on practice oriented materials, we also purchase materials that offer a more holistic perspective of Indigenous-Crown relations and the foundations of Indigenous law in Canada. We regularly update classic Indigenous legal titles such as Jack Woodward's *Native Law* and the *Aboriginal Law Handbook*, but have also added new publications like *Law's Indigenous Ethics* and *Solemn Words and Foundational Documents*. Over the past 3 years we have greatly expanded our Indigenous collection to not only support our clients' practice in the Indigenous legal field, but also provide the resources for a more complete understanding of Indigenous-settler relations in a legal context.

Legal training is a core service of Courthouse Libraries BC. During this time of social distancing and remote services, we continue to offer online legal seminars on a variety of topics, many of which address Indigenous legal issues. *Indigenous Courts: A cross-jurisdictional perspective*, *Métis Legal Issues*, *Navigating Housing on Reserve*, and a series on Gladue submissions have been amongst our well-attended events. New webinars are posted on a regular basis and recordings of past sessions can be viewed free-of-charge through our website, courthouselibrary.ca.

In an effort to make our libraries more welcoming spaces to visit and work, our libraries have added several pieces of artwork by Indigenous artists throughout BC. Each piece of art was purchased directly from the artist, or from a trusted gallery that supports Indigenous art. The artwork was selected to highlight the diversity of themes and styles from the many artists across BC.

Reconciliation is an ongoing responsibility and the Courthouse Libraries working group continues to work to advance access to Indigenous legal materials and understanding. If you have questions, comments or concerns, please don't hesitate to reach out to us at 1-800-665-2570 or librarian@courthouselibrary.ca.

News from the UBC Law Library

George Tsiakos, Instruction Librarian & Acting Head | University of British Columbia Law Library

COVID-19 and Remote Working

As has been the case for all libraries, this year has been an exceptional one. Back in March, the Law Library, along with all other UBC Libraries, closed its doors in wake of the growing global pandemic. The shift to remote working was on, but it has not been easy. From dealing with internet connection issues, to converting home furnishings into makeshift workstations, to learning how to navigate Zoom and similar online platforms, it has been an interesting eight months. However, staff have been unwavering in their desire and capacity to assist the Library's users in meeting their legal information needs. We continue to support Allard Faculty and students with their teaching and learning needs through online reference and research services. In addition, the Library launched an on-campus pick-up service to enable users to access items in the collection that are not available in electronic formats while its doors remain closed.

Staffing

The Library experienced some staffing changes again this year in staffing. In the Fall 2019, we bid farewell to Rhona McElwain who took up a new position at UBC's Music, Art, and Architecture Library. At the same time, we welcomed Nan Santarpia as our new Course Reserves and Circulation Assistant. In January 2020, we welcomed Roberta Christoffersen as our new Public Services Assistant. In June 2020, George Tsiakos' gave up his Acting Head role and became the new Head of the Law Library.

Instruction and Learning

George Tsiakos and Veronika Kollbrand continue to teach one section each of the First Year Legal Research and Writing course at the Allard School of Law. The overall goal of this course is to develop practical research skills, with a focus on researching the law in British Columbia and Canada. In addition, George continues to teach Advance Legal Research courses to upper year and graduate law students. The experience this year, however, has been a little different in that all classes are being delivered online.

In addition to the Law Library's formal course instruction, librarians continue to provide training sessions for new Research Assistants who are conducting research for Allard Faculty members on various legal topics. Furthermore, the Library continues to provide designated support for several competitive moot teams throughout the academic year.

Collections

The Law Library's overall budget saw a slight increase again this year. As in previous years, the Library continues to expand its online collection of monographs and serials. Major e-book packages continue to include Elgar, University Press Scholarship Online, Routledge, Taylor & Francis, Hart Publishing (Bloomsbury), and Oxford University Press. However, the major change this year was transitioning its many print loose-leaf Thomson Reuters publications to the online ProView platform. A major catalyst in this regard was the Library's closure due to COVID-19. This hastened the need to provide timely online access to these heavily used resources.

Sandra Wilkins

In June 2020, we saw the retirement of long-time Law Library Head, Sandra Wilkins. Sandra arrived at the Law Library in August 1998 and she wasted no time in making her mark. In her role as Head Librarian, Sandra was strongly committed to ensuring that the Law Library provided the best service possible to faculty, students, staff, and community users.

Regardless of her busy schedule, Sandra always found time to connect with library users on a regular basis to ensure that the Library was meeting their needs from a collection and space standpoint. Whenever an issue or problem arose, Sandra always worked toward finding a timely solution. In an era of shrinking University budgets, Sandra advocated strongly for the Law Library and succeeded in securing the necessary staff and funds to ensure a high level of service was maintained.

Despite her many commitments as an administrator, Sandra found time to share her expertise at the reference desk. It was such a treat to watch Sandra in action. She has a natural way of connecting with users and always demonstrated a genuine concern for their needs. And students and faculty members never wasted an opportunity to tap into her exceptional legal research expertise.

Through the years, Sandra has also been an amazing mentor. She believes strongly in encouraging people to reach their full potential and she actively looked for opportunities to bring this to fruition in the workplace. Sandra always encouraged staff to take on new responsibilities, and to seek out professional development opportunities. And if someone was interested, she was always willing to accommodate their work schedule so that they may attend the session or workshop.

In the fall of 2011, the new UBC Law Library opened its doors. The new library was a long time coming and Sandra played an integral role in this project coming to fruition. She took on the challenge of overseeing the designing and building of this new space with much gusto. She spent countless hours on the planning committee and worked tirelessly to best represent the interests of all stakeholders: staff, faculty, students, and community users. It is through her hard work and dedication to this project that the Law Library is generally ranked as the best library to study and work at UBC.

Overall, Sandra is a consummate professional who has worked tirelessly over the years to refine her trade and to inspire those around her. She is respected by her peers and is a wonderful leader and role model. She will be dearly missed, and we wish her the very best in her future endeavours.

News from CLEBC

Adam Simpkins, Marketing Manager | CLEBC

Ensuring the health and safety of the community, our valued customers, contributors, and employees continues to be our highest priority. In light of the continued spread of COVID-19, we are working to do our part in helping to reduce the spread of the virus and to support the legal community. We continue to hold all of our CPD courses online through Zoom, provide complimentary online wellness and well-being courses/resources, and offer reduced course pricing.

Additionally, we offer further reductions in our course prices for those experiencing financial hardship due to COVID-19. Please contact our Customer Service department at 604.893.2121 for more information.

We recognize the importance of lawyer well-being and supporting BC legal professionals with mental health issues. It is even more important to provide support for lawyers during the challenges as a result of the pandemic. We are proud to provide these wellness-related resources at no cost; to access these, visit: www.cle.bc.ca/lawyer-wellness-and-well-being-resources. We are also running a number of complimentary wellness-related programs during our annual Last Kick at the Can series from December 8 to 17; visit www.cle.bc.ca/lastkick2020 for more details.

News from the Queen's Printer

Amar Sihota, Manager, Business Development | Queen's Printer of BC

As an essential service the Queen's Printer, like others, responded to the pandemic and transitioned to a remote, and virtual work environment.

Over the past few months we have worked diligently on our safe operating plans and have begun repopulating our worksite with modified work arrangements, while continuing to offer and deliver services to our clients.

A challenge we faced was during the deployment of resident employees to remote and virtual work environments; as we had to ensure equipment and resources were available and accessible in a short time frame. The Queen's Printer worked closely with partners to overcome this challenge with minimal impact to services. One of our strengths during this time has been our team's perseverance in continuing to provide these essential services.

For the convenience of BC Laws users, we have added and continue to update an informational page which lists COVID-19 related Orders-in-Councils and Ministerial Orders. Please visit www.bclaws.ca to view more.

News from Quickscribe

Mike Pasta, CEO | Quickscribe Services Ltd

During COVID, Quickscribe has taken on several housekeeping projects, including a significant upgrade to the code that runs the online platform and a migration to a new server. The new server, and PHP upgrade went live October 24th and has resulted in a 30% improved efficiency and load times. Yes, we appreciate that these types of projects may not elicit the same level of enthusiasm as some of our previous enhancements; however, these behind-the-scenes projects are just as important because they help to ensure a solid foundation for the development of the next generation of features.

As a teaser, Quickscribe is close to launching a new administrative note feature that will provide you with additional information and comments throughout the legislation. These will serve a slightly different function than the current annotations, which are typically used to reference relevant case law. The purpose of the new admin note feature will be to provide guidance on relevant legislative activity. More on this soon!

In the meantime, there has been a significant uptick in the number of people utilizing [the Keyword Alerts](#) to keep tabs of important COVID-related orders and legislative discussions.

News from LexisNexis

Adam Michael Segal | LexisNexis

Pandemic will trigger long-term changes to legal practices, survey finds

The vast majority of legal professionals across Canada believe COVID-19 will lead to long-term changes to their legal practices, according to a recent survey conducted by LexisNexis Canada.

The June survey of more than 400 legal professionals nation-wide found that 89% believe the pandemic will cause protracted changes to their practices. Moreover, 55% of legal practitioners are already experiencing reduced business since the pandemic started.

The economic impacts of COVID-19, lockdowns and court closures prompted respondents to cite certain practice areas as particularly hard hit. Specifically, the survey illustrated the most pronounced impacts are expected to be felt in civil litigation at 68%, family law at 54% and 53% for employment law.

To confront the challenges, legal professionals are planning to or are already taking steps to evolve and adapt their practices in a number of ways:

- About 33% plan to procure new legal research tools or texts
- Almost 25% expect to attend CLE courses
- Just over 20% hope to learn on the job
- Approximately 12% want a mentor
- Nearly 7% anticipate hiring new staff

The survey also reveals 67% of legal professionals are experiencing significant changes to their primary area of practice due to the coronavirus. From this group who expect changes to their core area of practice:

- 20% plan to expand their practice by taking on more work in secondary areas
- 16% expect to shift into a new primary area of practice
- Overall, one-third of the legal professionals surveyed are making significant changes to their key area of practice to survive the economic downturn
- Nearly one-third are uncertain how they will adapt their practice

While change has its challenges, some lawyers see several opportunities created by the disruption. The rapid adoption of technologies into the court system and acceptance of virtual meetings as the norm, are widely welcomed changes seen by many as a silver lining that will improve efficiencies and allow for a speedier recovery. “The digitization that has been prompted by [the pandemic] ... has propelled the courts into the twenty-first century,” said Timon Sisis, Lawyer and Practice Area Consultant, LexisNexis Canada.”

Moving forward, despite pervasive uncertainty about the near-term future, one-in-five legal professionals expect more

business than before COVID-19, after the pandemic subsides.

Similar to other sectors, small firms and solo practitioners are expected to face a more difficult recovery path once the pandemic subsides than larger, more diversified firms.

While only 27% of mid-size firms with 11-50 lawyers expect it will take more than 18 months for their firm to stabilize after COVID-19 subsides, this sentiment was expressed by 43% of solo practitioners and 37% of small firms with two to five lawyers.

Criminal lawyers were the least optimistic about the prospects for stabilization. Some 50% believe things wouldn't return to normal for 18 months or more. Family lawyers, at 44%, were almost as pessimistic. Civil litigation practitioners were more optimistic, with only about one-quarter anticipating stabilization will take 18 months or more.

The full LexisNexis COVID-19 Report is available [here](#).

As this pandemic continues, LexisNexis Canada remains committed to helping Canadian legal professionals navigate COVID-19 issues and developments. Visit our LexisNexis [COVID-19 Resource Centre](#) for **free access** to COVID-19 news from The Lawyer's Daily, law guides and document kits from Lexis Advance Quicklaw and Practical Guidance, and our Justice Adapting COVID-19 webinar series.

Just in time to help respond to office and library closures, LexisNexis has teamed up with OverDrive to create LexisNexis Digital Library. Digital Library enables lawyers who prefer a book-like research experience to access their library collection wherever their work takes them.

News from Thomson Reuters

Lavern Walters, Marketing Manager, Legal Solutions | Thomson Reuters

COVID-19 Canada Resources Centre

Thomson Reuters has assembled a variety of free resources, documents and videos to support your business and clients through this difficult period.

- [Practical Law Canada | Coronavirus Toolkit](#)
- [WestlawNext Canada | COVID-19 Legal materials](#)
- [Canadian Tax Updates | COVID-19 Free Resources](#)

The Thomson Reuters Foundation

Through our philanthropic arm, the Thomson Reuters Foundation, we implement programs with the goal of promoting socio-economic progress and the rule of law worldwide and support causes like spreading pro bono work to those in need, women's empowerment, the fight against slavery, human trafficking and climate change, bringing awareness to under reported news and training journalist around the globe.

Visit the Foundation [website](#) to learn more about specific effort in the areas of [Media Freedom](#), [Inclusive Economies](#) and [Human Trafficking](#).

Programming Review

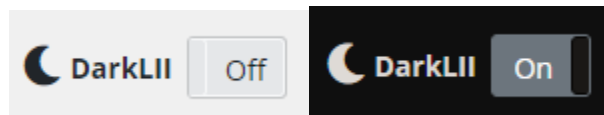
June

In June, the Programs Committee hosted our inaugural Zoom educational session for VALL members with a presentation by Michael McDonald, Q.C, of Clark Wilson, and Adam Munnings, of Munnings Law. The presentation, “Declaration on the Rights of Indigenous People’s Act: a Presentation to the VALL” summarized and tailored the speaker’s course on the same subject for CLEBC, and provided VALL members with a legislative summary and history of UNDRIP and DRIPA, and provided specifics on implementation efforts to date. The speakers also discussed how this legislation fits with the ideas of reconciliation in practice, and gave a view to the future of this interesting and essential area of law.

The presentation was recorded for our VALL membership, and can be found on the VALL website, along with the presentation slides.

October

On October 1st we had a webinar with Xavier Beauchamp-Tremblay, CEO of CanLII, and Pierre-Paul Lemyre, VP Business Development of Lexum. Xavier showed us changes to CanLII, such as how note up works now, and improvements to the snippet, and of course pointed out the fabulous new CanLII “Dark Mode”. Pierre-Paul gave us a tour of LexBox, demonstrating how to see the history of our research sessions, and we found out we’ll be able to add our own documents to our LexBox folders. This can also automatically add a list of case law and legislation citations.



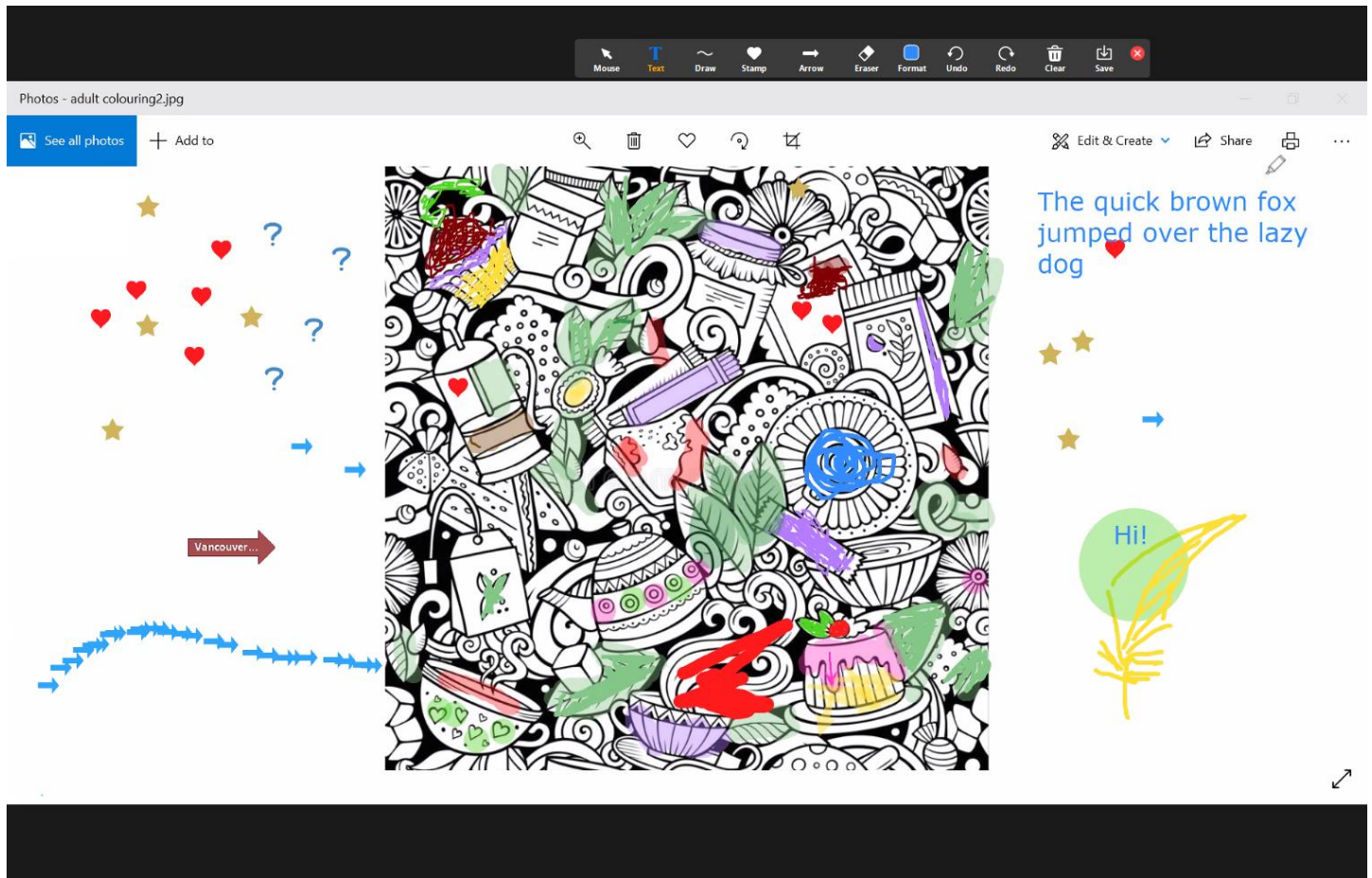
November

Programs Committee hosted VALL’s first virtual social event on November 18 on Zoom, and Erin and Jason would like to thank the baker’s dozen of attendees for making the inaugural event fun, energetic and engaging for all (Jason, in particular, would like to thank everyone for their patience and understanding in dealing with some technical glitches and hiccups).

Special thanks goes to Caroline Nevin (Courthouse Libraries BC) for sharing her expertise with using Zoom, and for demonstrating how the software’s “annotation” feature can be a useful way to break the ice and change the entire tone of a Zoom meeting. Her practical tips for Zoom meeting hosts:

- 1) Verify your [Zoom account's settings to activate annotations](#),
- 2) Find a [colouring for adults image](#),
- 3) Share your screen with that image, and click the red button to the right of the green ‘Sharing Screen’ at the top,
- 4) Encourage your guests to participate in a few moments of group colouring.

Below are the results of the VALL group's collective artistic efforts.



Upcoming VALL Events

On December 10th we're having our VALL Holiday Social – 2020 Virtual Edition! Please join us for this program, that will give us an opportunity to celebrate the season together, even while apart. Read more about it at [the VALL website](#). The program includes a trivia event hosted by Vancouver Trivia Party, a holiday scavenger hunt, the best ugly sweater / holiday costumes, and an after-party social.

VALL COVID-19 and Work From Home Survey Report

Beth Galbraith, Library Administrator | Clark Wilson

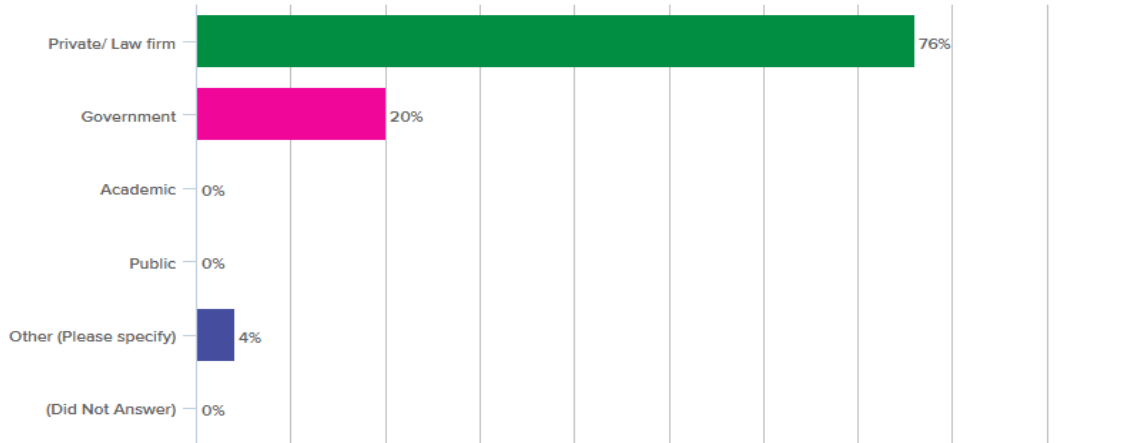
In early November, the VALL Executive sent a survey to the membership to gather information about responses to the COVID-19 pandemic. We asked questions about how organizations were managing access to the office, work from home experiences, how were print materials being cleaned or quarantined and what had changed in providing library services. We received 25 responses to the survey; a majority of these responses were from members employed in private or law firm libraries and a small number from government libraries. We did not get any responses from academic libraries so we are not certain if the responses in this report will reflect the experiences of all our members, but it should provide an helpful summary of the different approaches to the COVID-19 pandemic experience. The survey collected responses from October 27 to November 4, 2020, using the platform SoGo Survey.

Summary of Findings

- Of the 25 respondents, 76% work in private or law firm libraries and 20% from government libraries.
- 48% of organizations were working at 25%-50% in office capacity while only 4% of respondents were working entirely from home. A majority of respondents did not know when the capacity or access restrictions at their organizations would be changing.
- 68% of respondents saw no change to their hours or staffing levels while an equal amount (12%) saw an increase & decrease to their hours or staffing. Many of these changes are not permanent, but some of the comments from those who are experiencing an increase in hours included less salary and working overtime without pay.
- 58% of respondents were using their own technology or hardware when working from home, while 42% were provided with a laptop or hardware from their organizations
- Many respondents had others working from home as well, either partners or children. Most were able to have their own workspaces.
- A majority of respondents said their library was open for browsing and borrowing materials. Many did not have an appointment system or using contact tracing sheets to monitor who is in the space and there was a reduction in meeting space or shared computer usage.
- 80% of respondents said that books were not cleaned or sanitized before being shelved but 56% were quarantining books before re-shelving. The time frames for quarantined varied.
- 50% of respondents have purchased new eBooks or electronic resources.
- Majority of respondents are providing reference, research and library services by phone or email and are also including Zoom or other video conferencing to these services as well.

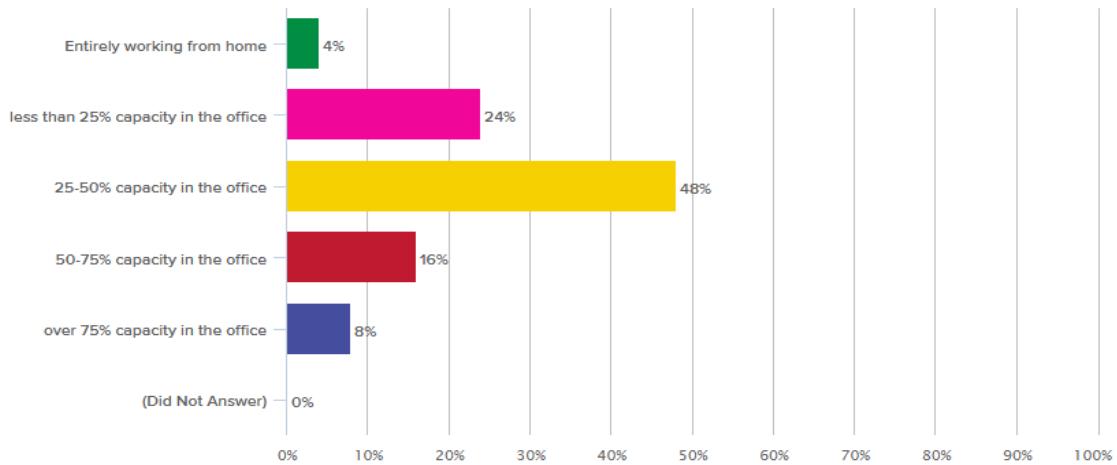
1. What kind of library do you work in?

(N=25)



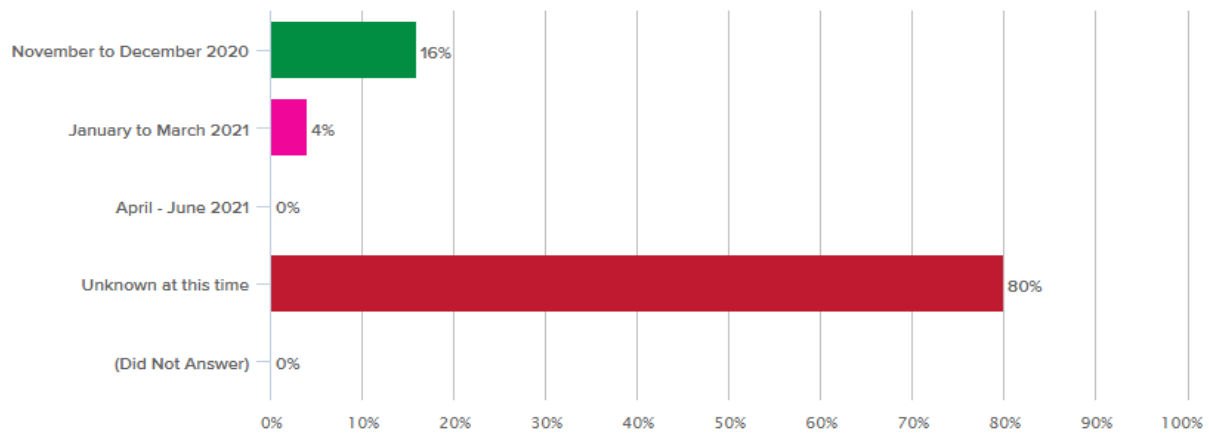
2. At your organization, what is the level of access to the office or library space and capacity restrictions?

(N=25)

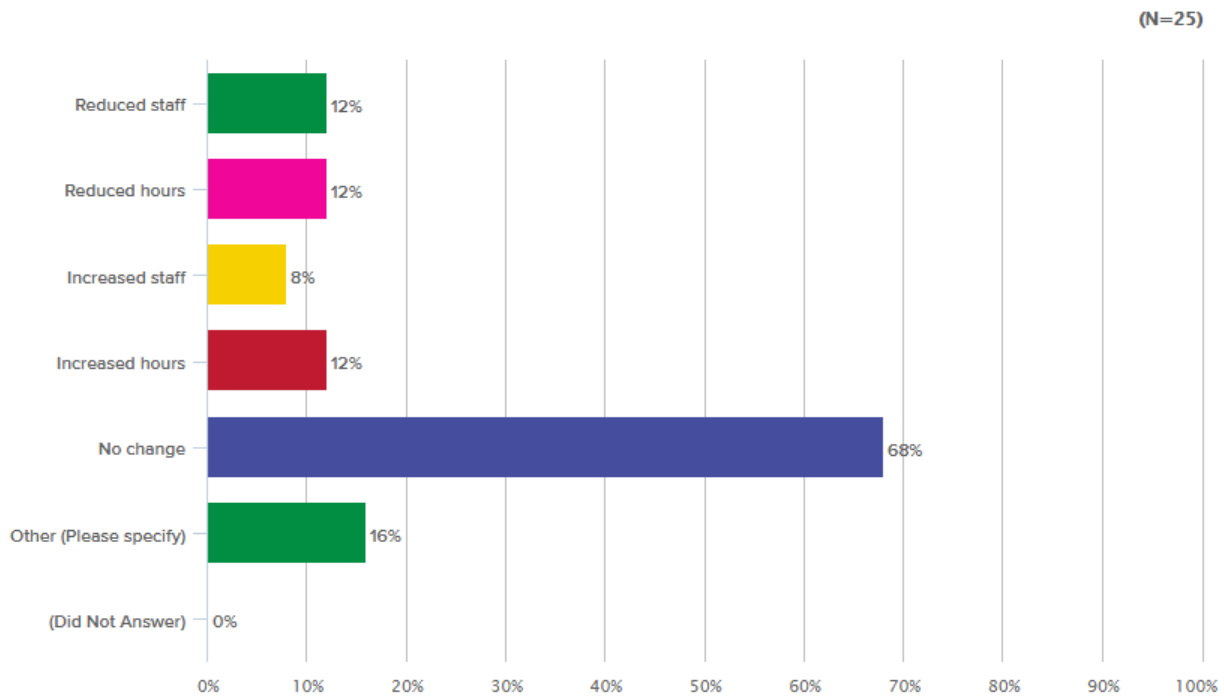


3. When does your library or organization anticipate changes to access and capacity restrictions?

(N=25)

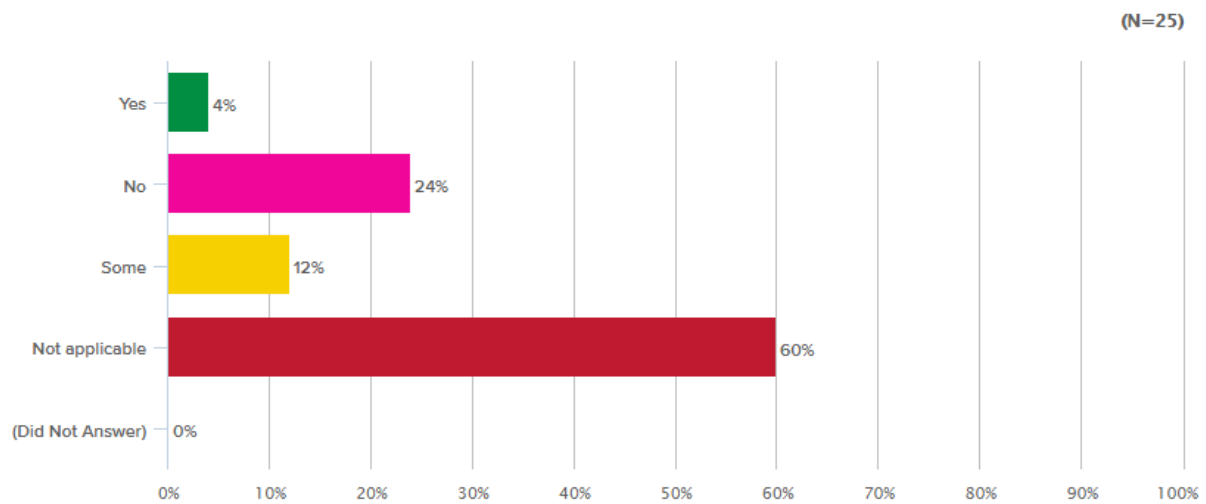


4. Have there been any changes to your library's staffing levels or working hours?

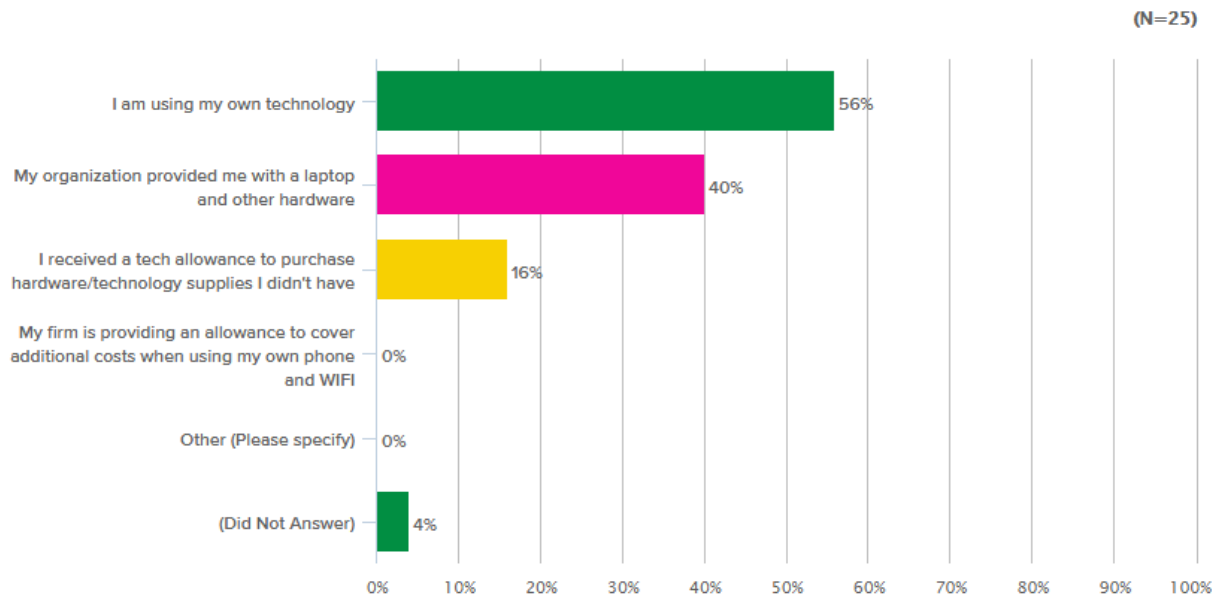


Those who answered other to this question indicated that they were working overtime, had experienced temporary layoffs and were back at work at the time of the survey or were generally busier and working increased hours but it was not a scheduled increase.

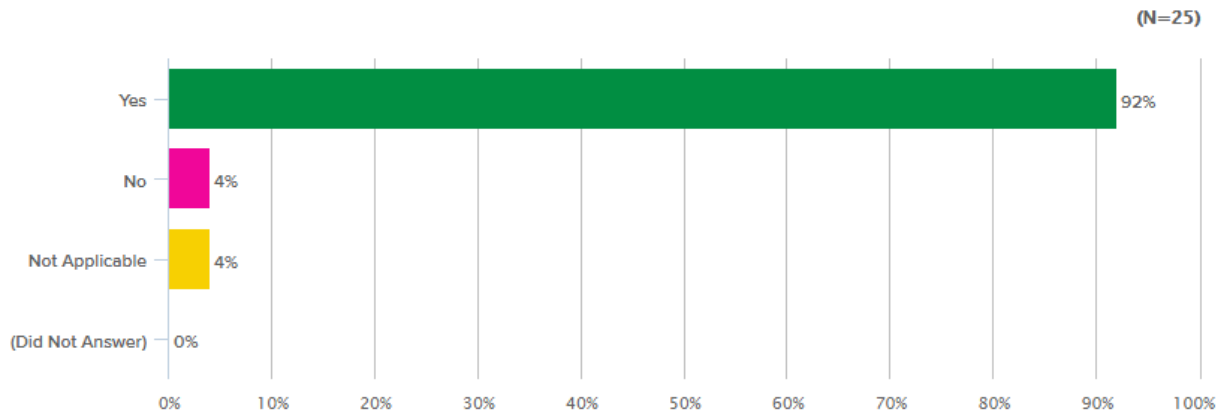
5. Are these changes permanent?



7. Are you using your own technology/hardware or did your organization provide you with the hardware to work from home?

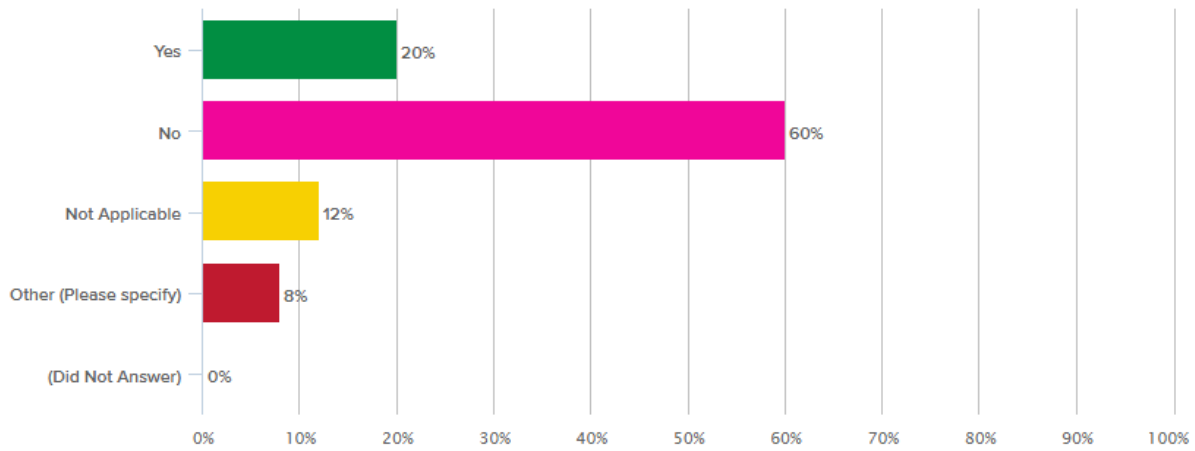


10. My library space is open for browsing and visitors.



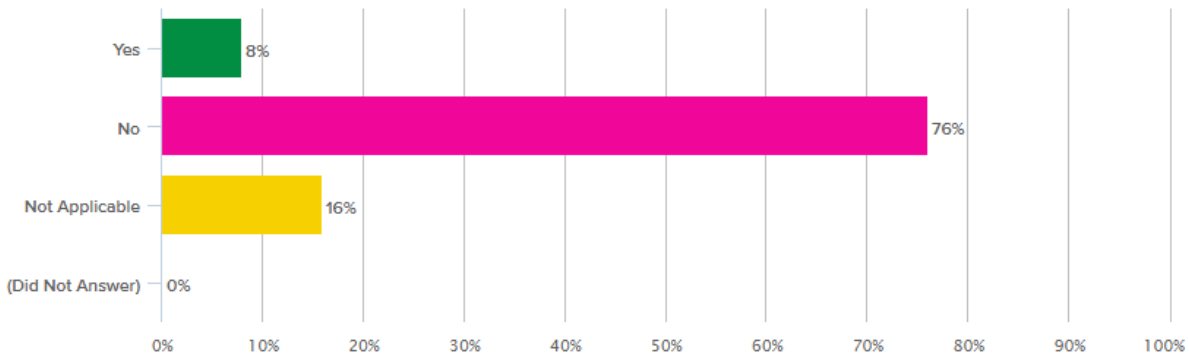
11. My library space has limited access, i.e. there is a door that can be closed to limit number of people in the space.

(N=25)



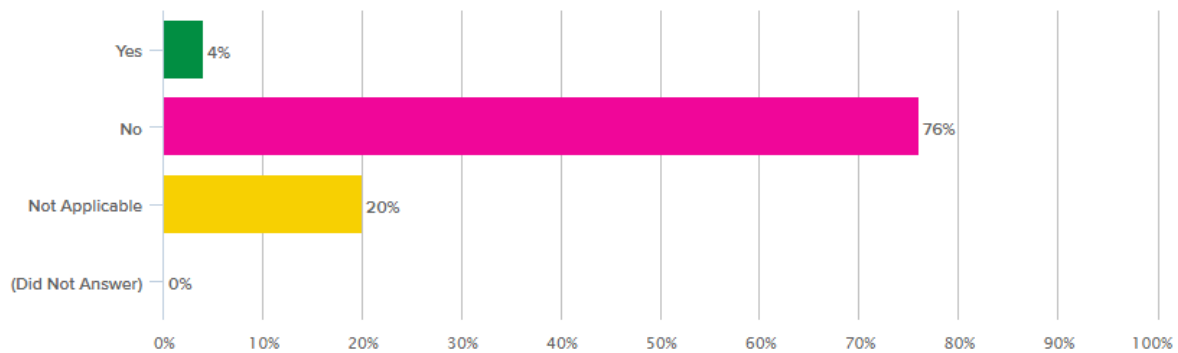
12. My library space is open by appointment only.

(N=25)

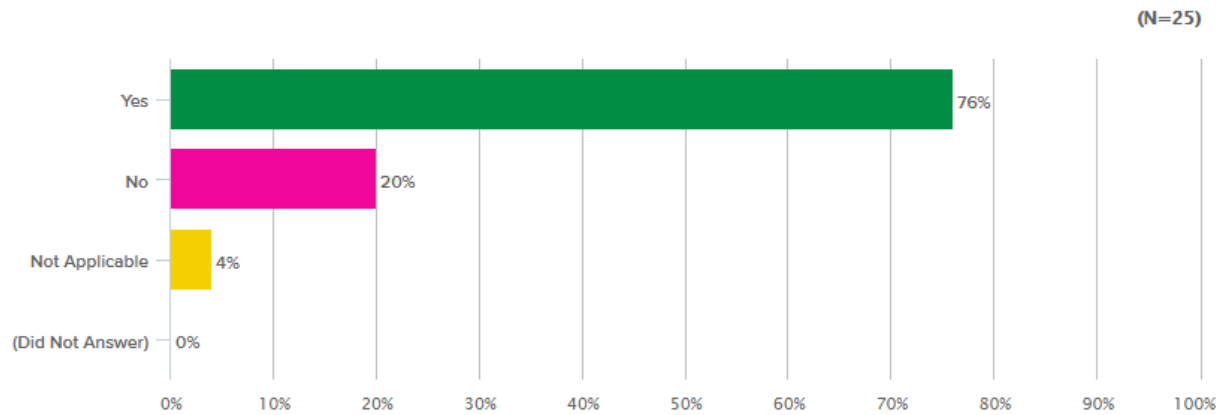


13. We are using contact tracing or sign in sheets to keep track of who is visiting the library space.

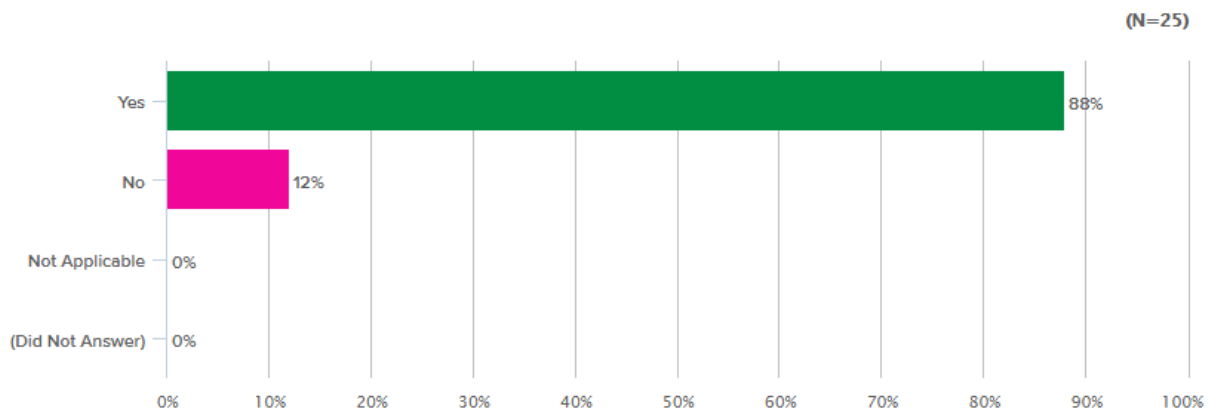
(N=25)



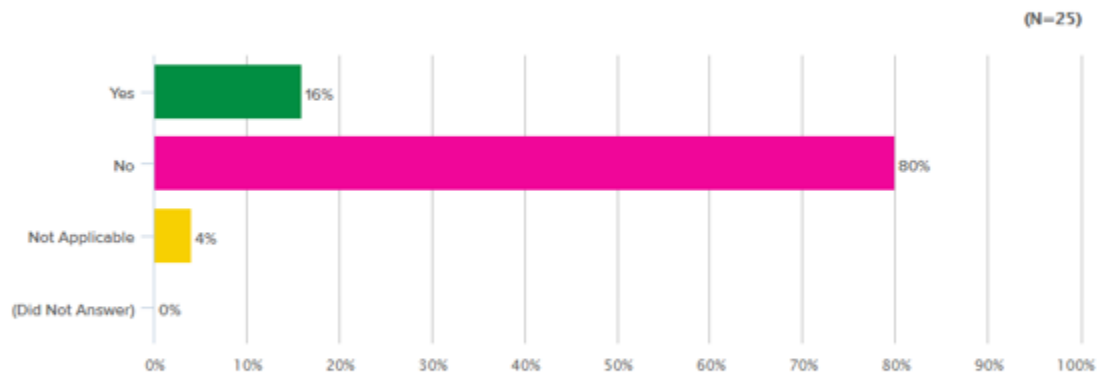
14. My library is available to circulate books and print materials but there is no meeting space or use of shared computers.



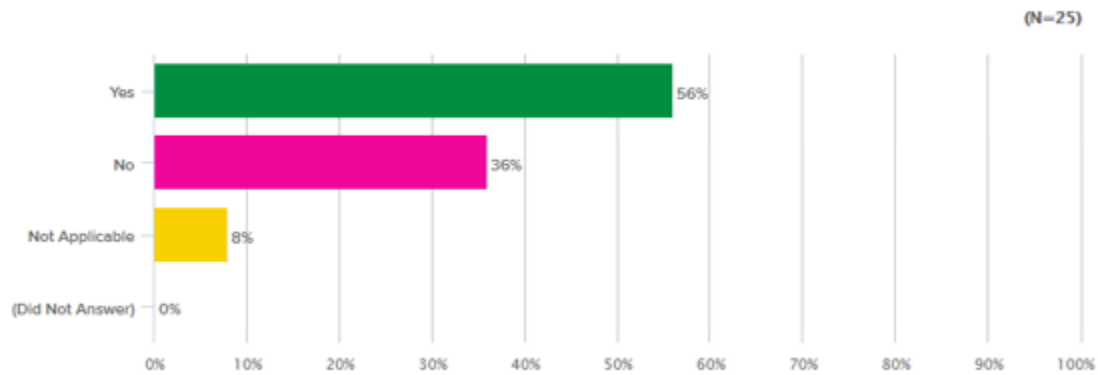
15. Books can be signed out and removed from the premises.



16. Books are cleaned or sanitized before shelving.



17. Books are quarantined before reshelving.

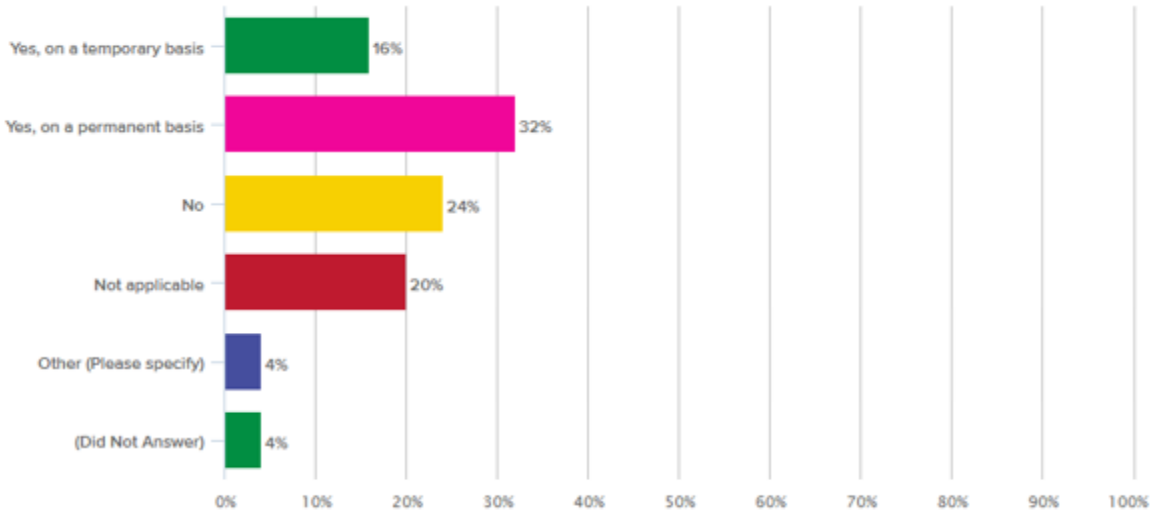


Some of the comments regarding quarantining books included:

<p>"I am touching books on Mondays only - check in, check out, and shelving all occur Monday"</p>	<p>"Books are only shelved once a week."</p>	<p>"Books are, in theory, quarantined for 48 hours. But a) someone could retrieve a book if they wanted it..."</p>
<p>"There is a large book truck with return compartments for each day; in theory, returned items should go into the appropriate day slot. Books are in theory quarantined for 72 hours, but some high demand items do not adhere to that."</p>	<p>"Min. 3-7 days in quarantine (based on in-office work schedule), wiping hardcovers or protected covers with soapy water and disinfectants. Thoughts and prayers to the softcovers..."</p>	<p>"24 hour quarantine at main branches; local/smaller libraries follow a "use with care" guideline (ie recommendation for patrons to wash hands/sanitize before and after handling materials)"</p>
<p>"3 days"</p>	<p>"We quarantine for 1 day before putting them on the shelf."</p>	<p>"Books are quarantined for at least 24 hours"</p>

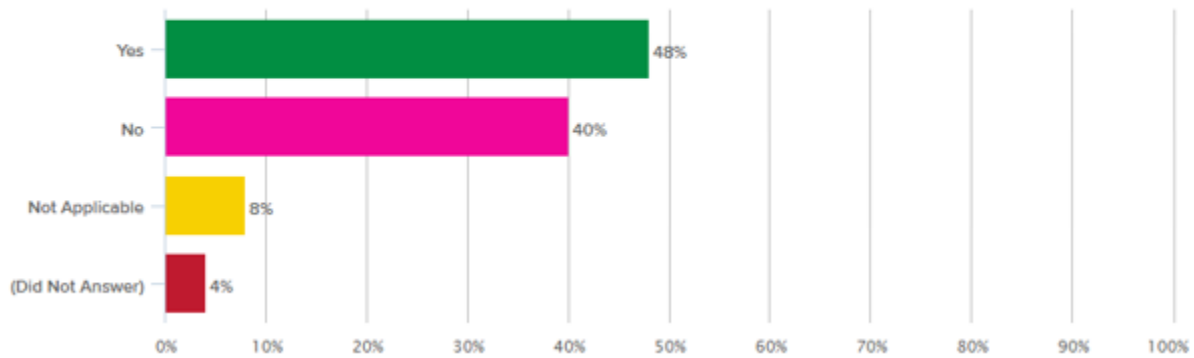
19. We have shifted some of our current print collection to online options but we are still maintaining the print copies.

(N=25)



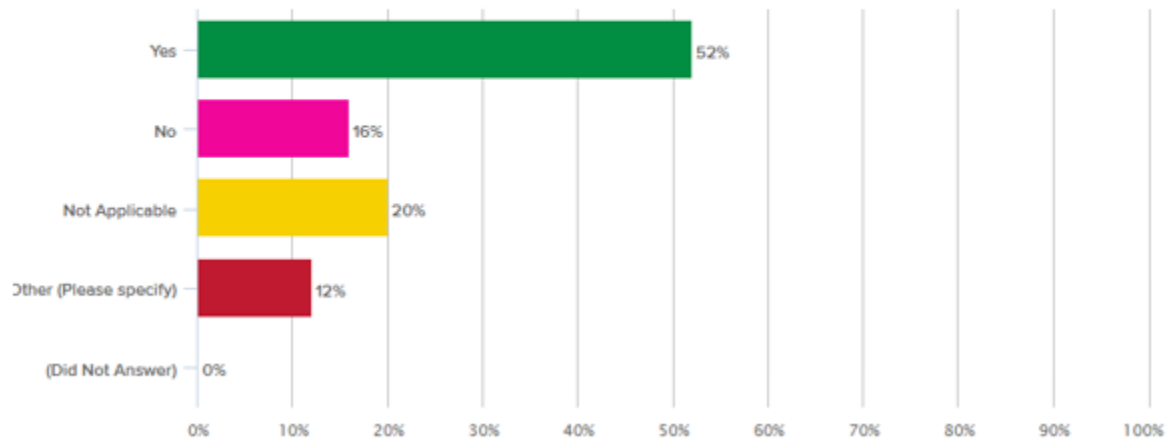
20. We have purchased new eBooks or electronic subscriptions.

(N=25)



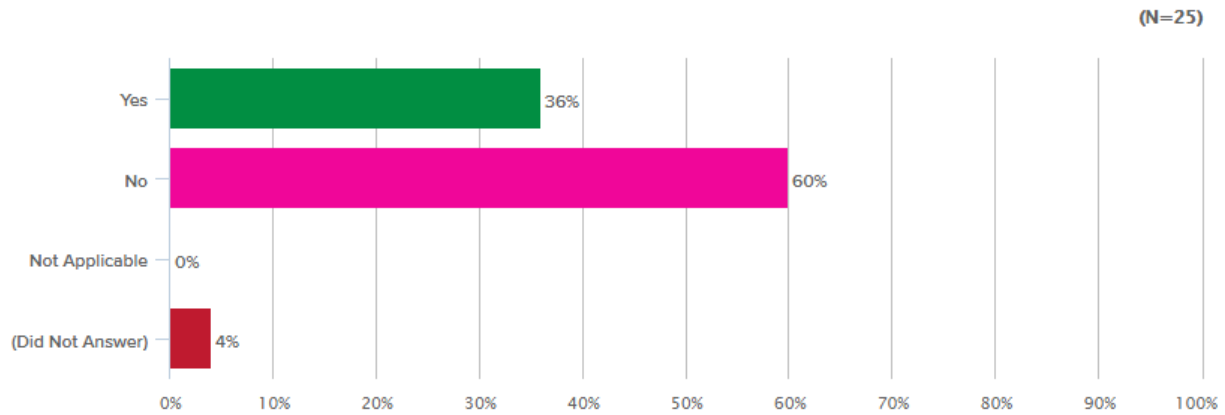
21. The use of our existing eBook and electronic resource collections has increased but we have not purchased more.

(N=25)

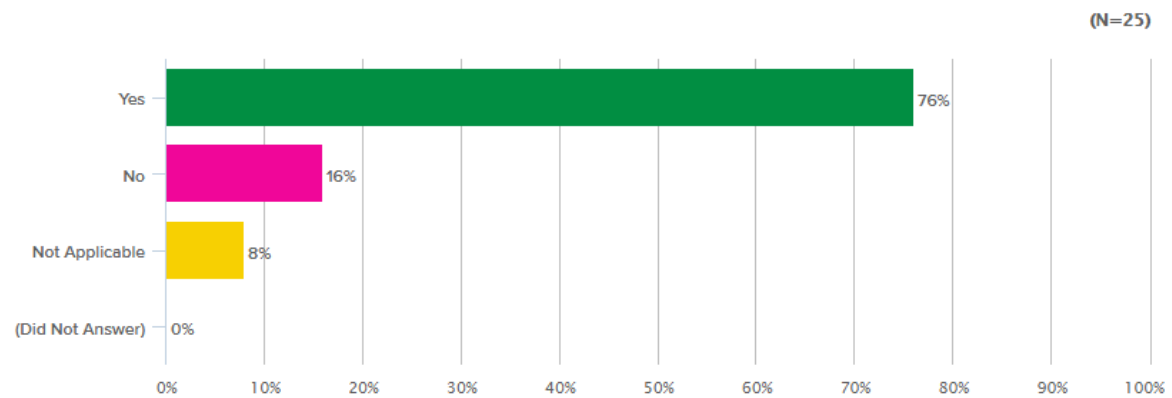


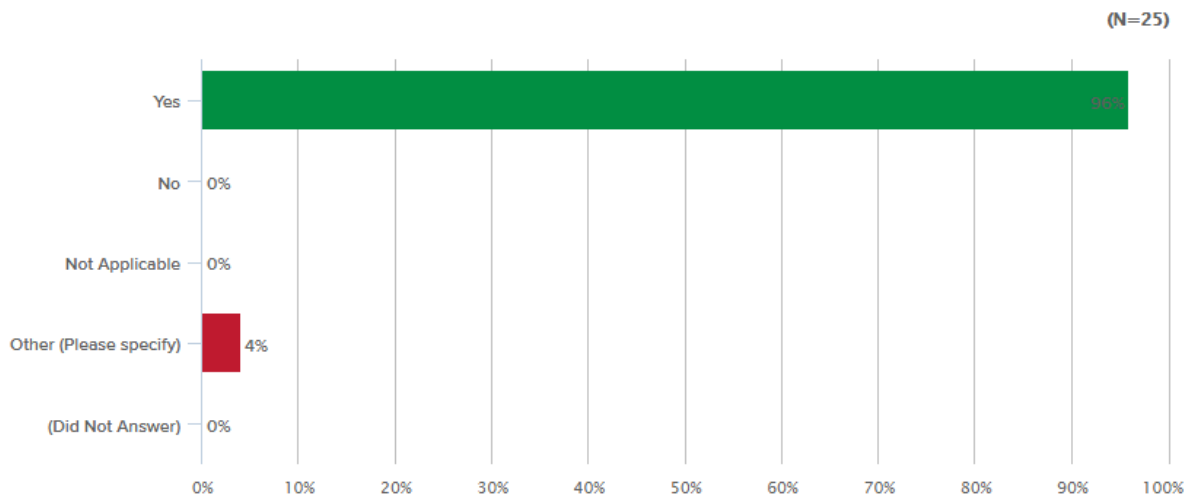
Some of the comments from those who selected “Other” to the above question included that they had increased purchases of eBooks but have also seen an increased in overall eBook usage. Others increased eBook purchases but not necessarily due to the pandemic.

22. Reference, research and training services are in-person, socially distanced and with masks.



23. Reference, research and training services are offered on Zoom, WebEx or other video conferencing tool.



24. Reference, research and training services are offered by phone and email.

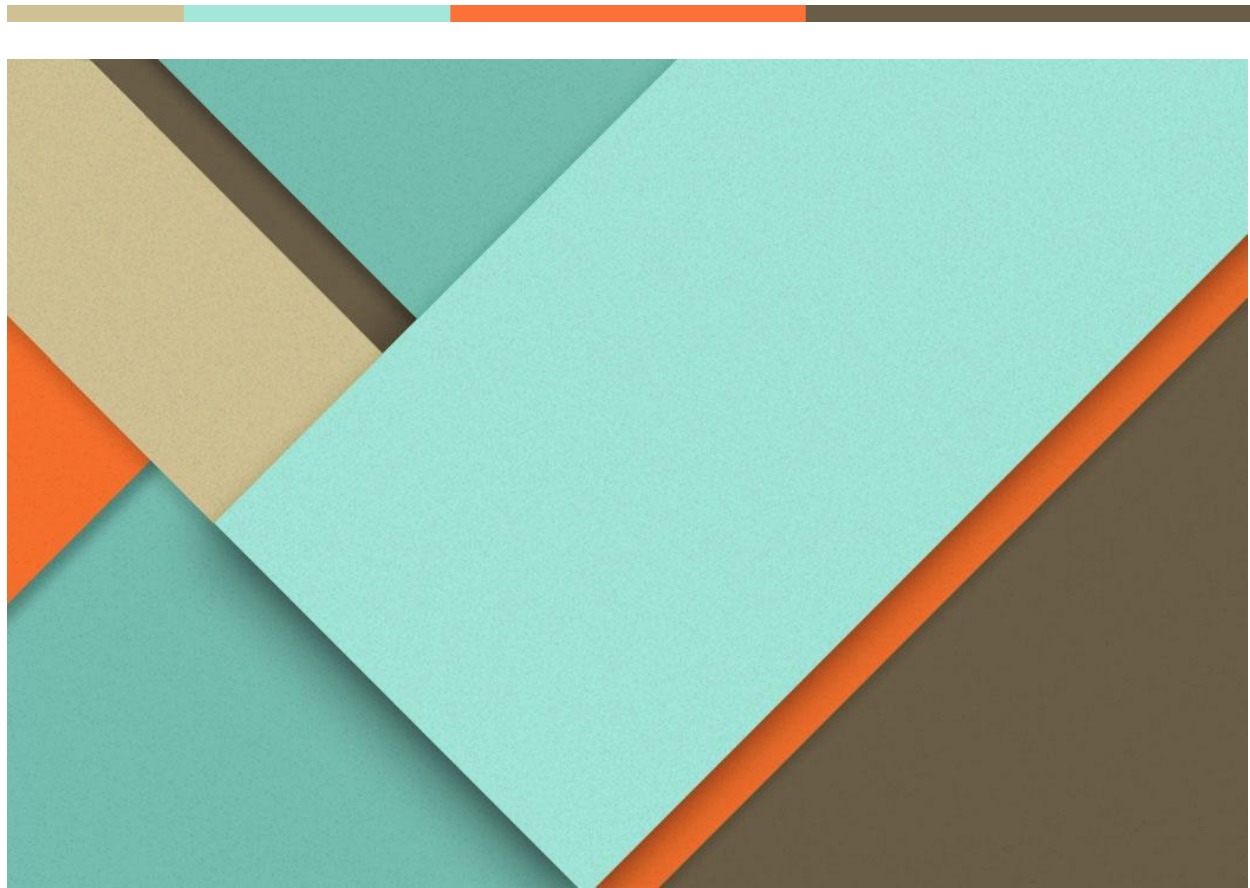
Some of the general comments from the survey included:

- “Launched a digital library portal, & thinking about adding a few mental health & self care resources”
- “We try to have at least one library staff member in the office at all times.”
- “Not surprisingly, budgets have been frozen. Onboarding students and new hires, especially as it relates to culture and how to work with library staff has been a challenge. There are also concerns about physical library space being reduced.”
- “Our office is divided into 2 cohorts. Every other week your cohort is permitted to come to the office in person. As of November we are encouraged but not required to come to the office at least once during our cohort's week. Working from home is going quite well.”
- “We are a team of 4 and we are taking turns going into the office 1 day/week to check in mail, reshelve books, clean up library space (so I go in once per month) Otherwise, we are all working remotely, and it is working well.”
- “I find I can get a lot more done working from home without as many in-person requests.”

Thank you to everyone who took the time to complete our survey!

VALL Statement of Income and Expenses, July 1, 2019 – June 30, 2020

Operating Account Balance as of June 30, 2019				\$15,880.99
INCOME				
	Membership fees	\$3,825.00		
	Bank interest	\$13.66		
	Seminar Registrations	\$4,825.00		
			\$8,664.00	
EXPENSES				
	Post Office box	\$208.95		
	Administrative (i.e. stamps, cheques, etc.)	\$201.33		
	Seminars (speakers, gifts, venue, etc.)	\$6,138.36		
	PBMF Bursary (to be carried to 2020-2021)	\$1,750		
	Website (2019-2021) + Steve Matthews Gift	\$201.92		
			\$8,500.56	
NET INCOME				\$163.00
Chequing Account Balance as of June 30, 2020				
				\$15,758.35
Member. shares			\$140.85	
Operating total including member shares				\$15,899.20
Peter Bark Memorial Fund				
	Term Deposit A (Escalating Term Deposit 3Y)	Matures: Sept. 9, 2022	\$1,000	
	Term Deposit (Non-Redeemable Annual Term 19 Month)	Matures: Sept. 4, 2021	\$11,500	
				\$12,500.00
Member. shares			\$175.33	
PBMF Total including member shares				\$12,675.33



2019-2020 Programming Feedback & Suggestions Survey Report

Presented by the Vancouver Association of Law Libraries
Prepared by the Programming Committee (Erin Clupp & Jason Wong)

October 2020



Introduction

The Vancouver Association of Law Libraries is pleased to present the annual results for the **Programming Feedback & Suggestions** survey for the years 2019 - 2020. This survey captured event attendance by the VALL membership, and collected data for upcoming 2020 - 2021 events. Data was captured between August 13, 2020 and August 26, 2020, using the online survey service SurveyMonkey.

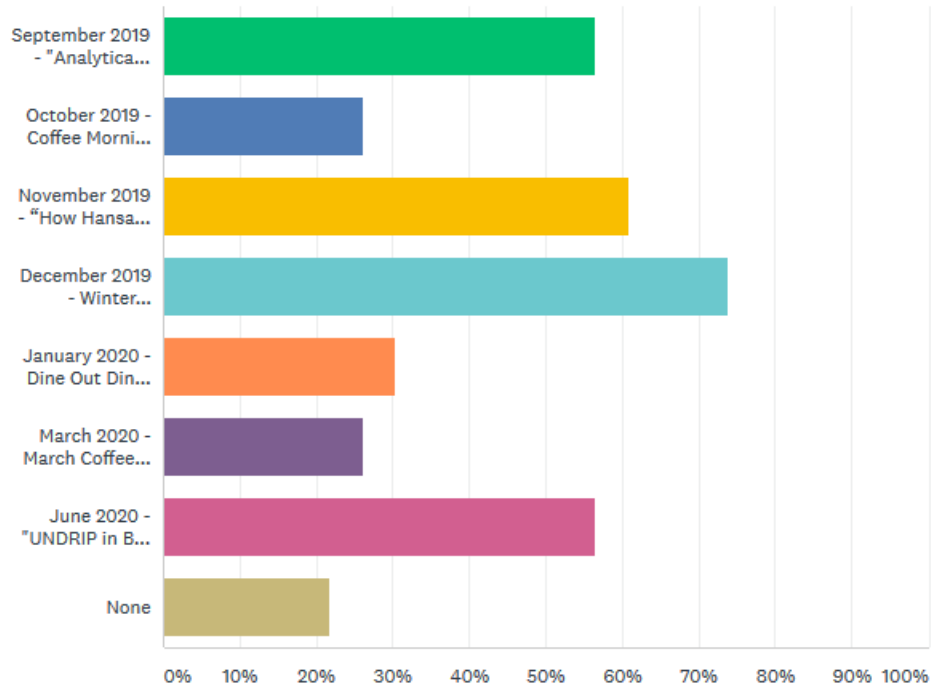
Summary of Findings

- 23 members responded to this 2019-2020 survey, down from 27 respondents for last year's survey.
- Respondents' are not comfortable with attending in-person events until 2021 at the earliest.
- Educational webinars and Substantive Law Sessions had the strongest interest levels, with a preference for digital programming due to the ongoing COVID-19 pandemic.
- Location and scheduling conflicts remain as the most common barrier to attending events.

I. Event Attendance 2019-2020

Which of the following VALL events did you attend last season?

Answered: 23 Skipped: 0

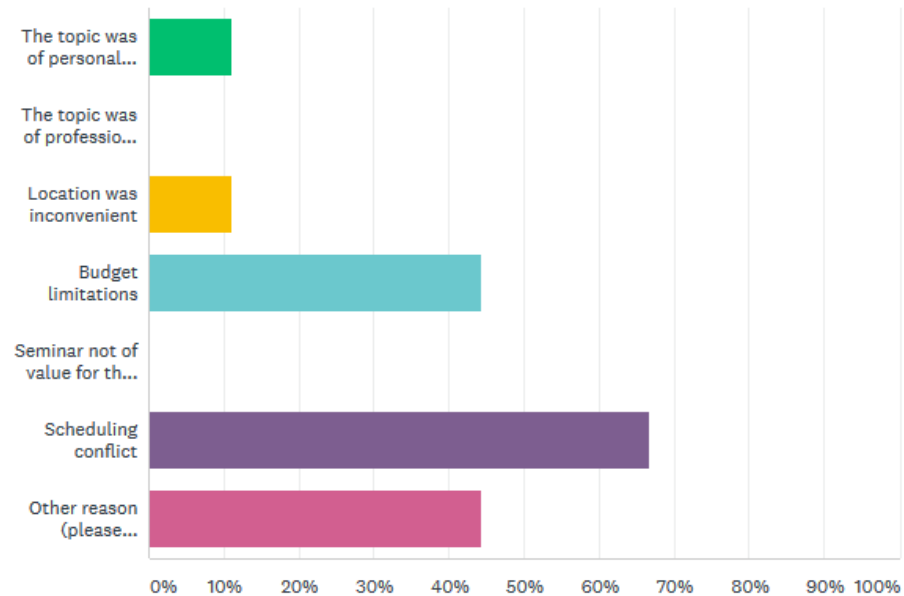


Top Events Attended

- 1) Winter Networking Luncheon (73.91% of respondents, or 17/23)
- 2) "How Hansard is made" with Dan Kerr and Julie McClung (60.87% of respondents, or 14/24)
- 3) "UNDRIP in BC: Business Impacts and Opportunities" webinar with Mike McDonald, QC and Adam Munnings (56.52% of respondents, or 13/23)
- 4) "Analytical Fitness and your Data Diet" with Zena Applebaum (56.52% of respondents, or 13/23)

If you attended two or fewer events, please help us understand why.

Answered: 9 Skipped: 14



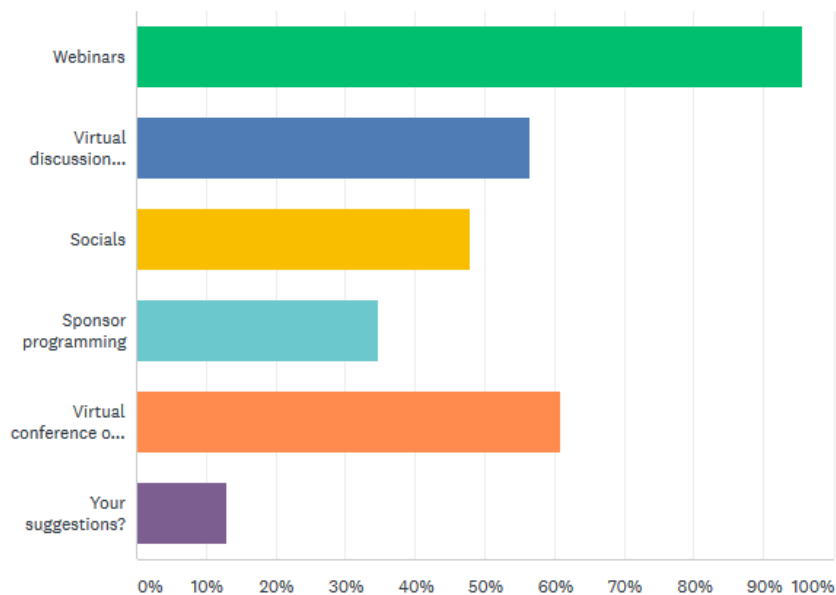
Top Barriers to Event Attendance

- 1) Scheduling conflict (66.67% of respondents, or 5/9)
- 2) Budget limitations (44.44% of respondents, or 4/9)
- 3) Other comments (44.44% of respondents, or 4/9)
 - I'm not in Vancouver
 - Dine out sessions were booked!
 - For the events I couldn't attend, it was a schedule conflict
 - I was on leave for all of these events

II. Digital Programming

What kinds of digital programming, activities or events would you be interested in?

Answered: 23 Skipped: 0

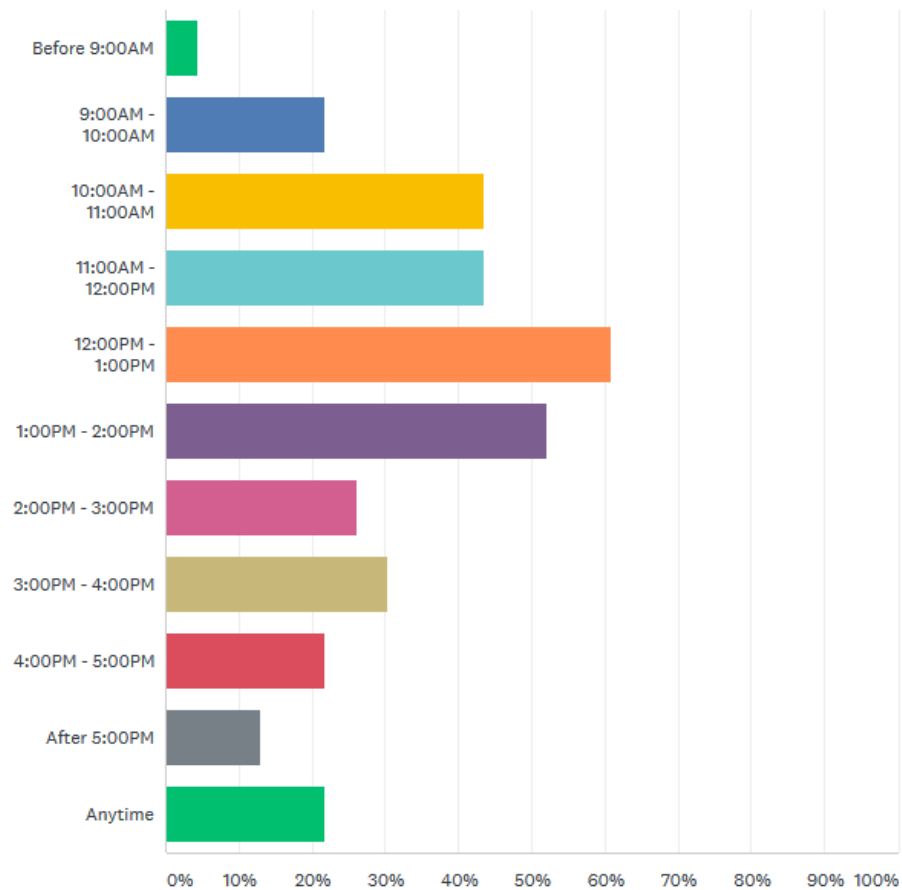


Top Choices for Digital Programming

- 1) Webinars (95.65% of respondents, or 22/23)
- 2) Virtual conference or symposium (60.87% of respondents, or 14/23)
- 3) Virtual discussion groups (56.52% of respondents, or 13/23)
- 4) Socials (47.83% of respondents, or 11/23)
- 5) Sponsor programming (34.78% of respondents, or 8/23)
- 6) Your suggestions (13.04% of respondents, or 3/23)
 - a) This year is so different from other years...
 - b) I have only not chosen socials because I have so far only done social sessions on Zoom--and I'll admit I have some Zoom fatigue, however many months into all this. That said, I'd love to do something social, and you probably have better ideas!
 - c) Could anything held in the daytime be recorded and made available to those of us unable to attend the live webinar presentation? More and more organizations are doing that now, as well as making any handouts available as well.

What times during the business day are best suited for your schedule as it relates to attending digital programs? (check all that apply)

Answered: 23 Skipped: 0



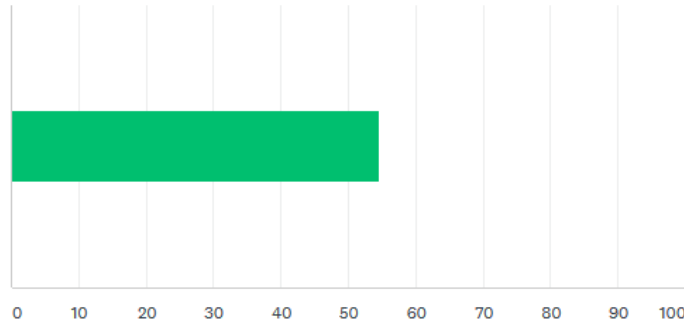
Top Choices for Digital Programming

- 1) 12:00PM - 1:00PM (60.87% of respondents, or 14/23)
- 2) 1:00PM - 2:00PM (52.17% of respondents, or 12/23)
- 3) 10:00AM - 11:00AM (43.48% of respondents, or 10/23)
- 4) 11:00AM - 12:00PM (43.48% of respondents, or 10/23)

III. In-Person Gatherings and Events

Once larger public gatherings are permitted, how comfortable would you be attending an in-person VALL event?

Answered: 22 Skipped: 1



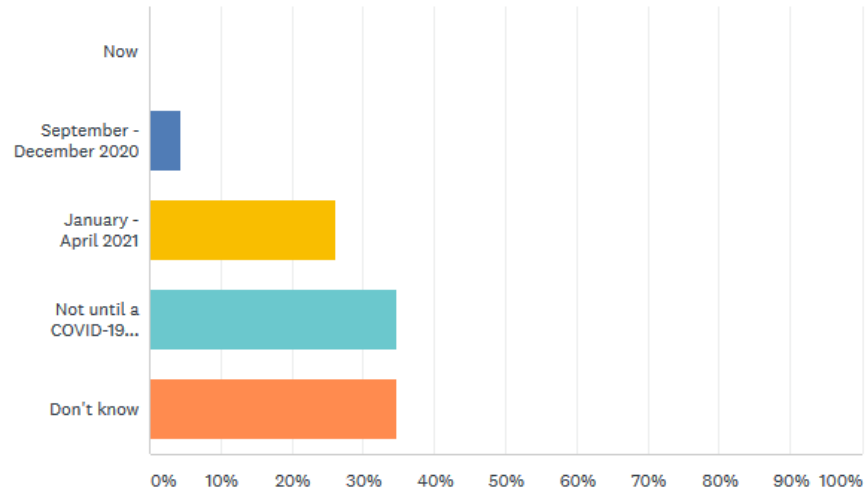
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	55	1,200	22
Total Respondents: 22			

Average Results

- On average only half of respondents felt comfortable attending an in-person event at the time of the survey.

When do you envision yourself being comfortable attending an in-person VALL event?

Answered: 23 Skipped: 0



Comfort levels with in-person events

- 1) Not until a COVID-19 vaccine is widely available (34.78% of respondents, or 8/23)
- 2) Don't know (34.78% of respondents, or 8/23)
- 3) January - April 2021 (26.09% of respondents, or 6/23)
- 4) September - December 2020 (4.35% of respondents, or 1/23)
- 5) Now (0.00% of respondents, or 0/23)

IV. Content for 2020-2021 Programming

Substantive law sessions are designed to provide summary of a legal topic from a professional's perspective. From the list of suggested topics below, please indicate your level of interest.

Answered: 23 Skipped: 0

	NOT AT ALL INTERESTED	NOT INTERESTED	INDIFFERENT	INTERESTED	VERY INTERESTED	TOTAL	WEIGHTED AVERAGE
Privacy and FOI	4.35% 1	4.35% 1	30.43% 7	34.78% 8	26.09% 6	23	3.74
Working with government documents	0.00% 0	0.00% 0	8.70% 2	43.48% 10	47.83% 11	23	4.39
US research methods	0.00% 0	0.00% 0	30.43% 7	39.13% 9	30.43% 7	23	4.00

Comments

- 1) I would like to learn more about the following topics: -BC Securities Commission, its website, and other resources available. -Ordering court documents in jurisdictions across Canada -what type of work do students who clerk for the courts do? -the process litigators follow for filing court documents, how the registries work, their scope, what's kept on site for how long, where are historical materials kept, etc. -I know that the BC Archives have some legal documents in their collection (because I've had to order something from there). I am interested in hearing from one of their archivists about what the Archives hold that's of interest to the legal profession.
- 2) Would be interested in the following topics: Environmental law topics (ESG, clean energy, etc.); Space law (the final frontier!); International research/organizations
- 3) Business law--deep dive into the nitty gritty of business transactions, what the process looks like from the lawyers' perspective, what kind of information they are gathering and using on a deal, etc. Anything energy law. Maybe someone from the BCUC talking about the tribunal, the proceedings process, how to track down information/documents, etc. (I think there's someone responsible for historical documents there--Commission Secretary maybe?)

Practice-oriented sessions provide continuous learning for our members about law librarianship, legal research, or other professional functions. From the list of suggested topics below, please rank your level of interest.

Answered: 23 Skipped: 0

	NOT AT ALL INTERESTED	NOT INTERESTED	INDIFFERENT	INTERESTED	VERY INTERESTED	TOTAL	WEIGHTED AVERAGE
How to teach legal research from your living room: moving student training virtually	0.00% 0	4.35% 1	8.70% 2	56.52% 13	30.43% 7	23	4.13
Transitioning to digital collections: tips, tricks and practice points	0.00% 0	0.00% 0	4.35% 1	56.52% 13	39.13% 9	23	4.35
Keeping up with the Joneses: virtual tours of different members' ILS platforms	4.35% 1	8.70% 2	21.74% 5	47.83% 11	17.39% 4	23	3.65
Transitioning to a new normal: discussion panel about going back to the office	4.35% 1	8.70% 2	26.09% 6	39.13% 9	21.74% 5	23	3.65
BYOB/R (Bring Your Own Book/Resource) show and tell	8.70% 2	21.74% 5	21.74% 5	30.43% 7	17.39% 4	23	3.26
Updates at CanLII and Lexum: shiny new bells and whistles	0.00% 0	4.35% 1	26.09% 6	47.83% 11	21.74% 5	23	3.87
Students (but not really): working with foreign-trained lawyers undergoing NCA accreditation	17.39% 4	21.74% 5	34.78% 8	17.39% 4	8.70% 2	23	2.78

Comments

- 1) A session on Competitive Intelligence work from a librarian's perspective; Panel on current awareness and monitoring work; Tips and tricks for curating pertinent data quickly, how to present the findings (e.g. emails, blogs, portals, etc.), how to prevent it from being overwhelming; Also, I would be interested in discussion on working/integrating with KM/innovation teams (we do so much of that work as library professionals but often that work is siloed with the KM lawyers so some tips or knowledge on how to work with these teams, utilize our skills, and get in on some of the "sexy" projects and innovations (E.g. recently read an article about 'client portals' which LIS people should be all over).
- 2) All great suggestions--have prioritized the ones that would be applicable in our office. George Tsiakos has done quite a lot to move all the Allard Law courses online. He might be a good speaker on that topic.

V. General feedback

Your opinion matters to us; please share any additional constructive feedback concerning the 2019-2020 programming. Additionally, please share any program topic suggestions and/or speakers for the upcoming 2020-2021 VALL season not yet mentioned in previous sections of the survey. As always responses remain anonymous; please exercise tact and refrain from identifying specific members by name. We all must do our part to keep VALL a positive and close-knit association!

Answered: 8 Skipped: 15

Comments

- 1) The most useful and interesting session to me this past year was the session with the Hansard editors. Thanks for planning that session and thanks for your work this year especially given the challenged COVID-19 has posed. I have an additional comment on the question about what type of sessions I'd like to see for next year and that is, I don't know if virtual discussions would work. Panels are great but a discussion would be difficult to engage in remotely due to the probability that people will talk over each other (because of the lag in technology not because they are rude) unless there is a good moderator.
- 2) Thank you for your contribution to the VALL community!

- 3) Missing the times when we went to the Courthouse, listened to speakers, had a good lunch for under \$20. The \$45 in the last few years cannot be justified for reimbursement in my office, and too much for personal lunch expense, unless the speaking topic is exactly what I need professionally and/or personally.
- 4) Thanks for all your hard work over the past year - programming is a challenging and sometimes thankless task. Every year it gets better, so I appreciate the efforts!
- 5) I would love to see VALL taking a leadership role towards developing a community of practice. Would be a great way for newcomers to have a network and place to learn as well as seasoned pros to provide mentorship but also step out of their comfort zone to other areas they may wish to develop. The OLA website has a good page on Communities of Practice which could help provide some ideas of something VALL might want to try (e.g. start small, get interest, go from there). I would also love to see more sessions on and work done to promote diversity and inclusivity in the law library discipline. An idea (to follow up the theme of the UNDRIP session), could be to have Indigenous-run or focused libraries/librarians discuss their work, collections, challenges, etc. and how understanding how these resources are organized/used (or that they even exist) can help with our research/work. Off the top of my head I am thinking of the UBCIC Library, Xwi7xwa Library, Bruce Parisian Library).
- 6) Thank you for preparing this, and for your efforts to move us to digital programs! I know it's so much work, and perhaps feels a little less recognized when people can't thank you in person, but I really appreciate your time developing our next programs!
- 7) Thank you for all your work in the last year. I appreciate it.
- 8) Social activities where we can get to know each other! A VALL Zoom trivia night, happy hours, share-your-hobby lightning talks, etc. There are lots of places I can learn things right now, but not many places I can get to know the community and network.

Thank you!

On behalf of the VALL Executive, thank you for participating in this year's Programming Feedback survey. We look forward to the upcoming 2020-2021 year!