VALL Review

Vancouver Association of Law Libraries

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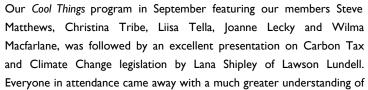
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The President's Desk

Welcome to the 20th Anniversary year of the Vancouver Association of Law Libraries.

This promises to be the year that we in VALL step proudly out into the wider legal community. For twenty years we have been building a presence and now we have well and truly arrived. Our programs and speakers will reflect the diversity of our interests as a group, yet we hope the plan to mine our own membership for presenters wherever possible, will continue to enhance the experience for everyone involved.





Wilma MacFarlane VALL President 2008-2009

this very complex subject. An interesting fact is that on the same day, conflicting with our lunch meeting, our very own Christina de Castell was luring our members away to the CBA Research Lawyers program as their guest speaker. Also in October, Teresa Gleave presented a paper at the Annual Paralegal Conference. Thank you Teresa, for agreeing to help us co-sponsor this event, and for ably representing VALL. What an amazing start to our year of celebration.

Many of you reading this today have been active members of the association for a number of years. During this time, VALL has quietly, yet nimbly, evolved, as our profession has changed around us. However, one fact remains true:

"you win cases in the library and not in the courtroom" — Art Mauro

Mr Justice Marshall Rothstein of the Supreme Court of Canada has given VALL permission to use this quote from his 2006 nomination address in our celebrations. This speaks to everything we do as a profession. Preparation, preparation, the best possible tools, no stone unturned. More of the Sherlock Holmes business we all do so well. (If you would like to see the full text of his address, it is available at http://www.justice.gc.ca/eng/news-nouv/spe-disc/2006/doc_31794.html.)

And now, keeping the best for last, our December 20th Anniversary Party at the Four Seasons Hotel is almost upon us. December 9th to be precise. This promises to be the event of the year. We have managed to secure the Seasons Room, a perennial favourite venue for VALL, complete with piano and all the seasonal trimmings. We will have musical entertainment, lan Hanomansing, as our celebrity guest, and door prizes galore. This is your chance to meet old and new friends as we have cast our net far and wide in an effort to find all our alumni.

I think it appropriate to have a little Browning to end my first column as President: "The best is yet to be".

ALL Review

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Clark Wilson LLP

From the Editors

Beth Galbraith, Clark Wilson LLP and Susannah Tredwell, Lawson Lundell LLP

In case you hadn't already noticed (and the only way you could have managed that is by skipping past Wilma's column straight to reading the Editors' Note—thank you, we knew we had fans), this year marks the twentieth anniversary of VALL. Accordingly, the theme of Volume 21 of the VALL Review will be "VALL: Past, Present, and Future". We kick off the theme with an article by Gwendoline Hoar entitled "Before the Flood: How it Was When VALL Began".

VALL could not exist in a vacuum. One of the comments we frequently hear is how collegial our profession is. Whether formally or informally, we lend each other books, keep each other updated on new developments, and (occasionally) band together as a pack to wield our formidable might for a cause. The members are what make VALL what it is.

On that note, if there is anything you would like to read about in the VALL Review or if you would like to write an article for the VALL Review (be it a "how to", a book review, or something else) please contact one of the editors. We want the VALL Review to reflect and meet your needs.

Similarly, if there's something you would like to learn about during one of the VALL luncheons or if you have suggestions for a speaker, please contact one of the program committee: Graeme Dempsey, Elena Barreiro and Lynda Mitchell.

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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PO Box 48663, Bentall Centre Vancouver, BC V7X IAI http://www.vall.vancouver.bc.ca

The new VALL website: a very short introduction

Susannah Tredwell, Lawson Lundell LLP

Earlier this year VALL unveiled its new website at http://vall.vancouver.bc.ca/. The new website offers a great deal more flexibility than the old website did, particularly in its ability to allow any member of VALL to add information to the website.

To log in, enter your user name and password in the boxes on the left-hand side of the website. Your Username is (in almost all cases) **Firstname Lastname** (e.g. John Smith) and the password is **welcome**. If you have any issues with logging in please let Rob Golbeck, the VALL webmaster know

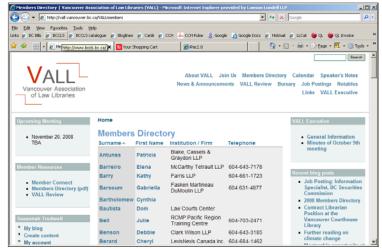
The new website can be accessed either as a guest or by logging in. Not all content is visible to guests, so if you want to see such things as the members directory or the VALL Review you will have to log in. You will also have to log in if you wish to edit your member profile or post something on the website.

One of the best new things about the new website is that it gives new members the chance to add and edit content. The most obvious example of this is the member

directory; with the new website you can immediately update your contact information. To do this, click on the "My account" link in the box on the left-hand side of the screen. This will allow you to view your current listing. To make changes, click on the "Edit" tab just below your name. To change your contact information, click on "Contact Information", make your changes and then click on the "Submit" button right at the bottom of the page. (You may have to scroll down to see it.) Similarly, you can make changes to the "Other Information" tab (articles you have written, conference presentations you have made, other organizations you are a member of) and the "VALL Information" tab. You can even add a picture to your profile, and Steve Matthews has very generously offered to photoshop pictures before they go on the website.

If you would like to add a job posting, alert members to a useful resource or anything else that might be of interest, now you can do that without going through the webmaster. To add a post, click on the "My blog" link in the box on the left-hand side of the screen. Once it brings up your "blog", click on "Post new blog entry". Give your post a title and a category, enter the text of your post, and then click on "Submit". The website allows you to preview your entry, make changes to the HTML code as necessary, and, if you decide to make changes after you've posted the item, go back and edit the post.

For those that are interested in the more technical side of things, the new website uses Drupal, a free software package that allows organizations to easily publish, manage and organize a wide variety of content. Advantages of using Drupal for the website include that fact that it is modular; essentially this means (or at least Steve Matthews claims) that adding features will only take about 15 minutes and new features will any automatically have the same look



and feel as the existing site. Furthermore, because the layout of the website is template-based and applied site wide, the look of the website can be updated at any point and we will not have to worry about individually updating each existing page on the website.

This is obvious a very brief overview of what can be done on the website. If you want more information please contact Steve Matthews, the man responsible for putting the site together, or Rob Golbeck, the webmaster.

Before the Flood: How It Was When VALL Began

Gwendoline Hoar, Lawson Lundell LLP

Susannah has twisted my arm, no, politely requested that I describe for those who were not part of the law library community at the time, what it was like being a law librarian in those far-off days before VALL even began, before the internet brought (free!) case law and legislation to any interested browser, before the flood, I call it.

Within a year of graduating from UBC with my MLS, I found myself working in a contract position with the Ministry of the Attorney General, running their library services from a Vancouver office on Melville Street. It was daunting and fascinating work and it brought me into contact with the law library community in Vancouver through the efforts of my close friend Astrid Kenning who was then running the library at Campney & Murphy. Within a few months, a library position became available at Lawson Lundell and in December of 1977 I joined Vancouver's law firm library community.

In the days before VALL, law firm librarians in Vancouver were a very new species – most firms had hired their first librarians only within the last 2 or 3 years, the job having previously been handled by some interested partner and his secretary with the filing assistance of the articling students.

"What you need [to access the VPL catalogue]: a communications software package supporting: full duplex, 8 data bits, I stop bit, no parity, baud rate up to 2400." (VALL Review, December 1990)

A core group of about 10 librarians (Astrid Kenning at Campney, Anne Beresford at the DOJ, Mary Mitchell at Farris, Susan Daly at BHT, Jim Gill at Russell & DuMoulin, Jane Wells (and then me) at Lawson Lundell, Marjorie Keddy at Ladner Downs, Muriel McBain at Barbeau Mckercher, Joan Mulholland at Davis and Norm Churchland at ICBC) met on a more or less monthly basis for a lunch meeting in a boardroom. Katie Heung, Harriet Spiro, Maureen Fauman, Stephanie Taggart and Claudia Zbarsky worked among us in part-time and maternity leave positions.

The notion of a firm having its own librarian was such a status symbol in those days that firms were proud to host these events. Clients used to be brought to the library to be introduced to the 'trained librarian' and to see the beautiful collection of leather books on built-in wooden shelving... My firm (and the others) had such a large collection of leather-bound books (they had only stopped getting the Law Report series bound in leather in 1965) that a large man with a glass eye and a helpful family (Bob Croner) made a niche for himself coming to law firms every few years and setting up for a week or two at a time to oil and repair our leather tomes in the evenings. He was the person responsible for producing the large customized brown & red looseleaf binders for the RSBC 1960 which are still to be seen on some law firm library shelves.

He disappeared leaving behind a cloud of rumours in the law library world shortly before the appearance of the RSBC 1996. As I look at the hopelessly inadequate QP binders for the current looseleaf statutes, I wish that Bob could have stayed around long enough to fill my order for the new binders; he only showed me the prototype...

"It was once a fairly simple task to know that by signing on to QL one could search all that was available through the electronic medium." (VALL Review, May 1990)

So what was it like in the days before the internet?

Well, we had Quicklaw! In those days a subscription to QL included a great big IBM 3101 terminal with a bright green screen, plus an immense IBM 3102 dot matrix printer and access to the Datapac 3000 communications network, with everything installed for you by QL. This was long before full-text decisions (or statutes) were available, but oh, the joy of being able to search the digests of both the All Canada Weekly Summaries and the Dominion Report Service. These titles were both subscriptions that lawyers used

constantly in hard-copy, but they were so much easier to search online. It was for access to these titles that I made the original long-ago decision to subscribe to QL. I felt very daring when around 1984 I cancelled our subscription to the print ACWS because it was faster and easier to search it on QL! It was the first of many print casualties to come.

Since our lawyers had to use the terminal and printer set-up in the library for any research (desk-top access was still many years off), and since this new technology was pretty daunting, we librarians became the primary early users. Young librarians today will never need to go through the fun we had, having located a

"The lawyer of the future may well have a desk-top computer that offers a personalized array of electronic products at the ready to solve most research problems." (VALL Review, September 1994)

digest on QL, of then having to determine whether or not the full judgment had been published yet in one or another of the case law reporters. How skillful we became with the Canadian Abridgment and the law report indices. How much time some of us spent annotating Western Legal's BC Decisions with report citations each time a law report part issue arrived in our hands.

Which brings me to the second great resource we used and loved long before VALL, before the internet. We all subscribed to Western Legal's BC Decisions, a brilliant resource for case law research, allowing lawyers to look up their topic of choice, filtered with subheadings that became so automatic I at one time had most of the WLP numbering system off by heart. Through the 70's though, there was no numbering system, the decisions were simply alphabetical by subject heading and sub-headings. Oh, those numbers were such a relief when Ruth Rintoul developed them since they simplified the filing of the weekly releases!

On the other hand the WLP Decisions, along with the All-Canada Weekly Summaries led to the rise of 'unreported decisions' being readily available for lawyers to use in their research. The heyday of print law reports as the only official record of legal decisions had peaked, but we didn't know it yet.

It was a slower time. When I phoned Western Legal or Canada Law Book to request a full-text judgment, I often simply requested that the decision be mailed to me. A wait of two or three days to receive the desired judgment was acceptable to most of our lawyers most of the time. Slowly, the use of couriers and new-fangled faxes came into play. How things have changed.

I made constant trips to the Courthouse Library (then still in the old courthouse building, now the Art Gallery), running up the stairs past the lions looking out over Georgia Street and into the rotunda area, crowded with lawyers and their clients, up the stairs and turned to the left to find the library – a vision from the past with high shelving (did it reach to the ceiling?) and tall rolling library ladders. It was a challenge to climb the ladders and lift down the law reports while retaining a modicum of modesty in a miniskirt. There always seemed to be somebody watching!

And there were frequent visits to the Public Library (then still centrally located on Burrard Street) to use the Financial Post Card Service (an invaluable resource for information on Canadian public companies) and the big Moody's Directories for comparable data on US companies.

In those days, we had to phone the reference desks at UBC, VPL and the Courthouse to find out if a particular title was in the collection. When the UBC library catalogue was made available on fiche (with monthly updates!) I purchased a fiche reader (used) so that our library could search their holdings whenever we wanted to. It felt like the cutting edge of technology.

"The librarian: saved or victimised by the computer?" (Title of article, VALL Review, Autumn 1988) I regularly made trips out to UBC, at least every two weeks, and often weekly, consolidating all the book requests and the literature searches and spending half a day out there, browsing and borrowing and photocopying. Oh, those UBC cinnamon buns, they always made it all worthwhile.

Another great difference between law firm librarianship in the (Continued on page 6)

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(Continued from page 5)

70s and early 80's and now was the use of print sources and only print sources for legislation. When you had to start your compilation of a statute with the RSC 1970 or the RSBC 1960 and then bring it forward, cutting and pasting (with scissors and glue rather than a mouse) to create a current version, then you really appreciated the statute and regulation consolidations that CCH and De Boo put together in their looseleaf services. We subscribed to everything they published!

I remember the switch from the RSBC 1960 to the RSBC 1979 (so exciting!) as being remarkably well organized by the Queen's Printer. We all had ordered our (multiple) sets of the new consolidation in both hard-cover and looseleaf and they appeared several weeks before

"A true third edition [of the Canadian Abridgment] would be 100 volumes, and the expense is likely not warranted." (VALL Review, September 1991)

the proclamation date, so the switchover on May 17, 1980 was very straight-forward. The debacle when the RSBC 1996 was proclaimed in 1997 and no print copies were available for the law firms (forcing everyone to relying on the one print copy at the Courthouse Library) lay far in the future and far from our darkest imaginings.

The revised consolidation that stands out in my mind for sheer horror was the RSC 1985 which finally turned up in December of 1988. The volumes arrived, beautiful in their snazzy navy bindings, and gradually the horrible reality revealed itself. The RSC was consolidated to December 31, 1984, but almost four years had passed since then. In order to provide a current version of, say, the Competition Act, which had seen major amendments in the intervening years, we had to use the annual statute volumes for 1985 through 1988, but the legislation in those volumes was keyed to the RSC 1970 and used section and subsection numbers which had been completely altered in the 1985 revision. In some cases, the language had been changed for clarity or for gender neutrality. It was very difficult and slow work to produce a current version. The Supplement volumes to the RSC 1985 which re-jig the legislation in those four annual statute volumes to match the new RSC took forever to be published. I take that back. The 1st Supplement arrived with the rest of the RSC, but it took until the end of 1989 for the 2nd, 3rd and 4th Supplements one by one to arrive. It was a very long year.

The complexity of producing a current version of a federal statute during 1989 makes those of us with long memories bless our digital world.

But by 1989 the world was changing. VALL had come into being in the preceding year, just before the RSC 1985. It was the arrival of Diana Hunt to take over the library at Russell & DuMoulin, which precipitated change into our growing community. Diana, former president of CALL and TALL, with her sophisticated eastern ways and a penchant for organization, was surprised that no formal law library group existed. The rest is history and you can read about it in the VALL Review archives.

It was a different time, when lawyers and students practically lived in the library since research could be conducted no where else. We needed lots of work space, lots of seating because our libraries were always crowded. It was a time of showcase libraries with stained glass, wood paneling, built-in shelving and subscriptions to every loose-leaf service and law report you ever heard of. It's all changed now, doubtless for the better, but I'm very grateful that I had the opportunity to work in that world for awhile, the world of law before the digital flood.

We are looking for members' reminiscences of VALL, past and present. If there is something that you would like to contribute, please send it to one of the editors: Beth Galbraith at ECG@cwilson.com or Susannah Tredwell at stredwell@lawsonlundell.com

Tips and Tricks

Issues of the **Canada Gazette** published prior to 1998 are being put online. They can be found at http://www.collectionscanada.gc.ca/archivianet/canada-gazette/index-e.html. Keep in mind that this is an ongoing project, so not everything is up yet.

The N.Y.U. Journal of International Law and Politics Guide to Foreign and International Legal Citation (GFILC) can be downloaded for free at http://www.law.nyu.edu/journals/jilp/gfilc.html. It covers legal citations for Argentina through to the United States of America (alas, no Venezuela, Yemen or Zimbabwe) as well as international organizations and tribunals.

AMLAW has published the results of its **seventh annual Law Librarian Survey** at http://pdfserver.amlaw.com/lfi/LFI_LibrariansSurvey.pdf. Although the survey covers large U.S. firms, it's interesting to see what are the trends in law libraries.

Google tip: if you are looking for a definition of a word or phrase using Google, search for the word (or words) preceded by **define:**. This will provide a definition of the words you enter after it, gathered from various online sources. The definition will be for the entire phrase entered (i.e., it will include all the words in the exact order you typed them).

There's a great article on SLAW by Gary P. Rodrigues comparing Words and Phrases in the Canadian Abridgment and Words and Phrases on LexisNexis Quicklaw. Rodrigues gives a brief history of the two resources and compares the pros and cons of each resource. The article can be found at http://www.slaw.ca/2008/11/03/words-and-phrases-compared/.

Public Access to Court Electronic Records (PACER)

Gillian Crabtree, Edwards, Kenny & Bray LLP

Public Access to Court Electronic Records (PACER) is an electronic public access service that allows users to obtain case and docket information from Federal Appellate, District and Bankruptcy courts, and the U.S. Party/Case Index via the Internet. Links to all courts are provided from this web site. There is no registration fee, but access to web based PACER systems will generate an \$.08 per page charge.

PACER offers electronic access to case dockets to retrieve information such as:

- A listing of all parties and participants including judges, attorneys, and trustees
- A compilation of case related information such as cause of action, nature of suit, and dollar demand
- A chronology of dates of case events entered in the case record
- A claims registry
- A listing of new cases each day
- Appellate court opinions
- Judgments or case status
- Types of documents filed for certain cases
- Imaged copies of documents

A full list of the courts (with links) served by PACER is available here: http://pacer.psc.uscourts.gov/psco/cgibin/links.pl.

The U.S. Party/Case Index (http://pacer.uspci.uscourts.gov/) is a national index for U.S. district, bankruptcy, and appellate courts; it serves as a locator index for PACER. For detailed information on cases found while searching the U.S. Party/Case Index, users will need to use the PACER site for the particular jurisdiction where the case is located.

Conference Report: SLA 2008: Breaking Rules - Building Bridges in The Emerald City



Christina Tribe, Harper Grey LLP

This year's Special Libraries Association conference was held in Seattle. The conference had two themes to reflect both the location in the "Emerald City" and to reference the future of special library work "Breaking Rules - Building Bridges." Though truth be told most of the sessions I attended had more to do with ubiquitous "Web 2.0" issues than "breaking rules".

Emma Wood and I carpooled down a day early, at a leisurely pace, stopping to visit all the fine outlet shops and fast food joints not available in Canada. We were over the moon – er rainbow – with all our good finds. I even found a pair of ruby red slippers.

On Sunday Ems and I did a tour of the Seattle Underground, which was a lot of laughs and very fascinating. [‡] Of course, I took tons of pictures. That afternoon we headed in to the conference centre to register and pick up our packages. Check in was smooth and electronic, our packages were printed on recycled paper and tucked inside recyclable grey

courier bags. The Pacific North West chapter was handing out bright coloured water bottles that fit nicely in the side pouch and there were water filling stations throughout the conference halls.

When we all met up to go over our schedules, we agreed it would be a very good idea to go to the first timer's networking event. Kathy Barry and I were a little shy at first but that fell away as we got into the groove of meeting all these new people with all these different accents. We had to play a little meet-the-person bingo, with items on the list to check off. The hardest was to find a person who drove a sports car. Seems like many of us library types preferred Volkswagens and Priuses to Corvettes and MGs!

Next on the agenda was the opening ceremony. We arrived early so we could all sit together and get up close. Good thing too, because there were seats set out for about 5,000 of us conference attendees and they were filling up fast. First up was Stephen Abram who is always a great speaker and very good at energizing up the audience. We were treated to a podcast of the 23 Things song. §

It was such a treat to see and hear PBS interviewer Charlie Rose talk to Vinton Cerf, † "The Father of the Internet". The manner was very casual and the interview was full of intriguing sound bites. Mr. Cerf is the Vice President and "Chief Internet Evangelist" at Google. He had much to do with the early stages of the internet. Back in the 1980s Cerf and his researchers designed the Internet for academics looking to gather and share knowledge. Vint had us all on his side right away, when his first comment was how much he loved us. "You are the masters of getting good information." Cerf commented that "some people say information is power – baloney; information sharing is power." Vint thought that by 2010, 50% of the world's population would be online, so information sharing is going to be particularly important. Another two sound bites: "Sharing information works" and "you can learn something from everyone."

Rose & Cerf spoke of concern for the past – wanting to avoid inaccessible and extinct content, and urged the development digital archives. This was balanced with concern for the future: What will the next big thing be?

[‡] Seattle Underground: http://www.undergroundtour.com/

[†] Wikipedia entry on Vint Cerf: http://en.wikipedia.org/wiki/Vinton_G._Cerf

[§] Stephen Abram's opening presentation slides: http://www.sirsidynix.com/Resources/Pdfs/Company/Abram/SLA2008Opening.pdf

Where will it take us? Cerf thinks the next great frontier is the cell phone! That is because cell phone technology is all over the world, affordable and can be used several different ways for communicating – a universal toolbox.

By then end of it all, our brains were full but our belies were empty so we quickly headed over to the popular American chain restaurant Cheesecake Factory, where the portions were staggering but healthy. (Well except our peanut-butter-chocolate-cheesecake dessert of course, that was just staggering!) [‡]

That evening we stopped by the Legal Division Open House and met a variety people from all over the States, and some international visitors as well. There seemed to be quite the contingent from Washington DC, so we were able to ask lots of questions about legal works in the states (e.g. how the appeal processes work) and what exactly was the difference between "y'all" and "all y'all."

Monday morning we all met up and headed to breakfast, at Starbucks

of course. I was relating a story to Emma and Kathy about my mom's friend Daille. My mom had said her friend from Virginia was a librarian and I just might see her at SLA. I had to break the news, "Mooo-ooom, it's going to be very busy and very crowded and I don't think I'll have time to find your friend. I'm sure she'll be busy too." Well, it's a good thing I look like my mother, because right behind me in the lattes queue that morning a woman with a southern accent asked me if Sharon was my mother. We arrange to meet up for beer in a couple days.



My first session was so crowded people were sitting on the floor. It was presented by the Solo Librarians Division of SLA and sponsored by Wolters Kluwer Health/Ovid (and not by Odor Eaters as one bitter man sitting next to me on the floor commented). The session was given by Susan Gebelein, Executive Vice President, Personnel Decisions International, and focused on Leadership: Building Your Natural Abilities and Strengths.

A fairly common but generalized complaint in library culture is the frustration many feel when excluded from organizational dialog. How often have librarians felt obstructed by exclusion by not being included/consulted in discussion about major decisions in our firms? While this session did not analyze the historical reasons for this (and I am grateful for that), it did aim to discuss practical, step by step ways that librarians can influence dialogue about important issues.

First, Ms Gebelein gave us a definition what leadership influence was -

the ability to get others to endorse or embrace our ideas and initiatives. She emphasized that leadership influence was not about position or personal power, assertiveness or manipulation. She went on to discuss how influence was more about approach rather than point of view.

How you approach and understand others and create linkages with those people is how you deliver value. Gebelein echoed both what Vint Cerf said the night before, and what Seth Godin would say in a few days: "value is in the interaction." Gee, recognize that? It's also known as "2.0". In short: understand others \rightarrow create linkages \rightarrow connect \rightarrow deliver value.

Gebelein wanted us to keep in mind each of the foundation principles of "New Influencing" as she discussed the step by step the approaches to influencing. The approach seemed like common sense to me: "Goals are critical; people are important; context is important; you and your credibility are foundational."

Step I - Know your goals

What do you want? A brain, a heart, some courage. Sometimes this is the most difficult part to figure out!

Step 2 - Understand the other person

We as library workers tailor information to the specific user, so this step should carry that principle beyond.

Understanding how the other person thinks and why they are doing something allows you to use their experiences (or lack of them) to

influence them, to learn what experiences they would find valuable, how to broaden their views, then supply them with the knowledge. Gebelein suggested the various personality tests and learning styles to further understand how people process information, or what value they place on certain criteria. She used the example of how introverted and extroverted people process information differently. The introverted person thinks first, then talks, and has ideas formulated before you know anything about it. Contrast this with the way extroverted people think while talking, react quickly to ideas, change their minds quickly, and so on. Gebelein suggested that when influencing an introvert, let them think first and talk later. When influencing an extrovert let them talk so they can think. To extend this idea further, when you talk to "data people" build a picture from data and draw conclusions. "Intuitive people" will appreciate you linking the big picture with an attractive vision. "Logical people" need ideas presented rationally; position your ideas as facts. For "value oriented people" discuss impact on people, and mitigate difficulty.

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Step 3 - Understand the context

Expand perspective to include what you need/ think. Context provides relevant considerations and importance. What flies on a farm in Kansas will not be relevant to the Emerald City.

Step 4 - Develop the needed credibility

How to build credibility? Always deliver/carry through, tailor information to the user, use models to understand issues and point out gaps. Be visible; do not hide behind that curtain! Be fast and accurate. Show that you are listening and show that you are taking their needs into account. Storytelling is big, you must be your own PR, and you must ask other people to share their love for you. Definitely publish your success stories!

There is a caveat here that brings us back to step 2, understanding the other person; you may think you are credible, but their experience may not coincide. You are only as successful as your last interaction. Credibility is definitely situation specific! Define what others need to think or see to trust you. Ask "what do you need to see to make you believe?" It's very important to point out that only the credible can influence dialog on pertinent issues without being seen as compromising their objectivity.



Karen Sawatzky of Pitblado LLP in Winnipeg, Emma Woods, Christina Tribe and Rex Turgano of Andornot at the Elsevier Reception

"Tools You Can Use"

First up was a popular and fast paced tag team session called 60 *Gadgets in 60 Minutes* given by Dina Dreifuerst, Barbara Fullerton and Ed Vawter, and sponsored by LexisNexis, Elsevier, and 10-K Wizard Technology. [‡] The three presenters took one minute turns to talk about neat gadgets they had come across over the last year. Some were very interesting and practical, others were thrown in for fun. Not all were applicable to libraries, and most were not applicable to my library. Some of the more interesting gadgets were AppleTV and the second generation iPhones, however, the Giant Microbes (stuffed toys that look like tiny microbes) were a pass for me.

The best part of the session however was the advice they had for gadget exploration: research your product and make sure it fits into your budget and your environment; know your learning curve; consider new products, but beware of first generation technology and lastly, if it breaks is it worth it to fix it or easier to replace it?

Part Two of Tools You Can Use was Web Tools for Legal Researchers, given by Gary Price of Resource Shelf fame. His presentation was broken down into subject areas (web, phone, travel, science etc) each with 3-5 cool new sites or applications. Some of the more interesting websites were Hakia (a semantic search engine with preloaded searches) and Jux2 (a metasearch engine that lists what's missing from other search engines). For the iPhone there was the Jott application that converts the user's voice into emails, text messages, reminders, lists & appointments and then synthesizes it all. Other tools for the iPhone included GPS and iMetro (worldwide public transportation). An especially useful web app called **Archive It** permanently archives internet sites and is keyword searchable! There was also a discussion about Twitter applications, Summize and Twitterfeed being Gary Price's then-favourites. Of course one cannot forget those nifty Google Labs; the darling du jour was Google Totals, a popularity indexer.

> That evening was the Canadian Reception in the tower at Two Union Square. The skies were clear so we were able to see Mt. Baker. Kathy, Emma and I were able to meet quite a few interesting people as we were now old hat at introducing ourselves around the room. From there, we gathered up some new friends and headed out to the LexisNexis Dessert Buffet at the Jimi Hendrix music experience. We were greeted with apple martinis, chocolate fountains and buffet tables laden with thousands of kinds of dessert plus a really neat rock star inspired light-show. Unfortunately we couldn't stay all night. From there a few

of us decided to crash the Elsevier Shindig at the W hotel, after all, the night was still young. There was a lovely jazz band and singer, a large dance floor, hors d'oeuvres towers, free flowing champagne and a boozy coffee bar. It was a very generous affair. Note to self: crash the party again next year.

Tuesday morning came too soon, but the time was filled with an eye opening session by Cynthia Chen Corea on Competitive Intelligence. I thought it would be applicable as I've had many requests recently to research certain plaintiffs using MySpace/Facebook/LinkedIn, etc. The session was hosted by the Copyright Clearance Center. I think the best sound bite out of this session was "intelligence is a process: it is systematic and continuous." Some of the most useful advice she gave sprang out of this statement. She showed a loop chart beginning with planning and direction \rightarrow public sources collection \rightarrow human source collection \rightarrow analysis and production \rightarrow dissemination \rightarrow planning and direction. Charts played a big role in Corea's presentation as most of her approaches were modelled on military models of competitive intelligence. There were some terrific phrases I had never heard of

^{† &}lt;a href="http://www.llrx.com/features/gadgets-june2008.html">http://www.llrx.com/features/gadgets-june2008.html

[†] Gebelein's session slides are available here: http://tinyurl.com/3h62o5

before, like a "flog" which is a fake blog created as a PR stunt, and a "suck site" which is a complaints only site about your product created by miffed customers. Corea stated that both these sites are still useful tools and have competitive intelligence value, but you should not treat them as properly researched information. I came away with the need to implement a Web 2.0 plan as part of the larger competitive intelligence plans. Can't just use a crystal ball.

That evening I visited the InMagic Reception at the conference, met up with Daille and her husband Tom at the hotel pub across the street, and had dinner with Emma, Kathy and Winnipegger Karen Sawatzky at the lovely Palomino Grill. We were energized enough to head out to the Physics, Astronomy and Mathematics (PAM) party, where the

highlight of the evening for me was seeing Stephen Abram bust some moves, on the very crowded dance floor, to Queen's *Bohemian Rhapsody*. I thought there would be no place like home after that evening!

The last session I attended, To Teach So They Can Learn, was hosted by Ilda Carreiro King. [‡] The session was sponsored by Grey House Publishing. King is an educational and development psychologist who has a background teaching school teachers how best to teach their students. King's mantra was "know what you're teaching to teach best."

King said the best motivators for adult learners are *interest* and *selfish benefit*. If the course benefits the learner pragmatically, they will perform better, and the benefits will be longer lasting. Ask your students directly "does this

benefit you?" They must see a reason to learn something. Learning has to be applicable to their work or other responsibilities to have value.

Some important learning characteristics for adults were that they expect learning to be immediately useful, so it is critical to illustrate how what you are teaching would benefit them. (This echoed what I learned in the Leadership seminar about showing value.) Adults decide for themselves what is important to be learned, and they need to validate the information based on their beliefs and values. Adult groups have substantial experience upon which to draw and have varied viewpoints. King recommended that you see yourself as a facilitator (not dictator) of knowledge/experience/learning and actively involve your students. to guide them to knowledge. To best draw out participants' experience and knowledge relevant to the topic, she recommended instructors allow participants to assume responsibility for presentations and group leadership. In her research, King found peer accountability to be very motivating, especially when students can pick their partners.

Ilda King's website: http://ildaking.net/

† Wikipedia entry on Seth Godin: http://en.wikipedia.org/wiki/Seth_Godin

Possibly my favourite quote of the morning was "people learn best with an appropriate amount of stress." Most of this stress was socially motivated. King recommended a 2:1 teaching ratio, and found that there is more motivation for learning when you learn with a friend.

After this really relevant session, I decided it was time to visit the Information Expo. The Expo was in two vast areas of the main conference hall. There, I realized I was not in Kansas anymore. So much to see, so little time. I was able to narrow down my searching to the legal and health sectors, and tried not to take information that would not be useful to me later. I made sure to stop by the booths that sponsored various parties and events over the past couple days and said good-bye to a few new friends.

That evening was the closing reception, awards ceremony and speaker Seth Godin. † Godin's talk was a rapid fire presentation filled with wit, wisdom, and pithy marketing strategies. Since he recently published his latest marketing book, Meatball Sundae, his talk was much related to what he said in that book. A meatball sundae is the unfortunate mash up of two great ideas, meatballs and sundaes, that do not work well together. The most interesting comment Godin made was to encourage the crowd to "be remarkable." Godin said that ideas that spread, win. He pointed out that what people wanted was not a book or a pair of shoes or reams of research. What people wanted was a good experience; the book or pair of shoes or answered reference question was just a souvenir of the experience/

interaction. Which brings us full circle to Web 2.0.

Many thanks to VALL for the bursary, which covered petrol, parking, hotel, snacks and a slice of truly decadent peanut butter cheesecake shared with the girls. I look forward to SLA '09 in Washington DC.



For more information visit the following sites:

Emma Wood's blog Ballad in Plain E (posts from June 15-18th): http://www.balladinplaine.com/page/2/

Legal Division Quarterly - The Newsletter of the Legal Division of the Special Libraries Association, Summer 2008, V.15 N.3

SLA - Podcasts, Handouts & Contributed Papers available at http://www.sla.org/

Flickr photosets tagged sla2008 - http://www.flickr.com/photos/tags/sla2008/

Twitter (fleeting notes of conference experiences limited to 140 characters) https://twitter.com/sla2008

The fabulous, if tiny, Hotel Max http://www.hotelmaxseattle.com/

Conference Report: AALL 2008

Graeme Dempsey, Lawson Lundell LLP

I was fortunate enough to attend the IOIst AALL Annual Meeting & Conference in Portland, Oregon, the week of July I2-I5th. This was my very first law librarian conference, and naturally I was quite excited about it. It seemed to me that almost every law librarian in the Universe had come to Portland. How on earth would the Oregon Convention Centre deal with such an invasion? As it turned out, this was no ordinary convention centre – it was massive!

Due to travel delays, I was not able to attend the Opening Reception on the Saturday evening. Instead, I went for a late dinner with my travelling companion, Teresa Gleave from Fasken Martineau. Our arrival at the hotel had caused a mild panic when it was revealed that the hotel did not, in fact, have a room reserved for Ms. Gleave, despite a confirmation e-mail of her booking. Both of us were suitably gobsmacked (astounded, for those of you not familiar with the British idiom) when the girl at the front desk suggested we might consider rooming together. We both, naturally, explained that this was not an option! Thankfully, the situation resolved itself thereafter, and we tossed our luggage in our rooms and headed straight for the hotel bar.

The Opening General Session the following morning was even more fabulous than I'd imagined it could be. The theme of this year's AALL meeting was "Energize, Explore, Evolve", and that was certainly evident in many of the sessions I attended; none more so than in this introductory address. Keynote speaker David Pogue, a techno-savvy columnist with the New York Times enthralled a packed auditorium with hilarious anecdotes about technology, the Internet and lawyers. After a comedic start in which he delivered the immortal line "Ich Bin Ein Law Librarian", he delved into an informative discussion about "The Next Big Things And What They'll Change." He addressed the benefits of using the Skype software, offered some theories about the passé features (his words, not mine) of VoIP (Voice Over Internet Protocol) and the search engine ChaCha.

Most of what Mr. Pogue had to say related in some way to our everyday life, if not always from a work-related angle. During his analysis of evolving technology, he proclaimed that "television didn't kill radio." He believes, rather, that there is a splintering effect when it comes to technology: everything "evolves and is added on, not discarded." In other words, we absorb the new technology and it is amalgamated into our collective knowledge. (Sounds a bit like The Borg, doesn't it?) Mr. Pogue also brought up the debate about movie downloads and whether they would "kill" the sales of DVDs.

He believes, rather, that there is a splintering effect when it comes to technology: everything "evolves and is added on, not discarded."

I would say that Pogue's finale, a medley of well-known pop tunes re-

arranged in his own Pogue-ian way, was the highlight of the session: to the strains of Sonny & Cher's biggest hit, Mr. Pogue sang the chorus "Hey...I got YouTube", bringing the house down. Finishing with a spoof of the disco classic "YMCA", Pogue worried that he might be "Sued by the R.I.A.A." (Recording Industry Association of America). The atmosphere was electric! I thought I was at a rock concert and briefly considered rising to my feet and dancing on my seat. But I decided against that. And I'm sure the hundreds of librarians and library technicians in the auditorium would have breathed a sigh of relief had they known what I was considering. (For more information on David Pogue, check out his popular website and you'll see why he believes in "the beauty of blogs": http://www.davidpogue.com/.)

Once the opening session was over, it was down to business. There were several fascinating sessions being held every day and I was generally impressed with most of them. One of the highlights was the very first session I attended: "The Library's Role in 'Educating Lawyers'", in which the Carnegie Report was examined (see http://www.carnegiefoundation.org/publications/pub.asp?key=43&subkey=561). This session featured Judith Wegner, formerly the Dean of the School of Law at the University of North Carolina and one of the original authors of that report, and it was interesting to hear her talk about librarians as being "people with great leadership" and creativity, and how librarians are essentially the "keepers of the flame". Incidentally, a humorous moment from this session occurred when one of the panellists, in talking about the character of

Giles from television's *Buffy The Vampire Slayer*, quoted verbatim from the show: "He's like Super Librarian. Everyone forgets, Willow, that knowledge is the ultimate weapon." And whilst much of the session (indeed

"He's like Super Librarian. Everyone forgets, Willow, that knowledge is the ultimate weapon." many of the sessions I attended) related more to academic law libraries rather than private law firm libraries, it was helpful to hear an animated discussion of ways to improve legal education for lawyers.

Some other useful sessions included "Official but not Authentic: The Future of Electronic Legal Information", "Lawyers in the Library: Exploring New Ways to Serve our Public Patrons", "Thinking Outside the Box: How Developing Electronic Serial Standards Can Add Fiber to your Library's Diet", and "Energize Your Catalog! Get Electronic Titles Out of their Silos

and into Your OPAC". This was pretty intense stuff, but I took copious notes and immersed myself in the subject matter of each. To balance things out, there were some slightly-veering-off-the-work-related-path programmes, the best of which was, without a doubt, "Beer and the Law: A Legal History of Beer, Brewing and the Government Regulation From the German *Purity Law* to the Microbrew Movement". (My only argument with the latter one was that they should have stayed focussed on the legal aspects of the law, rather than devoting half of the session to "how to brew your own" beer. For those J.K. Rowling readers out there, the "*Harry Potter* and the Law" session was a disappointment from an audio-visual perspective: the projector screen's picture was barely visible, and the presenters kept having audio malfunctions, resulting in one of the panellists pressing the microphone up to his laptop to give us "optimum" sound.

The vendors' exhibit arena was nothing short of spectacular. Thomson West was easily the highlight of the exhibition, with an enormous area designated for a very colourful Library Camp. Their theme this year was "Welcome to Camp" and it was a well put together exhibit with many customer service representatives showing off various online products, handing out product information and luring *suspecting* clients with fabulous free gifts. (My nephews were over the moon with their bendy Sumo wrestlers, but the toys' elasticity proved to be ineffective against the boys' enthusiasm for the "action figures".) I thoroughly enjoyed visiting with publishers, reconnecting with some local librarians I've been out of touch with (how utterly delightful to have met up with Yoko Beriault and Sandra Wilkins), and meeting new people working in our industry. And what a collection of people they were! I met librarians from Australia, England, Nova Scotia and Ontario, some of whom I hope to remain in contact with. The official International Reception following Monday's programmes was a lovely experience as well (it was an open bar), and it was particularly nice to be able speak on a social level with two members of the AALL Executive, Cornell Winston and Ann Fessenden, President of AALL, both of whom made us feel very welcome indeed.

Before I forget, the extra-curricular activities were plentiful and memorable. West's "Librarian Camp" theme for the conference carried over to their amazing bash at the Hilton Hotel on Monday, July 14th. There must have been 3,000 people there! Teresa and I attended, of course, and we enjoyed sampling the culinary selection from the enormous buffet. Sadly, the music was not to my taste (it was decidedly un-Swedish, far too loud and edgy) so I scarpered off fairly early. Photographs of the West party can be viewed at http://tmalcorpcomm.wordpress.com/2008/07/15/west-party-monday-night/.

On the Sunday night, I participated in a very cool ghostly walking tour of the city, where we got to visit the haunted buildings of historic Portland and use EMF detectors (if you don't know what these devices are, please ask me and I'd be more than happy to talk at length about them). And of course, there were at least three visits to the ultra-fabulous Powell's Books, the biggest bookstore in the world, and a place I had dreamed of visiting for more than twenty years. The poetry section alone made me go a trifle faint and wobbly at the knees.

I left Portland on Wednesday morning, and travelled, as I had done on the way down, via Amtrak. The scenery was beautiful, and I particularly relished the fact that the trains provided a smooth travelling experience; this was a welcome relief for me as I recalled many rather uncomfortable trips on British Rail!

I sincerely hope I get to attend another conference sometime soon. In closing, I would like to say thank you to the VALL Executive for allowing me to attend this year's AALL conference. It was an experience I shall always remember. And I learned a lot too!

VALL Featured Library: Justice Institute of British Columbia Library (JIBC), New Westminster, BC

Users

The library of the Justice Institute of British Columbia is a unique resource that, in addition to serving the faculty, staff and students of the Justice Institute, serves over 40,000 professionals throughout B.C. These professionals include: B.C. Corrections Branch and Court Services Branch personnel, family justice counselors, emergency management and search and rescue volunteers, Emergency Social Services Directors, Ministry of Health emergency planners, police officers, fire fighters, paramedics, and youth justice personnel from the Ministry of Children and Family Development. Many of the clients of the JIBC library are career-long users; library staff help them first as students, and then throughout their careers until the time they retire from their profession. This allows library staff to get to know their users for very long periods of time and develop relationships with them.



Staff

The staff of seven consists of four librarians, two library technicians and one library assistant. Each staff member has a particular service that they focus on while they work together to provide the services for their varied users.

Collection and Services

The JIBC collection includes print materials like books and journals, as well as DVDs, CDs and audiotapes. Access to online article indexes and databases are also available. Other services provided include reference and research help and training and instruction. Access to many full-text online databases is also available with a User ID and Password. Other services provided include reference and research help, orientation and instruction and publication of a monthly *Library News* newsletter which is available in-print and online.

The library collection includes a number of unique subject areas, making it a popular lender of materials through interlibrary loan services like Outlook Online and Amicus.

As the library serves students and staff throughout the province, many requests come in through email and telephone, in addition to requests from on campus students who come into the library. The JIBC library also participates in the Provincial post-secondary AskAway virtual reference service.

30th Anniversary

To celebrate the JIBC's 30th anniversary, a book about the Justice Institute of British Columbia titled Safe and

Sound: The Story of the Justice Institute of British Columbia is being published in December of this year.

The JIBC Library is an interesting and distinctive service to the province and the people it serves.

More information about the Justice Institute of BC library can be found at http://www.jibc.ca/library.



Membership Matters

VALL is delighted to welcome the following new members:

Gillian Doan, Victory Square Law Office LLP (gdoan@vsol.bc.ca)

Gillian works part time at Victory Square Law Office, running their library. This is the first job she's had in the public sector after working for 18 years at Vancouver Public Library. She says she has "much to learn about running a private library and legal research. I'm looking forward to meeting other VALL members and gaining much wisdom!" Gillian enjoys gardening, baking and snowboarding.

Caroline Dobbeck, Borden Ladner Gervais LLP (cdobbeck@blgcanada.com)

John Gray, LexisNexis Canada Inc. (john.gray@lexisnexis.ca)

Pia Hilton (piahilton@shaw.ca)

J LaBossiere, LexisNexis Canada Inc. (j.labossiere@lexisnexis.ca)

J has been with LexisNexis for over nine years. He is currently the Customer Training Team Leader for Western Canada and is based in the Vancouver office. For the past eight years, he has been responsible for corporate and legal training, including training at law schools, courts, and other academic facilities.

Elizabeth Shaffer (eshaffer@interchange.ubc.ca) [Student Member]

Leila Msadek, LexisNexis Canada Inc. (leila.msadek@lexisnexis.ca)

Janette Nation, Canada Law Book (jnation@canadalawbook.ca)

Anne-Marie Vaughan, Stikeman Elliott LLP (avaughan@stikeman.com)

Member Announcements

Caroline Dobbeck is the new library technician at Borden Ladner Gervais LLP, replacing Andy Froese.

Sarah Munro has left the Courthouse Library to become the librarian at Singleton Urquhart.

Mandy Ostick had her SLA conference report "A Tale of Two Not Completely Dissimilar Cities" published in the <u>Fall 2008 edition</u> of SLA's *Legal Division Quarterly* newsletter. Ostick's article looks at the similarities and differences between U.S. and Canadian law librarians.

Anne-Marie Vaughan has joined Stikeman Elliott LLP as a part-time Library Assistant.

If you have recently switched employers, received a promotion, or if any of your contact information has changed, please drop a line to VALL Review Editors & Membership Secretary. We also welcome short biographies of new members.

Upcoming Events

November 20, 2008 - VALL Luncheon

December 9, 2008 - VALL's 20th Birthday Party (Four Seasons)

May 23-27, 2009: CALL conference in Halifax, N.S.

June 14-17, 2009: SLA conference in Washington, DC

June 18-20, 2009: BIALL in Manchester, England

July 25-28, 2009: AALL conference in Washington, DC

VALL Statement of Income and Expenses: August 1, 2007 - July 31, 2008

Katie Heung, Borden Ladner Gervais LLP

INCOME				
	Membership Fees	\$2,585.00		
	Bank Interest	\$10.52		
	Luncheon Fees	\$5,167.50		
	March Workshop	\$2,749.69		
			\$ <u>10,512.71</u>	
EXPENSES				
	Postage and Office Supplies	\$63.52		
	Web site development	\$100.70		
	Post Office Box	\$157.50		
	Law Courts Inn Charges	\$5,198.57		
	Speakers' Gifts	\$380.06		
	March Workshop	\$3,037.14		
	April program	\$750.00		
	Contribution to PBMF	\$1,000.00		
			\$10,687.49	
NET INCOME				(\$174.78)
Chequing Account				
	Balance	As of July 31, 2008	\$10,754.18	(See Note I)
	Shares		\$ 89.01	(See Note 2)
TOTAL				<u>\$10,843.19</u>
Peter Bark Memorial Fund	Term Deposit	Matures April 22, 2009	\$10,500.00	
	T-Bill Savings Account	As of July 31, 2008	\$1,636.23	
	Shares		\$110.78	(See Note 3)
TOTAL				\$12,247.01

NOTE I: Balance includes VALL Education Program Development Fund of \$700.00.

NOTE 2: Share dividend received in 2008: \$1.58.

NOTE 3: Share dividend received in 2008: \$1.96.

VALL Peter Bark Memorial Fund for the year ending July 31, 2008

Katie Heung, Borden Ladner Gervais LLP

TOTAL	\$12,247.01
Equity shares	\$110.78
Three-year Term Deposit	\$10,500.00
T-Bill Savings Account	\$ 1,636.23
Balances as of July 31, 2008	
TOTAL	\$12,562.23
Equity Shares	\$108.82
Three-year Term Deposit	\$10,500.00
T-Bill Savings Account	\$ 1,953.41
Opening Balances: August 1, 2007	

Contributions

We gratefully acknowledge the generous support of the following contributors to the Peter Bark Memorial Fund during the 2007–2008 year:

TOTAL	\$1,350.00
Quickscribe	\$200.00
Emma Wood and Christina Tribe	\$ 50.00
Continuing Legal Education Society of B.C.	\$250.00
CCH/Wolters Kluwer	\$300.00
Carswell/Thomson	\$250.00
Canada Law Book	\$300.00

Term Deposit

On April 22, 2008, the 36-month (Escalator) Term Deposit reached its 12-month anniversary date. A total of \$331.66 was made in the previous 12 months at 3.15% and this amount was transferred into the T-Bill account. The term deposit will now be earning 3.5% until its third year anniversary which is on April 22, 2009.

Peter Bark Bursary

Gabriella Barsoum, Graeme Dempsey and Christina Tribe were the recipients of the Peter Bark Bursary for the 2007-2008 fiscal year in the amount of \$1,000 each. VALL made a contribution of \$1,000 to the Bursary Fund.

VALL Review Newsletter Article Content Submission Guidelines

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

Purpose of VALL Review

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

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

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

Publishers and vendors should only highlight for submission:

- 6) No more than 3-4 resources of key value per issue. Title, edition, author and projected price is helpful.
- 7) Of value, would be very recent new product developments that the vendor has not yet publicly released or the vendor would like feedback from its customers.

Note: If a vendor has already released public marketing information to all customers on its corporate web site, VALL Review editors will exercise rights to determine if there is sufficient space to include the submitted information, in light of other VALL content publishing priorities.