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“While the look of the Review has been updated, one thing that has always been consistent and has never needed updating is the excellent quality of our content.”

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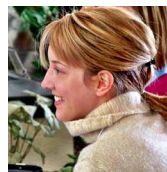
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III From the Editor / De la rédactrice

You might have noticed that this issue of the *Canadian Law Library Review* looks a little different. We have been promising a redesign for a while and it has finally come to fruition. The Editorial Board's goal for this transformation was to create a polished, attractive and professional looking publication which would reflect and respect the quality and vibrancy of our organization and its membership. We hope you like it.

“There is something new to learn, to be inspired by or to emulate in every single issue, and our contributors have such varied interests and areas of experience that the contents are never dull.”

While the look of the *Review* has been updated, one thing that has always been consistent and has never needed updating is the excellent quality of our content. There is something new to learn, to be inspired by or to emulate in every single issue, and our contributors have such varied interests and areas of experience that the contents are never dull. For this issue, those areas of interest conveniently coincided, and as a result a theme serendipitously presented itself. Each of the articles focuses on an aspect or role of the Internet in law libraries or in legal research: For the first feature article, Rex Shoyama has put together an excellent article on the use of Wikipedia in legal scholarship. Containing original research and some very interesting findings, his is our first peer reviewed article in a long time. The second feature article written by Margo Jeske, Nathalie Léonard, Emily Landriault, and Channarong Intahchomphoo is an inspiring and yet practical article on how to develop a social marketing strategy (using social and other media) to communicate with

library patrons. I say inspiring because, given the example of the success of the strategies they used at the Brian Dickson Law Library, I have created a new Facebook page for the Bora Laskin Law Library which I am hoping will help us reach more of our students through a medium that they are very comfortable using. It will be an interesting experiment to see how they respond. The final thematic article is Rosalie Fox's report on the 2013 *Law Via the Internet Conference* in Jersey, Channel Islands, the focus of this conference was “Free Access to Law in a Changing World.” Librarians have been at the forefront of the Free Access to Law Movement and this report is a valuable reminder of how important this movement is. These three articles are rounded out by Annette Demer's reflection on the importance of organizational change (what could be more timely?) as a means to maintain vibrancy and relevance.

Another other change that you may have noticed is the change in our method of delivering the *Review*. Although we will still be mailing out hardcopies of the *Review* to our members we will also be e-mailing a PDF copy as a pilot project. We have chosen to do this for two reasons, the first is to make sure that this issue reaches you before the CALL Conference at the end of May and the second is to test the waters and see how our membership feels about receiving an electronic edition.

Please join me in welcoming a new member to the Editorial Board. Eve Leung, from McMillan joined Annamarie Bergen as Co-advertising Manager.

Finally, a great many thanks are in order for this issue. I would like to make sure I thank our anonymous peer reviewers for volunteering to read through and comment on Rex's article. Thanks also go to the Editorial Board as always for their constructive comments, support and suggestions during

the redesign process. And finally, huge thanks must go to Rosemary Chapman at Managing Matters for her patience and creativity during the design process.

**EDITOR
SUSAN BARKER**



Comme vous l'avez peut-être remarqué, l'aspect de la présente édition de la *Revue canadienne des bibliothèques de droit* diffère un peu de celui des numéros précédents. La refonte que nous promettons depuis un certain temps s'est finalement concrétisée. Le comité de rédaction a mené ce processus de transformation dans le but de créer une publication léchée, attrayante et d'apparence professionnelle, qui reflète et respecte la qualité et le dynamisme de notre organisation et de ses membres. Nous espérons que les résultats de ce travail vous plairont. Le « look » de la *Revue* a peut-être changé, mais la qualité supérieure de notre contenu reste la même. Chaque numéro offre de nouvelles choses à apprendre et regorge

“Chaque numéro offre de nouvelles choses à apprendre et regorge d'exemples à suivre ou d'approches susceptibles d'inspirer les lecteurs. L'immense diversité des intérêts et des secteurs d'expérience de nos collaborateurs fait en sorte que le contenu n'est jamais ennuyeux.”

d'exemples à suivre ou d'approches susceptibles d'inspirer les lecteurs. L'immense diversité des intérêts et des secteurs d'expérience de nos collaborateurs fait en sorte que le contenu n'est jamais ennuyeux. Par un heureux hasard, un thème commun s'est dégagé des domaines d'intérêt abordés dans le présent numéro. En effet, chacun des articles porte sur un aspect ou sur un rôle de l'Internet au sein des bibliothèques de droit ou du secteur de la recherche juridique. Dans le premier article de fond qui vous est proposé, Rex Shoyama fait un excellent compte rendu de l'utilisation de Wikipédia dans le cadre des études de droit. Fondé sur des travaux de recherche originaux et incluant des constatations très intéressantes, ce texte constitue le premier article évalué par des pairs que nous publions depuis un long moment. Le deuxième article de fond, rédigé par Margo Jeske, Nathalie Léonard, Emily Landriault et Channarong Intahchomphoo, est un texte à la fois inspirant et pratique sur la façon d'élaborer une stratégie de marketing social (à l'aide des médias sociaux et autres) pour communiquer avec les clients des bibliothèques. Si je qualifie cet article d'« inspirant », la raison en est que, fort de l'exemple du succès des stratégies utilisées à la bibliothèque de droit Brian Laskin, j'ai créé pour la bibliothèque de droit Bora Laskin une nouvelle page Facebook qui, je l'espère, nous aidera à joindre un plus grand nombre de nos étudiants par l'entremise d'un support

qui leur est très familier. Il sera intéressant de vérifier la façon dont ils réagiront à cette initiative. Le dernier article thématique est le rapport de Rosalie Fox sur la *Law Via the Internet Conference* de 2013 tenue à Jersey, dans les îles Anglo-Normandes, et qui a pour thème le « libre accès au droit dans un monde en évolution ». Les bibliothécaires sont à l'avant-plan du Mouvement pour le libre accès au droit et ce reportage constitue un rappel durable de l'importance d'un tel mouvement. En guise de complément à ces trois articles, Annette Demers nous fait part de ses réflexions concernant l'importance du changement organisationnel (quoi de plus opportun comme sujet?) en tant qu'instrument permettant de maintenir le dynamisme et la pertinence.

Vous aurez peut-être remarqué un autre changement lié à notre méthode de livraison de la *Revue*. Bien que nous continuerons de poster des copies papier de la *Revue* à nos membres, nous enverrons aussi une copie PDF de cette dernière par courrier électronique, aux fins d'un projet-pilote. Nous avons choisi cette ligne de conduite pour deux raisons. Premièrement, nous souhaitons nous assurer que le présent numéro vous parviendra avant la conférence de l'Association canadienne des bibliothèques de droit (ACBD), qui aura lieu à la fin mai. Deuxièmement, nous voulons tâter le terrain et prendre le pouls de nos membres relativement à la réception d'une édition électronique.

Veillez vous joindre à moi pour souhaiter la bienvenue à Eve Leung, de McMillan, qui se joint à notre comité de rédaction et qui agira à titre de responsable conjointe de la publicité, avec Annamarie Bergen.

Enfin, de nombreux remerciements sont de mise pour le présent numéro. Ainsi, je tiens à souligner le travail des pairs évaluateurs anonymes qui ont offert de lire et de commenter l'article de Ray. Je remercie également le comité de rédaction, comme toujours, pour les commentaires constructifs qu'il a offerts, le soutien qu'il a apporté et les suggestions qu'il a formulées tout au long du processus de refonte. Pour terminer, je transmets mes remerciements les plus sincères à Rosemary Chapman, de la société Managing Matters, pour la patience et la créativité dont elle a fait preuve pendant le processus de conception.

**RÉDACTRICE
SUSAN BARKER**



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III President's Message / Le mot de la présidente

As a CALL/ACBD Member, you receive the *Canadian Law Library Review*, receive our electronic newsletter once per month, listen to our monthly webinars and attend the conference each year. You may have heard of and participated in many other initiatives and opportunities offered through CALL. There are many tangible and intangible benefits of being a CALL member, but do you have a sense of what goes on behind the scenes?

CALL/ACBD is primarily governed by an Executive Board consisting of 7 members: President, Vice-President, Past President, Secretary, Treasurer, and 2 Members-at-Large. The President, VP and Past President all make a 6 year commitment to the Association. The remaining Board members are committed to a 2 year term of office.

The Board is responsible for all aspects of governance of the Association; from the overarching vision for the association, the services that are offered, to its day-to-day operations. The Board is also responsible for ensuring sound management of the Association's finances. The Board meets via 2 hour conference call each month, and each Board member also has individual liaison responsibilities that necessitate regular meetings and continuous email correspondence with CALL/ACBD's various committees. Being a Board member requires a significant commitment of dozens of hours each week in voluntary service to our colleagues and to our profession.

Most of CALL/ACBD's day-to-day operations are handled by dozens of volunteer members who work in Committees. Examples of CALL/ACBD's many Committees include: the Scholarships and Awards Committee, Conference Planning Committee each year, the Membership Development Committee, the Website Editorial Board, the Editorial Board

of *Canadian Law Library Review*, the Education Committee, which includes the Webinar and New Law Librarian's Institute subcommittees; the Committee to Promote Research, the KF Modified Classification Committee, the Advocacy and Communications Committee, the Financial Advisory Committee, Resolutions Committee, the Oral History Project, the Copyright Committee, the Vendor Liaison Committee, and others.

There are several members who volunteer for CALL/ACBD as special advisors, and CALL/ACBD even has its own Archivist. To see a list of all Committees and current volunteers, please visit our website.

Being a Committee Chair and member also requires a significant commitment of time, and we all benefit from the work that our colleagues commit to ensuring smooth operations. It is also a rewarding opportunity to get to know colleagues from around the country, to gain leadership experience, to raise your professional profile, and to share your talents.

“CALL/ACBD is a community of professionals which can only thrive and evolve through the engagement and participation of members who want to make it their own.”

CALL/ACBD's Board and Committee work is facilitated by the work of our National Officer, Maddy Marchildon and Rosie Chapman, Senior Account Coordinator; our Events Planner, Taylor Weinstein, and our Accounting Coordinator, Lifang Guang. While CALL/ACBD has evolved into a mid-sized Association with fairly complex operations, it is important for every

member to remember our roots. As we learned during our 50th Anniversary celebration, CALL/ACBD was started by a small group of law librarians who wanted to come together to help each other become better professionals and to facilitate professional development, resource-sharing and community. As the community grew in size and complexity, the Association needed to evolve to accommodate this growth.

Keeping our roots in mind helps us to remember that CALL/ACBD is not simply an entity that provides a service for payment rendered. Instead, CALL/ACBD is a community of professionals which can only thrive and evolve through the engagement and participation of members who want to make it their own.

To continue to grow and develop this community, this Board is committed to hearing your ideas and acting on your feedback. The Membership Survey that recently concluded was one such example of this commitment. Expect to hear more about the survey results in the near future; Committees will also be reviewing this feedback for ideas.

So get involved! Share your ideas! What initiatives and opportunities would YOU like to see? Watch for opportunities to participate! Some of our Committees may require assistance in the upcoming year, so stay tuned!

**PRESIDENT
ANNETTE DEMERS**



En tant que membre de l'ACBD/CALL, vous recevez la Revue canadienne des bibliothèques de droit, vous recevez notre bulletin électronique une fois par mois, vous écoutez nos webinaires mensuels et vous assistez tous les ans au congrès. Peut-être avez-vous pris connaissance de beaucoup d'autres initiatives et occasions offertes par l'entremise de l'ACBD et y avez-vous participé. Il y a de nombreux avantages tangibles et intangibles à être membre de l'ACBD, mais avez-vous une idée de ce qui se passe en coulisse?

L'ACBD/CALL est essentiellement dirigée par un conseil d'administration constitué de sept membres : président, vice-président, président sortant, secrétaire, trésorier, et deux membres actifs. Le président, le vice-président et le président sortant s'engagent pour six ans à l'égard l'Association. Les autres membres du conseil d'administration s'engagent pour un mandat de deux ans.

Le conseil d'administration est responsable de tous les aspects de la gouvernance de l'Association, de la vision globale de l'Association aux services offerts en passant par ses activités quotidiennes. Le conseil d'administration est également responsable d'assurer une saine gestion des finances de l'Association. Les membres du conseil

d'administration se rencontrent une fois par mois par voie d'une conférence téléphonique de deux heures, et, de plus, chacun des membres a des responsabilités de liaison qui nécessitent des réunions régulières et une correspondance électronique continue avec divers comités de l'ACBD/CALL. Les fonctions des membres du conseil d'administration exigent une contribution importante de dizaines d'heures bénévoles par semaine pour servir nos membres et notre profession.

La plupart des activités quotidiennes de l'ACBD/CALL sont menées par des dizaines de membres bénévoles qui travaillent au sein de comités. Des exemples des nombreux comités de l'ACBD/CALL comprennent : le comité des bourses d'études, le comité de planification du congrès chaque année, le comité de recrutement des membres, le comité de rédaction du site Web, le comité de rédaction de la Revue canadienne des bibliothèques de droit, le comité de la formation permanente, qui comprend les sous-comités des webinaires et de l'Institut pour les nouveaux bibliothécaires de droit; le comité pour promouvoir la recherche, le comité sur la classification KF modifié, le comité de défense des intérêts et des communications, le comité consultatif des finances, le comité des résolutions, le projet historique oral, le comité sur le droit d'auteur et le comité de liaison avec les éditeurs, entre autres.

Plusieurs membres travaillent bénévolement pour l'ACBD/CALL à titre de conseillers spéciaux, et l'Association a même son propre archiviste. Pour voir la liste de tous les comités et des bénévoles actuels, veuillez consulter notre site Web.

Siéger à un comité en qualité de président et de membre exige aussi beaucoup de temps, et nous bénéficions tous du travail que nos collègues s'engagent à consacrer à la bonne marche des activités. C'est également une occasion intéressante de faire la connaissance de nos collègues de partout au Canada, d'acquérir de l'expérience en leadership, de rehausser votre profil professionnel et de mettre à profit vos talents.

“L'ACBD/CALL est plutôt une communauté de professionnels qui ne peut continuer à se développer et à évoluer que grâce à l'engagement et à la participation des membres qui veulent la reprendre à leur compte.”

Les tâches du conseil d'administration et des comités sont facilitées par le travail de notre directrice nationale, Maddy Marchildon et de Rosie Chapman, coordinatrice principale des comptes-clients; de notre planificatrice d'événements, Taylor Weinstein, et de notre coordinatrice de la comptabilité, Lifang Guang.

Bien que l'ACBD/CALL soit devenue aujourd'hui une Association de taille moyenne dont les rouages sont passablement complexes, il est important pour chacun des membres de ne pas oublier ses origines. Comme

nous l'avons appris lors des célébrations de notre 50e anniversaire, l'ACBD/CALL a été créée par un petit groupe de bibliothécaires de droit qui ont voulu conjuguer leurs efforts pour s'aider l'un l'autre à devenir de meilleurs professionnels et faciliter le perfectionnement professionnel, la mise en commun des ressources et la communauté. Au fur et à mesure que la communauté s'est développée et est devenue plus complexe, l'Association a dû évoluer en fonction de cette croissance.

Garder présentes à l'esprit nos origines nous aide à prendre conscience du fait que l'ACBD/CALL n'est pas simplement une entité qui propose un service moyennant paiement. L'ACBD/CALL est plutôt une communauté de professionnels qui ne peut continuer à se développer et à évoluer que grâce à l'engagement et à la participation des membres qui veulent la reprendre à leur compte.

Pour continuer à favoriser cette communauté, le conseil d'administration tient résolument à entendre vos opinions et s'engage à donner suite à votre rétroaction. Le sondage

récemment mené auprès des membres constitue un exemple de cet engagement. Soyez assurés que vous serez informés des résultats du sondage dans un avenir rapproché; les comités s'emploieront à examiner cette rétroaction pour y puiser des idées.

Alors investissez-vous! Faites-nous part de vos idées! Quelles sont les initiatives et les occasions que VOUS aimeriez voir? Soyez à l'affût de toutes les possibilités de participer! Certains de nos comités pourraient avoir besoin d'un coup de main au cours de l'année à venir, alors demeurez à l'écoute!

**PRÉSIDENTE
ANNETTE DEMERS**



Call for Submissions

Canadian Law Library Review/Revue canadienne des bibliothèques de droit, the official publication of the Canadian Association of Law Libraries, publishes news, developments, articles, reports and reviews of interest to its members. Surveys and statistical reviews prepared by the Association's Committees and Special Interest Groups, regional items and the proceedings of the Association's annual conference are also published.

Contributions are invited from all CALL members and others in the library and legal communities. Bibliographic information on relevant publications, especially government documents and material not widely publicized, is requested. Items may be in English or French. Full length articles should be submitted to the Features Editor and book reviews to the Book Review Editor. All other items should be sent directly to the Editor. Prior to publication, all submissions are subject to review and editing by members of the Editorial Board or independent subject specialists; the final decision to publish rests with the Editorial Board. If requested, articles will undergo independent peer review. Items will be chosen on their relevance to the field of law librarianship. For copies of the Style Guide please consult the CALL website at <<http://www.callacbd.ca>>.

The Association is unable to make any payment for contributions. Authors will receive one complimentary copy of their article upon publication. The Canadian Association of Law Libraries does not assume any responsibility for the statements advanced by the contributors to, and the advertisers in, the Association's publications. Editorial views do not necessarily represent the official position of the Association.

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Canadian Law Library Review/Revue canadienne des bibliothèques de droit, l'organe officiel de l'Association canadienne des bibliothèques de droit, publie des informations, des nouveautés, des articles, des rapports et des recensions susceptibles d'intéresser ses membres. Des enquêtes et des relèves statistiques préparés par les divers comités de l'Association et par les groupes d'intérêt spécial, des nouvelles d'intérêt régional et les procès-verbaux du congrès annuel de l'Association sont également publiés.

Tous les membres de l'ACBD ainsi que toute autre personne intéressée à la bibliothéconomie et faisant partie du monde juridique sont invités à soumettre des articles. La revue sollicite également des commentaires bibliographiques d'ouvrages de nature juridique et plus particulièrement de publications officielles et de documents peu diffusés. Les contributions peuvent être soumises en français ou en anglais. Les articles de fond doivent être envoyés à la personne responsable des recensions. Avant d'être publiés, tous les textes seront revus par des membres du Comité de rédaction ou par des spécialistes de l'extérieur. La décision finale de publier relève toutefois du Comité de rédaction. Les articles pourront, sur demande, faire l'objet d'un examen indépendant par des pairs. La priorité sera accordée aux textes se rapportant à la bibliothéconomie juridique. Pour obtenir des exemplaires du Protocole de rédaction, visitez le site web de l'ACBD au <<http://www.callacbd.ca>>.

L'Association ne peut rémunérer les auteurs et auteures pour leurs contributions, mais ils ou elles recevront un exemplaire de leur article dès parution. L'Association canadienne des bibliothèques de droit n'assume aucune responsabilité pour les opinions exprimées par les collaborateurs et collaboratrices ou par les annonceurs dans les publications qui émanent de l'Association. Les opinions éditoriales ne reflètent pas nécessairement la position officielle de l'Association.

Les articles publiés dans *Canadian Law Library Review/Revue canadienne des bibliothèques de droit* sont répertoriés dans *Index à la documentation juridique au Canada*, *Index to Canadian Legal Periodical Literature*, *Legal Information and Management Index*, *Index to Canadian Periodical Literature* et *Library and Information Science Abstracts*.



III Citations to Wikipedia in Canadian Law Journal and Law Review Articles*

By Rex Shoyama**

Sommaire

Pour mieux comprendre comment et pourquoi Wikipédia est utilisé dans la doctrine juridique canadienne, l'auteur a mené une analyse des citations utilisées dans les articles publiés dans les revues juridiques canadiennes. Cet article présente les résultats de cette analyse, avec une discussion sur les implications et les thèmes possibles pour de futures recherches. Dans l'ensemble, la plupart des auteurs canadiens semblent être très sélectifs et prudents quand il s'agit de citer Wikipédia. Cependant, la nature de ces citations à Wikipédia indique que les chercheurs juridiques peuvent avoir besoin de développer davantage les compétences de maîtrise de l'information quand il s'agit de soutenir des affirmations basées sur des sources d'information non juridiques (en particulier en ce qui concerne les données statistiques, les informations historiques et les définitions technologiques). Les bibliothécaires de droit peuvent avoir un rôle éducatif important à jouer à cet égard.

Abstract

To better understand how and why Wikipedia is utilized in Canadian legal scholarship, the author conducted a citation analysis of Canadian law journal and law review articles. This article presents the findings of this analysis, along

with a discussion of implications and possible themes for future research. Overall, most Canadian authors appear to be quite selective and conservative when it comes to citing Wikipedia. However, the nature of such citations to Wikipedia indicates that legal researchers may need to develop greater information literacy skills when it comes to supporting assertions based on non-legal information sources (particularly with respect to statistical data, historical information and technological definitions). Law librarians may have an important educational role to play in this regard.

Introduction

Legal citation serves a number of important purposes, depending on the context of the research being presented and the nature of the information being cited. However, there are at least two key functions that all legal citations serve: they provide bibliographic information and also lend credibility to an author's work.¹

With respect to bibliographic information, the first sentence of Bora Laskin Law Library's webpage on legal citation concisely states that "correct citation allows researchers to identify and locate cited sources by providing the maximum

* ©Rex Shoyama 2013. This article was peer reviewed.

** BAsC (Waterloo), JD (Toronto). Rex Shoyama is a student in the University of Toronto MI program. He wishes to thank Susan Barker and John Bolan, the instructors of the Legal Literature and Librarianship course that was the genesis of this article. He also wishes to give special thanks to the anonymous reviewers of this article for their helpful comments and suggestions. Of course, any and all errors are the responsibility of the author.
1 Ted Tjaden, *Legal Research and Writing*, 3d ed (Toronto: Irwin Law, 2010) at 21-22. See also Daniel J Baker, "A Jester's Promenade: Citations to Wikipedia in Law Reviews, 2002-2008", (2012) 7:2 I/S: A Journal of Law & Policy for the Information Society 361 at 364-65.

information in an efficient and consistent manner.”² As for enhancing credibility, Professor Franklin asserts that citation to proper authority is not simply about form but instead, “... constitutes a crucial connection between legal argument and the grounding upon which it rests.”³

Proper legal citation may be more important than ever before, due to the increasing number of free and easily accessible sources of online information.⁴ For example, many Canadians are familiar with Wikipedia, which is known as “the free encyclopedia that anyone can edit.”⁵ Wikipedia is based on social Web application technology that allows users to collaboratively create and manage content online using minimal technical skills, and it has become wildly popular since its establishment in 2001.⁶ When Wikipedia (and similar online resources) are cited in articles, readers may question both the value of the bibliographic information communicated by the citations and the credibility of the author’s research.

Bibliographic Information

Citations to Wikipedia pose a challenge because of Wikipedia’s nature as a socially collaborative and constantly changing electronic information resource. There is currently no standard or consistent citation format for Wikipedia in Canadian legal research.⁷ The leading style guide for legal citation in Canada is the *Canadian Guide to Uniform Legal Citation* (known as the *McGill Guide*).⁸ It sets out a wide range of rules and guidelines for citing government documents, primary sources, secondary sources and other materials⁹ — but it currently does not cover Wikipedia. If the editors of the *McGill Guide* choose to further expand their rules for citing online materials,¹⁰ it may present an opportunity to address Wikipedia citations. Of course, the creation of a citation format for Wikipedia could very well be seen as an endorsement of this resource by the *McGill Guide* editors, which could be contentious.

Credibility

Whether or not the bibliographic function of citations is successfully maintained when Wikipedia is cited, the propriety of using Wikipedia as a credible research resource is a point of spirited debate. As more students and researchers turn to Wikipedia, some members of the legal and academic communities have expressed concern over its use as a legal research tool.¹¹ Participants at a recent conference of the Association of Parliamentary Libraries in Canada-L’association des bibliothèques parlementaires au Canada (APLIC-ABPAC) and Parliamentary Researchers in Canada raised several concerns regarding the use of Wikipedia for research. Among these concerns were worries that the content on such open collaborative websites is unreliable, inaccurate, frequently out-of-date, possibly biased, and changes very often.¹²

However, not all legal research experts have focused on the negative aspects of Wikipedia. Some commentators have highlighted the benefits of using Wikipedia as a reference resource for finding legal information. Ted Tjaden states that Wikipedia is “...not only a convenient reference resource but also a reliable one, due in part to its open and collaborative editing.”¹³ Others have emphasized that if its weaknesses are recognized, Wikipedia is an excellent place to start when researching certain questions.¹⁴ To get a better sense of how the perceived benefits and drawbacks of using Wikipedia have manifested themselves in Canada, an analysis of Wikipedia citations was carried out in this study.

Analysis of Wikipedia Citations

To improve our understanding of how and why Wikipedia is cited in Canadian legal scholarship, a citation analysis was conducted on Canadian law journal and law review articles.¹⁵ A total of 43 Canadian English-language journals available on Quicklaw and Westlaw Canada were searched in order to locate articles with citations to Wikipedia.¹⁶ While only searching the full-text databases of two online legal research services will not fully cover the landscape for all Canadian law-related journals,¹⁷ the goal of this study

2 Bora Laskin Law Library, “Legal Citation”, online: <<http://library.law.utoronto.ca/legal-citation>> (last accessed July 18, 2013).

3 Kris Franklin, “See Erie: Critical Study of Legal Authority”, (2008) 31 U Ark Little Rock L Rev 109 at 111.

4 Joanne V Colledge & Lea M Lapointe, “How Does a Uniform Citation Guide Fail to Be Uniform? A Review of the *Canadian Guide to Uniform Legal Citation*, 7th Ed” (2011) 74 Sask L Rev 275 at 280.

5 Wikimedia Foundation, “Welcome to Wikipedia”, online: <http://en.wikipedia.org/wiki/Main_Page> (last accessed July 18, 2013).

6 Chitu Okoli, “A Brief Review of Studies of Wikipedia in Peer-Reviewed Journals” (Paper delivered at the IEEE Third International Conference on Digital Society, ICDS’09, 1-7 February 2009) at 155, online: <http://ieeexplore.ieee.org/xpls/abs_all.jsp?arnumber=4782868&tag=1>.

7 For an overview of the discussion surrounding this issue in US legal scholarship, see Baker, *supra* note 1 at 398-401.

8 *Canadian Guide to Uniform Legal Citation*, 7th ed (Toronto: Carswell, 2010).

9 Tjaden, *supra* note 1 at 22.

10 Some have argued that users of the McGill Guide would benefit from significant changes to the sections of the guide that deal with the citation of online materials. See Colledge & Lapointe, *supra* note 4 at 283.

11 Beth Simone Noveck, “Wikipedia and the Future of Legal Education” (2007) 57:1 J Legal Educ 3 at 3.

12 These concerns were raised by parliamentary librarians during a discussion of the use of Wikipedia and similar social collaborative sites for research. See Tiffany Wong, “Using Social Media for Legal Research: How Google and Wikipedia Are Not Just Noise” (22 October 2012), online: Slaw <<http://www.slaw.ca/2012/10/22/using-social-media-for-legal-research-how-google-and-wikipedia-are-not-just-noise/>>.

13 *Supra* note 1 at 122.

14 Diane Murley, “In Defense of Wikipedia” (2008) 100 Law Libr J 593. See also Lee Peoples, “The Lawyer’s Guide to Using and Citing Wikipedia” (2010) 81:29 Okla Bar J 2437.

15 This article is restricted to an analysis of legal citations in Canadian law journal and law review articles. Examining Wikipedia citations in Canadian judicial opinions is beyond the scope of this article, but it would be a research project with great relevance. For example, see Colin Freeze, “Judges Rap Wiki-Evidence in Immigration Cases” *The Globe and Mail* (21 April 2010), online: *The Globe and Mail* <<http://www.theglobeandmail.com/news/national/judges-rap-wiki-evidence-in-immigration-cases/article4352803/>>.

16 Certain portions of the research methodology used in this article have been adapted and modified from a recent US study on citations to Wikipedia in US law reviews: Baker, *supra* note 1. The specific search string used to search Quicklaw was: *wikipedia!*. The search string used to search Westlaw Canada was: *wikipedia! (en.wikipedia!)* (www.wikipedia!). These searches were conducted on April 7, 2013.

was not to conduct an exhaustive quantitative analysis of legal publications, but rather to provide some insight into Wikipedia citation practices in Canada.

For each article found with a citation to Wikipedia, the following information was extracted: the number of citations to Wikipedia, year of publication, and type of author.¹⁸ Each citation was also reviewed in order to determine the nature of the citation and then was assigned to one of seven categories, as described in the table below.

<p>Category A: Legal concepts This category includes citations to Wikipedia that explicitly deal with legal concepts. These are citations that should instead have been references to appropriate primary sources, secondary sources, government resources and court filings.</p>
<p>Category B: Statistical data or historical information This category includes citations to Wikipedia for data that exists in official statistical databases maintained by governmental or intergovernmental organizations. Also included in this category are citations to Wikipedia for historical information that should instead have been references to more authoritative secondary sources.</p>
<p>Category C: Definitions and overviews of non-legal concepts This category consists of citations to Wikipedia for definitions and broad overviews of non-legal terms and concepts (e.g. technological terms).</p>
<p>Category D: News, facts or opinions This category includes citations to Wikipedia for news, factual information or opinions about particular people, organizations or events.</p>
<p>Category E: Superfluous citations Citations to Wikipedia were considered superfluous if another more appropriate resource was already provided within the same footnote.</p>
<p>Category F: Citations to Wikipedia regarding the existence of entries These are citations to Wikipedia which are provided in order to indicate the existence of a Wikipedia entry, rather than to rely on the information that the entry contains.</p>
<p>Category G: Quips or light-hearted references These are citations to Wikipedia in relation to quips or humorous references that are unrelated to any of the substantive arguments and assertions in the article.</p>

Most readers would (or at least should) consider the citations in categories A and B to be inappropriate, due to the existence of more reliable and official sources of information. On the other hand, most readers would not likely have any strong objections to citations that fall within categories E, F and G because they do nothing to harm the credibility or reliability of the assertions made in the journal article.

Finally, categories C and D fall somewhere in the middle of the spectrum, because the propriety of the citation depends very much on the context of the citation. For example, a definition for a technological term would fall under category C. Such a citation might be appropriate if it is being used to demonstrate how a standard definition does not yet exist for a brand new technological word. However, if the technological term is sufficiently established and referenced in authoritative literature in a suitable discipline, then such a citation to Wikipedia may not be appropriate.

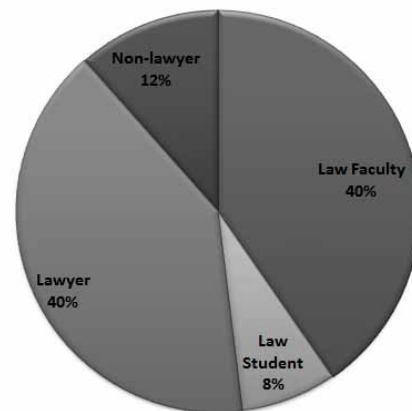
Findings

Based on Quicklaw and Westlaw Canada searches, a total of 52 articles were located that cited to Wikipedia. Given that Wikipedia has been in existence since 2001, this is a relatively modest number, especially compared to the 1540 articles that cited Wikipedia in U.S. law reviews during the years 2002 to 2008.¹⁹ Although the number of articles in Canada citing Wikipedia is small, it is still a worthwhile endeavour to analyze them, given that the propriety of using Wikipedia as a credible legal research resource is a matter of dispute.

“Interestingly...the vast majority of articles with citations to Wikipedia were written by law faculty (40%) and lawyers (40%)”

Interestingly, as shown in Figure 1 below, the vast majority of articles with citations to Wikipedia were written by law faculty (40%) and lawyers (40%). Law students only accounted for 8% of the articles citing Wikipedia. This is somewhat surprising, given that one might expect law students to be more likely to cite Wikipedia than law faculty and lawyers.²⁰

Figure 1 - Articles with citations to Wikipedia categorized by author type



[FIGURE 1]

17 For a discussion on the scope of online coverage for Canadian law journals, see John Papadopoulos, “Canadian Law Journals on Commercial Databases” (17 August 2011), online: Slaw <<http://www.slaw.ca/2011/08/17/canadian-law-journals-on-commercial-databases/>>.

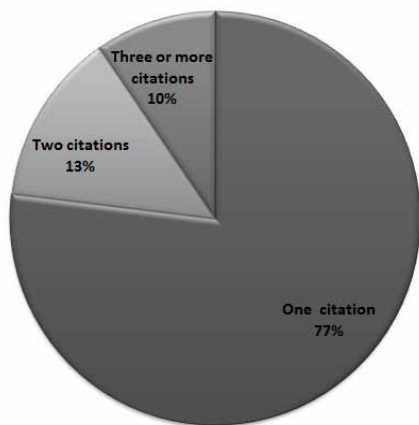
18 Authors were classified either as law faculty, law student, lawyer or non-lawyer. This determination was made on the basis of the author’s self-identification in the author’s note. For articles with more than one author, the categorization of the first author listed was used. Law faculty includes all full-time and adjunct professors at a law school. The law student category includes all authors who were students at a law school at the time they wrote the article (including LL.M., S.J.D., and Ph.D. students). The lawyer category includes all authors with a law degree, unless they also self-identified as a law school faculty member or student. Authors who did not fit into any of the other three categories were considered non-lawyers (including non-law school faculty members and non-law students).

19 However, it should be noted that the 1540 articles in the US study were drawn from a much larger set of 486 law reviews. See Baker, *supra* note 1 at 386.

20 One possible explanation is that these numbers reflect the overall distribution of author types whose articles are being published in the journals and law reviews that were sampled. However, this is merely a hypothesis and would need to be tested.

As shown in Figure 2, the vast majority of the articles (90%) have only one or two citations to Wikipedia. It appears that most authors are quite selective and conservative when it comes to citing Wikipedia in their articles. This is perhaps less surprising, given the generally cautious approach that many in the legal and academic communities have espoused regarding the use of Wikipedia.

Figure 2 - Number of Citations per Article



[FIGURE 2]

The following table summarizes the breakdown of citations found in this study based on the seven categories identified in the previous section of this article.

Category	Percentage of Citations
A – Legal Concepts	4%
B – Statistical data or historical information	21%
C – Definitions and overviews of non-legal concepts	34%
D – News, facts or opinions	15%
E – Superfluous citations	16%
F – Citations to Wikipedia regarding existence of entries	1%
G – Quips or light-hearted references	9%

Definitions and overviews of non-legal concepts (Category C) had the most citations (34%), followed by statistical data and historical information (Category B) with 21% of the citations. Only 4% of citations to Wikipedia deal with legal concepts (Category A). Whether or not this should be cause for concern is difficult to say, given the small sample size of this study. However, looking more closely at the context of the citations through the lens of these various

categories provides useful insights. These are discussed in the following section of this article.

Discussion

This is an exploratory study with a small sample size, so broad statistical generalizations are not appropriate. However, the findings of this study are still valuable because they suggest patterns and themes that may be ripe for deeper analytical review. For example, just over one third of the citations to Wikipedia in this study are for definitions or overviews of non-legal concepts (Category C). A substantial proportion of these citations are for technological terms, such as “public key cryptography.”²¹ The propriety of citing Wikipedia entries for technological definitions will often depend on the nature of the citation. While it is true that Wikipedia may be a good source for definitions when it comes to computer and technology jargon,²² a large portion of such Wikipedia citations found in this study were for terms that are sufficiently well established, that authoritative technology literature could instead be used to provide those definitions.²³ The use of Wikipedia to define technological concepts is also potentially concerning in instances where those concepts are central to the thesis and arguments of the article.

On the other hand, when it comes to novel technological jargon with definitions that are still unsettled, it can sometimes be beneficial to provide a citation to Wikipedia. For example, in one article, the Wikipedia entry defining the term “hybrid cloud” was cited together with other definitions (including one from the U.S. National Institute of Standards and Technology) to support the author’s statement that the definition was in flux at the time.²⁴ The fact that the cited passage in the Wikipedia entry no longer exists may actually bolster the author’s assertion. Therefore, one cannot categorically conclude that the citation of Wikipedia for definitions and overviews of non-legal topics will always be detrimental to the credibility of an article.

As a best practice, when it comes to the use of non-legal concepts, authors should make reasonable efforts to locate and cite authoritative non-legal literature written by experts in those respective domains. In the case of technological jargon, literature in the domain of science and engineering may be appropriate. Some commentators have gone so far as to argue that, “...as a general rule, Wikipedia is not an appropriate source to rely on for technical information that would only be correct if the editor had specialized knowledge.”²⁵ Indeed, it is not hard to imagine some indignation on the part of the legal community if non-legal scholarship frequently included citations to Wikipedia entries for legal definitions and overviews of the law.²⁶

21 These findings are consistent with a US study of law review article citations to Wikipedia in which definitions or references to technology constituted a very large proportion of citations. See Baker, *supra* note 1 at 392.

22 Lee F Peoples, “The Citation of Wikipedia in Judicial Opinions” (2009) 12 Yale JL & Tech 1 at 31.

23 For example, articles in this study used Wikipedia to define words and phrases like “cloud computing”, “traffic shaping”, “Venn diagram”, “transport layer security” and “content networking”. These are all technological concepts for which well-established technology literature could be cited. Indeed, the Wikipedia entries for these concepts provide references to many such reliable resources.

24 David Krebs, “Regulating the Cloud: A Comparative Analysis of the Current and Proposed Privacy Frameworks in Canada and the European Union” (2012) 10 CJLT 29 at 33.

25 Jason C Miller & Hannah B Murray, “Wikipedia in Court: When and How Citing Wikipedia and Other Consensus Websites is Appropriate” (2010) 84 St John’s L Rev 633 at 649.

26 It would be interesting to see how legal information in Wikipedia is cited in the literature of non-legal disciplines. In general, there do not appear to be very many systematic studies of Wikipedia citation outside of legal literature. For one such study, see Bradley Brazzeal, “Citations to Wikipedia in Chemistry Journals: A Preliminary Study” (Fall 2011) 67 Issues in Science and Technology Librarianship <<http://www.istl.org/11-fall/refereed2.html>>.

The way that authors are using Wikipedia to define technological terms may suggest a need for legal information professionals to provide law students and the legal community with some guidance and information literacy instruction with respect to science and technology resources. A similar conclusion may be drawn with respect to data, statistics and historical information. Twenty-one percent of the citations in this study used Wikipedia as a statistical and historical information source (Category B). Examples of such citations include the use of Wikipedia for international GDP statistics, data on World War II casualties, and to provide a historical account of an Israeli field military court trial. In total, Wikipedia citations for non-legal definitions, statistics and historical information (Categories B and C combined) comprise 55% of the citations reviewed in this study. This suggests that legal researchers could benefit greatly from enhancing their ability to identify and evaluate non-legal information resources.

Only 4% of the citations reviewed in this study used Wikipedia to deal directly with legal concepts (Category A). Interestingly, each of the citations in this category dealt with international legal resources, specifically the substance of a U.S. Department of Justice brief, a Swedish law, and a Mexican law. Instead of providing a direct citation to an international primary source, court filing, or relevant authoritative secondary source, the authors elected to cite Wikipedia. It may be the case that international legal research sometimes poses challenges that makes citation to Wikipedia hard to resist. It is at least encouraging that in this study, no articles were found that cited Wikipedia as authority for Canadian legal definitions or principles of law. Sixteen percent of the citations to Wikipedia found in this study were superfluous because the footnote also included citations to other more authoritative sources (Category E). Using Wikipedia articles as secondary support together with the citation of a more traditional source would likely be considered acceptable by most,²⁷ unless the reader felt that the citation was completely unnecessary.²⁸ Providing a superfluous citation may serve the purpose of giving readers a hint that Wikipedia was a helpful starting point for a particular research issue. It is also possible that some authors have personal reasons for citing Wikipedia (e.g. to express solidarity and support of open access to knowledge). Ultimately, when it comes to gaining credibility for one's work, authors should always consider that "...whether or not Wikipedia is more reliable than the typical newspaper article, many readers...will assume that it's less reliable; citing to it may thus decrease your credibility."²⁹

Most of the discussion in this article has focused on how Wikipedia citations challenge the function that legal citation plays in lending credibility to an author's work. However, the findings of this study also provide insight into how the bibliographic function of citations is affected by citing Wikipedia. For example, for 35% of the Wikipedia citations analyzed, the pertinent content on the Wikipedia page had changed significantly or no longer existed. To address situations like this, a number of different proposals for a consistent citation format for Wikipedia have been put

forward in the U.S., in an effort to create a standard citation format that provides the necessary bibliographic information that readers need to efficiently navigate references to Wikipedia. These proposed formats typically take into account the use of a permanent link URL along with date and time information for the Wikipedia entry.³⁰ Whether or not similar proposals for Canadian legal citations will be created and adopted remains to be seen.

Conclusion

Very few Canadian law journal and law review article authors are citing Wikipedia when it comes to legal concepts. When authors do cite Wikipedia at all, they usually do so only once or twice within an article. This study also indicates that it is not uncommon for authors to cite Wikipedia as an additional source, together with traditional sources. It appears that Canadian authors are making efforts to be very selective when citing Wikipedia.

While these findings are generally a cause for optimism that Wikipedia is not greatly compromising the quality of law journal articles, the nature of Wikipedia citations to non-legal information is slightly troubling. This is particularly the case when it comes to the reliance on Wikipedia as a source of historical or statistical information – or for the purpose of providing authoritative technological definitions. The use of Wikipedia by authors to support assertions based on non-legal information sources presents law librarians with an opportunity to provide broader information literacy support and education to those in need of non-legal research resources. Indeed, as legal research becomes more inter-disciplinary in nature, law librarians may increasingly be expected to have a broader awareness of non-legal information sources.

27 Miller & Murray, *supra* note 25 at 648.

28 Baker, *supra* note 1 at 385.

29 Eugene Volokh, *Academic Legal Writing*, 3d ed (New York: Foundation Press, 2007) at 143-44.

30 Baker, *supra* note 1 at 398-401.



III Using Social Media, Apps, and Traditional Channels to Promote Legal Database Training: a Case Study of Social Marketing*

By Margo Jeske, Nathalie Léonard, Emily Landriault, and Channarong Intahchomphoo**

Sommaire

Les bibliothèques de droit peuvent appliquer une stratégie de marketing social quand il y a un message qui doit être livré à un groupe de clients particulier avec l'objectif principal d'améliorer ou de changer positivement les comportements des utilisateurs. Cette recherche utilise les dernières sessions de formation sur les bases de données offertes à la bibliothèque de droit Brian-Dickson de l'Université d'Ottawa comme étude de cas. En outre, cet article soutient à la fois les ressources en ligne (médias sociaux, App) et médiums traditionnels (affiches imprimées) qui sont tout aussi cruciaux que les canaux de communication pour les bibliothèques de droit.

Abstract

Law libraries can apply a social marketing strategy when there is a message to be delivered to a particular group of users with the primary purpose of improving or positively changing the behavior of target users. This research paper will use the latest database training sessions at the

University of Ottawa's Brian Dickson Law Library as a case study. In addition, this article supports both online resources (social media, apps) and traditional media (printed posters) as crucial communication channels for law libraries.

Introduction

This paper aims to investigate how social marketing can be introduced in academic law libraries as a method of advertising research skill training sessions to patrons. Using two recent database training sessions at the University of Ottawa's Brian Dickson Law Library as a case study, this study examines both traditional and modern communication channels including social media, apps, posters, and word of mouth.

The primary purpose of social marketing is to achieve a particular social good.¹ The goal of social marketing is to improve or change behaviours of some group or population without the aim of financial profit, which is a major differing

*© Margo Jeske, Nathalie Léonard, Emily Landriault, and Channarong Intahchomphoo 2013.

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¹ Jeff French, Rowena Merritt & Lucy Reynolds, *Social Marketing Casebook* (London, UK: SAGE, 2011) at 12.

principle from commercial marketing. In this case study, we evaluate the University of Ottawa's Brian Dickson Law Library's attempt to increase student participation in training sessions offered on research skills and legal database search techniques.

Law librarians can employ a social marketing strategy when there is a message to be delivered to a particular group of users. The primary goal is to capture library patrons' attention by ensuring that they are aware of upcoming events and programs. Many types of events are held in law libraries, such as special exhibitions, public lectures, and training sessions aimed at developing patrons' information literacy skills. It is important for law librarians to have a clear social marketing strategy from the outset that will allow them to find out who might be interested in participating and how many people plan to attend. A social marketing strategy can help with planning when a program should happen, choosing a suitable location, and delivering messages to participants.

A social marketing strategy can also help with foreseeing what resources are likely to be required. For example, law librarians will be able to estimate whether there will be enough computers for everyone who has signed up for a database training session. If more people have signed up than the number of available computers, the law librarian will have time to come up with alternatives such as organizing additional training sessions or seeking a larger computer room.

The following case study illustrates the method for developing a social marketing strategy. The case study covers the following four aspects of social marketing: analysis of the project, segmenting the target audience, communication design and implementation, and evaluation.²

Project analysis

The University of Ottawa's Brian Dickson Law Library is a multicultural and diverse user environment which offers services in both English and French to both domestic and international students enrolled in common law or civil law degree programs. Not every law student is an expert in navigating legal databases. Often it depends on personal characteristics such as educational background, work experience, age, country of origin, etc. In general, we have found that one of the most common problems for all law students lies with the navigation and use of legal databases for legal research.

It is no secret that more and more information today is produced and made available in digital format. The fact that almost all legal databases have different user interfaces and layouts can cause confusion for many law students as they navigate from one system to another. In extreme cases, this confusion may lead users to avoid interacting

with the databases altogether – behaviour that could impact their academic achievement and even their careers as legal professionals. It is difficult for law librarians to help students overcome their difficulties with legal research if there is not an appropriate intervention plan to improve the situation.

Poor system design is at the root of many problems affecting the navigability of legal databases. An overabundance of content and complicated navigation systems can cause major challenges for the user. Fortunately, simplicity and minimalism are emerging trends in system design. For example, CanLII's new user friendly design presents a cleaner-looking database with a white background and blue and black coloured search options and results display. The search options are presented in a logical order, making it easier for users to construct their search, and the search results are clearly enumerated and well laid out. The newly redesigned WestlawNext database (to be rolled out in 2014) also promises a more user-friendly experience.³

Although some providers are taking steps to improve the usability of their systems, the reality is that many legal databases remain difficult to use. This means that law librarians must be ready and able to teach users how to search all systems effectively, even the less well-designed ones. One way that librarians can achieve this is by providing training sessions for law students who are currently facing difficulties. This approach has the benefit of allowing librarians to interact with students and help them with their individual research problems.

The legal database training sessions at the Brian Dickson Law Library can be anywhere from one to three hours long. Each session is designed to focus on a specific aspect of research, such as a review of basic legal research sources, foreign legal databases, or interdisciplinary research. The training sessions are arranged to begin with basic content and then move slowly toward more complex research methods. The idea is to gently build students' confidence by ensuring they have a solid foundation before jumping to a more advanced level.

Segmenting the target audience

Truly understanding the target audience is essential. Weinreich suggests that target audience segmentation can help marketers develop an audience-centered program.⁴ The Brian Dickson Law Library is open to students from all departments as well as the general public. Among our user groups, however, we have to narrow down which groups will benefit most from our legal database training sessions.

Certainly, first year law students require our assistance, as they come from a wide range of educational disciplines where the research methods used are completely different from the research methods used in Law.

2 Nedra Klein Weinreich, *Hands-on Social Marketing: a Step-by-Step Guide to Designing Change for Good*, 2d ed (California: SAGE, 2011).

3 Know the Difference, online: WestlawNext <<http://info.legalsolutions.thomsonreuters.com/westlawnext/about/default.aspx>>.

4 Weinreich, *supra* note 2 at 69.

An additional target audience is international students. International students come from many different jurisdictions having a variety of legal systems. Some countries may utilize the same legal databases as Canada, while others may use totally different products or no databases at all. Providing legal database training sessions is an excellent opportunity for law librarians to reach out to this demographic.

Another potential target audience are law students who are hired to work as research assistants. Because these students are paid to conduct research for law professors, there is the expectation that their work will be high in quality. Many of these students are very motivated to improve their research skills because they do not want to miss any relevant information that might affect their professor's research results. Therefore, student research assistants are prime candidates for any information literacy training we might offer.

One final student group to consider are those students enrolled in Masters and PhD programs in law. The research needs of this group are varied and highly specialized, depending on the focus of their individual research topics. Assuming they already have a certain level of legal research training, these students could benefit from advanced level research training and presentations geared toward their specific area of research.

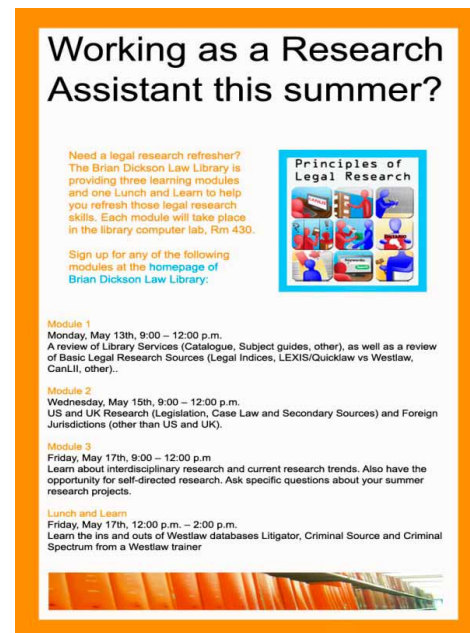
Communication design & implementation

The Brian Dickson Law Library continues to use traditional media as well as modern digital formats to reach our target audiences. To advertise the database training sessions, posters were placed in high traffic areas of the law building such as elevators, bulletin boards, and the library entrance. In addition, digital versions of the poster were circulated on television screens and on the law library website.

During the poster design process, we sought out a picture that would attract the attention of passing or browsing students. We decided that the image should reflect our target population's frustration when they cannot navigate legal databases as successfully as they would like. Ideally, we wanted the poster to contain as little text as possible, with only the main title of the event, the time, and the location listed. Finding the perfect image to use was not easy, but we found an image under creative commons licence on the online shared photos website, flickr.com. The image showed a young man, who may be interpreted as a university student, facing down on the table and having two arms wrapped around his face. In front of the young man is an open laptop which could be seen to represent any online information tools, including legal databases. We then added the necessary details to this image to create our poster, reproduced below.



The library had another opportunity to design a poster for sessions we hosted in the summer of 2013 for students working as research assistants for law professors at the University of Ottawa during the summer period. Some sessions provided training on specific aspects of legal research, such as legal research in foreign and international jurisdictions, while other sessions provided a more general overview of how to do legal research using library resources and legal databases. The poster, reproduced below, targeted this student population by prominently displaying the question, "Working as a Research Assistant this summer?" The full details about the training sessions were provided in the following paragraphs and in a much smaller font. To add visual interest, a box with nine small icons representing legal research activities was added. The contrasting colours of this graphic were designed to draw attention. Moreover, the bottom of the poster featured an image of orange colored books on a shelf, the same orange used in the background of the poster. The orange colour was chosen to signify the freshness of the summer season.



In addition, we employed online channels to advertise our training sessions. For example, we used an online sign-up app that allowed patrons to sign up for sessions by clicking a link on the law library homepage. Patrons were then required to fill out an online form that included their names and contact information (these details are useful for future contact and statistical records.) Once a patron had done this, the librarian was notified of a new registration in real-time.

By advertising our training sessions on the library website, we were able to reach out to the general public as well as the university community. As a result, we were contacted by alumni and legal professionals asking for permission to attend the training sessions. While current law students were given priority, if there were empty spots, we allowed external clients to participate. As a result, the law library is now reaching a broader network and building relationships with outside legal professionals.

Another important online channel is social media. Law students have told us that they spend most of their time on social media, especially Facebook, rather than visiting the law library website. Social media is far more interactive than a traditional website – it allows people to do things like share information, comment on one another’s postings, and even entertain one another. It goes without saying that students today rely heavily on social media for their entertainment and communication.

It therefore became clear to us that an effective way of advertising our training sessions would be to use some form of social media (such as Twitter, a blog or Facebook). Although the law library did have a Facebook account at the time, some of our librarians had become Facebook friends with students who use our services regularly. Through these “friendships” we were aware that private Facebook groups for each matriculating year existed and that students often used these groups to advertise their own student-organized events. We approached one student from the English Common Law program to put our poster on the Common Law English Facebook group. We then asked students from French Common Law and the Droit Civil program to also put the poster on Facebook. Within 24 hours of posting, more than 10 students had signed up for the legal database training sessions. Clearly the information disseminated much more rapidly in social media than it had through our print advertisements. It also helped to increase visitor traffic on the library’s website, since the students were required to visit our website in order to sign up for the training sessions. Swanson mentions in his book that libraries can utilize social media to show and promote content and events as never before.⁵ Our case study perfectly illustrates this, leading us to conclude that academic law librarians should consider using social media for any campaign as it is the channel most likely to reach young audiences in this era.

Evaluation

After the legal database training sessions were complete, the final component was to conduct an evaluation to assess the effectiveness of the social marketing strategy. The Law Library keeps track of the total number of participants in each session. The total number is not taken from the sign-up app, but from librarians who facilitate each session, as students sometimes find out about training sessions at the last minute, after the online sign-up has already closed. We often receive e-mail requests to register with very short notice. These e-mail sign-ups are only allowed if the training sessions are not full. A stricter policy on sign-ups would probably be needed should law libraries plan to host a larger number of participants, to avoid any confusion or overcrowding.

Some of our law students admitted that they spend much time everyday checking their social media accounts. Some students indicated that they rarely come to the law library, and only use library resources online. Law libraries may be missing a large target audience by only using traditional channels of communication. Some law students have encouraged us to open an official Facebook account as a channel to spread messages, as they believe that is the most effective way to get in touch with them.

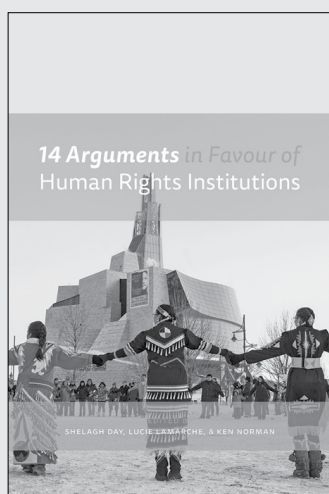
Conclusion

This paper demonstrates that both online channels (social media, apps) and traditional ones (printed posters) can be used by law libraries to advertise programs and share information with patrons. However, social media is fast becoming the dominant channel for communicating with younger law library patrons, especially in the academic setting. Law libraries would be wise to follow this trend by disseminating more information through social media channels.

In social marketing, it is essential to understand the characteristics of the target group in order to develop programs that meet their unique needs. Analysing your target group will also help you to develop better communication tools and select the most suitable communication channels to reach your target audience. It also helps with event planning (i.e. resources needed) and deciding how to evaluate the program for future sessions. All of these issues are interconnected and law librarians must have a good understanding of them in order to create successful events. Users cannot become experts in navigating legal databases overnight; they must spend time becoming familiar with the systems. This research illustrates how law librarians can help improve library users’ legal research skills by organizing legal database training sessions with the help of a social marketing strategy.

5 Troy A Swanson, *Managing Social Media in Libraries: Finding Collaboration, Coordination, and Focus* (Oxford: Chandos Publishing, 2012) at 51.

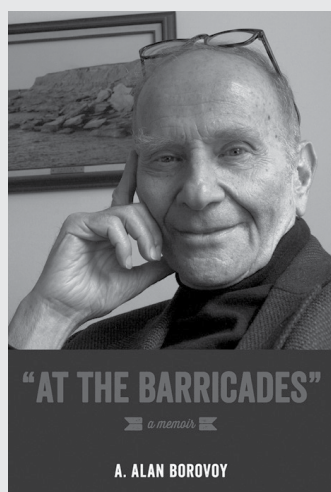
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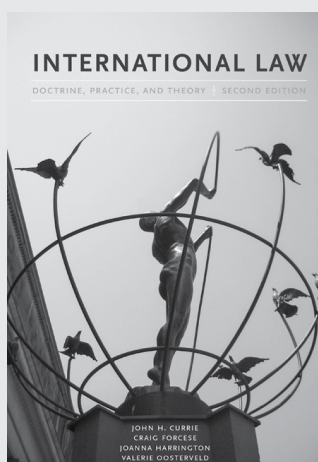
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property law in order to stimulate discussion across disciplines, to encourage the development of collaborative efforts, and to produce a body of research that explores intellectual property law issues from explicitly interdisciplinary perspectives. The collection of papers in this book is the product of this workshop.





III Law via the Internet 2013

By Rosalie Fox

In September 2013, I was extremely privileged to be the recipient of the Janine Miller fellowship, a stipend which covers, annually, the cost of one CALL member to attend the Law Via the Internet (LVI) conference. Janine Miller, one of the longest serving CALL board members in recent history and a past Executive Director of CanLII, was honoured on her retirement from CanLII with a fellowship in her name administered by the CALL Scholarship and Awards Committee. Janine's passion for the Free Access to Law Movement (FALM) revolutionized the way case law and legislation are disseminated in Canada. The Law Via the Internet conference brings together researchers involved in both law and technology from around the world, who are extending access to judicial decisions and laws through legal information institutes, courts and academic organizations.

This past year the conference took place from the 26th to 27th of September 2013 in Jersey, Channel Islands. The theme of the conference was "Free Access to Law in a Changing World." The Channel Islands are probably best known as a holiday spot for families from the UK, and possibly for the book *The Guernsey Literary and Potato Peel Pie Society*, authored by Mary Ann Shaffer and Annie Barrows that was published in 2008, and which was popular with book clubs a few years ago. The book depicts the hardships endured by the residents of the Channel Islands during the German occupation of World War II. Jersey is the largest of the group of islands known as the Channel Islands, with a population of 90,000 and is located 100 miles south of England and 14 miles from France, in the channel which separates the two countries. It is very picturesque but not very easy to get to. I traveled from Montreal to Paris by air, took the TGV to

Rennes, a train to St. Malo and the ferry to Jersey. Others who attended the conference flew to London and had to change airports from Heathrow to Gatwick to continue their trip to the island. Once on Jersey we were warmly welcomed by the organizers – the Jersey Legal Information Board.

Michael Birt, the Bailiff (aka Chief Justice) of Jersey, opened the first day of the conference. The mornings were devoted to keynotes and plenary sessions, while afternoon sessions consisted of four parallel tracks. The full programme and presentations can be found on the conference website at jerseylvi2013.org/conference-programme. Whether in first world countries, where we are dealing with jurors who blog, or in developing countries struggling with the rule of law, the Internet and the free access to law movement have had a profound impact on the public. Mr. Birt explained the theme of the conference and was followed by the morning's speakers, who dealt with issues of privacy in an increasingly complex world driven by social media in all its forms, e-democracy, big data and other related topics.

Of particular interest (and not on the conference website) was Clive Coleman's keynote address. Clive is a UK barrister, broadcaster, and TV scriptwriter (for shows which include *Splitting Image and Chambers*) gave a fast paced and practiced presentation on how the rise of the Internet, including social media, blogs, Twitter, etc. has influenced jury trials in the UK. His thesis was that the *Contempt of Court Act 1981* is being pushed to the limit by technology, which makes it easy for "citizen journalists" to breach privacy with relative impunity. He gave the history of juror breaches of confidentiality during jury trials, i.e. asking friends to help

make up the juror's mind via Facebook; jurors accessing an unedited online article that breached a publication ban, and which the print media had published only in edited format – thus influencing the jurors in a prejudicial manner; jurors researching the defendants on the Internet and looking at the crime scene on Google Earth. According to Mr. Coleman, no juror has been convicted of contempt of Court in the UK to date, leading to his speculation that the *Contempt of Court Act* needs review.

Day two kicked off with a keynote address by Carol Tullo, the former UK Queen's Printer, who now serves as the Director of the National Archives' Office of Public Sector Information. Among other projects, she was responsible for the group that makes the UK statutes available in electronic format on the <legislation.gov.uk> website. She outlined the complexities involved in amending acts and links between the acts. The website gets 2.3 million unique views per month, and is coping with 15,000 changes to legislation per week – I assume she was referring to sections of acts which are amended, and not entire pieces of legislation! As at the date she spoke to us, the website had a backlog of 129,000 outstanding "effects" still to be made to the site. Perhaps once the website is current and manages to stay up to date with legislative amendments, the UK will begin to rely on the electronic version exclusively. While less than 50 copies of UK acts are printed in physical form, the official version remains the two copies printed on vellum and deposited in the House of Commons. The issue of vellum was last debated in the UK House of Commons in 2002, when paper was proposed as the official version but rejected because of the longevity of the vellum.

Subsequent speakers presented on the impact of online publishing on e-democracy, including government consultations on policy development, e-voting and e-petitions (Prof. John Morrison) and on the availability (or lack thereof) of information produced by governments, and how lack of documentation will impact our future ability to do legislative histories (John Cannon, "A legislative history of Obamacare"). For a related article on e-democracy, see "Roundup: 'digital by default' policy making" in the Guardian newspaper at <<http://www.theguardian.com/public-leaders-network/2013/jan/10/roundup-digital-by-default-policymaking>>.

I followed the afternoon track "Online Legal Information – starting from scratch". The presentations were all devoted to new and emerging legal information institutes in developing or small jurisdictions. I learned about ManLEX, the online legal information from the Isle of Man, the Kosovo Online Gazette, Namibia's efforts to establish NaLRIL, Lexum's approach to cloud-based services in support of legal information, and projects in Zambia (ZamLII), Rwanda, the Pacific Islands and Mongolia. I also caught a presentation by Simon Fodden on co-operative blogging, based on his successful efforts to make SLAW Canada's premier legal blog. I had a programming conflict, so unfortunately missed hearing Colin Lachance's presentation on CanLII and LawLinks, which is available on the conference website.

Sustainability, lack of resources and insufficient infrastructure were common complaints among the developing legal information institutes. Many projects begin with short term funding from international aid organizations. Building capacity, and finding funding from internal sources are major factors which must be overcome, or will otherwise limit new free access movements from succeeding. Nevertheless, the optimism as evidenced by the conference speakers and participants, and their enthusiasm for that FALM movement and its benefits to civil society and the rule of law, make the ultimate success of these newer LII's an outcome we can all support. For a comprehensive listing of the current members of the FALM, see: <<http://www.worldlii.org/>>.

Giacomo Pailli, from the University of Florence put it well, although he spoke in the context of open data and not the Free Access to Law Movement specifically. "Open data is like fertile soil – you can't predict what might grow there, but the evidence indicates that it fosters innovation, accountability, and a more inclusive society."

Since returning from Jersey, I have been involved with the Canadian Department of Justice's JUST project, looking at the transformation of the justice system in Jamaica. What I learned at LVI 2013 has informed my thinking about the transformative power of public access to judicial decisions and legislation, and the need to build capacity within a country for free access projects. I am grateful to CALL for the opportunity to attend LVI 2013.

Kenya Law has placed a bid to host the LVI conference in 2014, but the conference location is still to be determined. I would encourage any interested CALL member to apply for the Janine Miller Fellowship and discover more about the Free Access to Law Movement. And Kenya may be an appropriate jurisdiction in which to see more representation from la francophonie, which, despite Jersey's proximity to France, was largely absent from the 2013 conference.



III Transitioning to Transformation – Making it through to the Other Side Alive and Vibrant

By Annette Demers

Ask yourself: Am I attuned to changes in the business environment that would require a change in the way we organize and run our business?

Robert S. Kaplan, "What to Ask the Person in the Mirror" (January 2007) Harvard Business Review 86.

Bureaucracy and patriarchy defined business relations in the 20th century. Organizations were highly structured, with strict chains of command and a culture of control. Policies and procedures were mandated from the top of the organization downward, demanding compliance from staff and customers alike. There was little diversity amongst decision-makers, and a wide-variety of voices and perspectives were not always considered during the decision-making process.

These approaches to our organizations are losing relevance in the 21st century, and here's why:

- Innovation gets stifled. If ideas are generally met with an immediate assessment of why they won't work, or if the decision-maker considers new ideas solely through the lens of past practice, then new ideas will never feed into the organization. Employees give up in taking risks to share new ideas. Change does not happen without new ideas.
- Employees are not empowered in this environment. Policies have the unintended consequence of replacing the good judgment of employees. For example, if the vision of the organization is excellent

customer service, but dozens of policies and procedures are in place which prevent or unduly delay good service, then employees become disengaged. They are powerless to help. This stifles their creativity, initiative and engagement in the outcome. The result is employee dissatisfaction and disengagement from the goals/vision of the organization.

- Sometimes the best decisions aren't made. Good decision making requires a wide variety of perspectives from everyone involved in the outcome. It does take time, but if the process is open up to feedback from everyone who is affected, it ensures that all possible angles are addressed. Of course, a decision does need to be made, but making a decision and implementing it are two different things. It is much easier to implement a decision where there is buy-in and engagement from those affected.
- Time is wasted. If employees are not empowered to do their jobs, that means that someone has to micro-manage their work, authorize their actions or do it for them. If bad decisions are made, or if buy-in is not achieved in advance, much time is wasted in cleaning up the mess after the fact.

Thankfully, this manner of organizing work is being replaced with approaches that are designed to think about our organizations and people in a more holistic manner:

- Empower employees!
 - Start by working with them to design a vision and mission for the institution. This ensures that

employees have a say in the type of workplace that they want to be in. It also creates the light at the end of the tunnel—a touchstone for everyone to work towards.

- Create an over-arching policy (such as the University of Windsor Customer Service Standards: <<http://www1.uwindsor.ca/serviceexcellence/our-commitment-to-service>>) to provide guidance *in areas that truly matter*; then you can appropriately leave the details to the employee to work out on a case-by-case basis so as to provide the best customer service possible.
- Middle managers should then be directed to do a comprehensive policy review. They should be instructed to bring all policies into line with the overarching goal, and to be rigorous in their review. Is the policy still needed?
- Encourage ideas!
 - Provide employees and customers with a safe and reliable vehicle for sending along their feedback.
 - Give ideas a chance. Explore the options with the affected persons to find out if the idea is a viable solution.
 - Regularly report back on the progress of ideas that have been submitted. This ensures that people know that new ideas are valued in your organization.
- Encourage employee development.
 - In the 21st century, employees need continuous training in order to ensure that they do not stagnate.
 - Think broadly about development. Foster soft-skills in employees such as: conflict resolution; communication in the workplace; personal effectiveness and leadership.
- Foster a team culture.
 - Take time to celebrate successes.
 - Pitch in! Setting a good example for teamwork is extremely important.
 - Communicate! Make sure that everyone has the information that they need to ensure success. Set a good example for communications!
 - Do not neglect the importance of inclusion.
 - Coach the early-adopters, get them on board, and in the right mind-set so that they can help convey and emulate the behaviors that you are trying to foster in others.
 - Explain what you are doing and why. People will not trust change unless they fully understand it.
- Optimize technology!
 - Continue to explore, introduce and optimize technology for all of the work processes in the organization. Calendars, document sharing, project management software, workflow management—there are dozens of ways that workflow and duplication can be significantly reduced by the appropriate introduction of new technologies.
- Repeat – and give it time.
 - Employees need time to break out of habits, ways of behaving, viewpoints. The success of the transition depends on the amount of trust in the organization. If there is very little trust between

senior management and employees, or between particular employees or groups, it will take significant time to get people to make the shift.

Breaking free of old organizational models sounds like a great deal of hard work, and it may be an emotional investment that some are not be prepared to make. However, there are great rewards at the end of the tunnel:

- Improved employee satisfaction.
 - Employees who feel like their opinions matter are far more likely to be engaged in the organization; to take more initiative in their work, and to jump in to help each other when it's time for larger projects and changes. Projects can be done extremely quickly and efficiently when everyone is working together.
 - Employees who are able to meet the needs of customers and engage with them are more likely to continue to develop their professionalism and their service ethic. Their improved relationships with customers can also be a source of satisfaction and pride in their work.
 - Employees who feel included in the organization are more likely to have their social needs met at work, resulting in less absenteeism and less time wasted at the rumor mill.
 - Employees whose skills are regularly developed, are more likely to be self-reflective, to take constructive feedback in a more responsive fashion, to be more effective in their work and in the support they give to the team.
 - Teams who know that they can rely on each other are less likely to get disengaged.
 - Benefits occur by addressing employee ideas for improving the workplace.
- Improved customer satisfaction.
 - Customers will be served by skilled employees.
 - Customers will benefit from having an empowered employee address their particular needs, reducing wait-times and headaches.
 - Customers can benefit from implementation of new ideas.
- Time Saved.

Once the majority of your organization has fully transitioned to the new model, the ultimate benefit is peace of mind and time saved for the manager. Employees who know what they are doing and who are doing their jobs well with little supervision! Customers whose needs are consistently met! Interpersonal challenges cut to a minimum! Optimized technology to ensure efficient work-flow and processes! Increased collaboration! Less email traffic! Less decision-making and communication bottle-necks! Less duplication. In the 21st century—our organizations need to be innovative, well-oiled machines.

Once we get there—alive and vibrant—we'll be able to focus on the bigger picture: the things that we love to do and that we excel at; the things that inspire us; the new ideas and initiatives that we've never been able to explore; the important issues of the day. Unfortunately, until we transition, we will continue to spend our time slogging through the minutiae, with little time to devote to what matters most in our professional lives.

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III Reviews / Recensions

Edited by Nancy McCormack and Kim Clarke

***Aboriginal Justice and the Charter: Realizing a Culturally Sensitive Interpretation of Legal Rights.* By David Milward. Vancouver: UBC Press, 2013. xviii, 303p. Includes bibliographic references, cases cited, endnotes and index. ISBN 9780774824576 (softcover) \$34.95.**

In *Aboriginal Justice and the Charter*, Milward addresses the tensions between Aboriginal approaches to justice and the *Canadian Charter of Rights and Freedoms*. He explores the reasons Aboriginal communities desire change in the criminal justice system, and barriers to that change raised by the Charter.

Milward's style is clear, academic, and easy to read. He has a broad familiarity with underlying Aboriginal constitutional legal scholarship and jurisprudence and, in the early chapters, outlines the current state and places his book within it. The book examines the Canadian criminal justice system and the position of Aboriginal offenders within the Canadian criminal justice system, using specific examples from cases and references to the *Criminal Code*, and drawing on Aboriginal rights jurisprudence as decided under s. 35 of the *Charter*. It also reviews s. 25 of the *Charter* and its current interpretation, and refers to international indigenous courts, including U.S. tribal courts and Aboriginal tribunals in Australia.

As an alternative to the *Charter* applying to Aboriginal people, given the issues he raises regarding its suitability, Milward proposes a number of Aboriginal Charters of Rights as appropriate for each community. The proposed solutions are not easy ones to accept or be integrated into the current criminal system, and in some cases they directly contravene

the *Charter*. In the place of judges, Milward suggests community leaders without any formal legal training be placed in an adjudicative role. Later, he proposes that an individual be permitted to consent to receive corporal punishment in lieu of a custodial sentence, but acknowledges that this will receive a great deal of resistance from both the Canadian system and the international legal community.

The procedural chronology is reversed in the chapters, beginning with sentencing proposals and moving on to trial and investigation. Milward does this intentionally, explaining that the end result influences the process used to reach it. However, this structure becomes somewhat confusing as he returns to punishment and then to evidence in the second-to-last chapter. In the four chapters on sentencing, trial, investigation and the final resolution, he discusses nine specific Charter-protected rights. In relation to each right, he discusses the current state of the law, the issues the current state creates or potentially creates for Aboriginal traditions of justice, a proposal for a culturally sensitive interpretation of the right, and theoretical issues associated with each proposal.

This is an academic text rather than a practical one, and constitutes an innovative approach to the over-representation of Aboriginal people in the justice system. Most of Milgard's recommendations would require legislative change and deep systemic change, but, at minimum, this book should provide a jumping-off point for further discussion to make the criminal system more relevant and more responsive to the needs of Aboriginal people. It is recommended for academic and government libraries.

**REVIEWED BY
LORI O'CONNOR, MLIS, LLB**

***Modern Bribery Law: Comparative Perspectives.* Edited by Jeremy Horder and Peter Alldridge. New York: Cambridge University Press, 2013. 366 pages. Includes case and statute tables, bibliography, and index. ISBN 978-1-107-01873-0 (hardcover) \$145.00.**

Modern Bribery Law is a collection of 11 essays from scholars in the United Kingdom, Hong Kong, Italy and the United States exploring the issue of bribery law, particularly in light of the enactment of the United Kingdom's *Bribery Act 2010*. In that respect, although it is meant to be a survey of the international implications of bribery law, this book approaches the problem from a UK perspective.

The authors assert that the *Bribery Act 2010* has shifted the preoccupation from specific acts as being either permissible or impermissible in international transactions (i.e., taking an important client to a sports event) to a focus on the circumstances in which a serious investigation of bribery will occur, and the willingness of prosecutors to prosecute those offences. According to the authors, one of the overarching themes in the book "is the way in which an appraisal of bribery law requires scholars and practitioners to embrace a new set of law and policy issues, to revise their assumptions about the criminal process, and to concern themselves much more than is commonly the case in seeking to understand the substantive law...."

The book is divided into three parts. Part I, "Bribery Law: between public wrongdoing and private advantage-taking," explores (among other issues) whether bribery law should apply both to public officials (as has traditionally been the case in most jurisdictions) and private-sector individuals. Rather than distinguishing between the public and private sector, Part I focuses on whether the role or position an individual occupies is one in which impartiality is expected, a relationship of trust exists, or an expectation of performance in good faith is inherent. That focus results in bribery being applied like a traditional criminal offence, and the impact of that approach on the moral significance of bribery.

Part II, "Bribery without borders: tackling corruption in the EU and beyond," explores the "outward-facing" elements of bribery law, including instances in which a polity is indifferent or in opposition to the enforcement of international moral norms condemning bribery, particularly in jurisdictions where bribery is traditionally accepted custom and practice.

Part III, "Ill-gotten gains: the challenge of prosecution, enforcement, and asset recovery," investigates the issues of enforcement and the success of bribery prosecutions following the enactment of the Organization for Economic Cooperation and Development (OECD) Convention on the Bribery of Foreign Public Officials in International Business Transactions in 1999. Financial services regulation in recent years has given rise to the enactment of corporate governance regimes to provide training and to internally comply with or report breaches of regulations.

Modern Bribery Law explores long-standing issues surrounding both public and private sector bribery law in context. Many of the essays approach the problem through the lens of the United Kingdom, but differing perspectives do exist and are addressed. The book's table of cases, table

of statutes and international instruments for jurisdictions around the world should serve as a helpful resource for students, researchers, practitioners and instructors. For those interested in a multi-jurisdictional overview of bribery law from a UK perspective, or those who are interested in international law, international business transactions, or international criminal law, *Modern Bribery Law* will no doubt be of use.

**REVIEWED BY
BRITTANY CAMERON GILLINGHAM**

Lawyer (Utah Bar), Ontario licensure pending

***Governing from the Bench" The Supreme Court of Canada and the Judicial Role.* By Emmett Macfarlane. Vancouver: UBC Press, 2013. 264 pages. ISBN 9780774823500 (hardcover) \$95.00; ISBN: 9780774823517 (softcover) \$34.95.**

The judicialization of politics is now an unavoidable part of the serious discourse about statecraft in Canada. As Macfarlane indicates, the Supreme Court is the central player in determining the meaning of the *Charter*. Here, taking a broader perspective, the author proceeds on the premise that the Court is also a political institution and that its judges are therefore also important political actors. This interdisciplinary view is in line with the concept of judicialization of significant aspects of political life. More to the point, at a time when the Supreme Court is in the process of determining who from Québec is qualified to sit on its bench and how the Senate can be either reformed or abolished, such a discussion is not only useful but also timely.

In this context, *Governing from the Bench*, an analysis of the Supreme Court by a political scientist who is not a lawyer, must be judged according to two standards. Is there a need for such a book? Does this particular work amount to a valid contribution to scholarship about the Supreme Court? The response to both questions is an affirmative "yes."

Macfarlane sets out to explain the decision-making process of the Court as an institution. He warns, correctly, that some political scientists seem incapable of shedding the idea of a sort of predestination of judicial decision based on justices' attitudes and ideology. There are even those who would attribute decisions to the ideology of the party in power at the time of a justice's appointment. The author also wants to fathom the decision-making process of individual judges. Getting into the heads of the country's most experienced and broad-perspectived jurists is no easy task. He steers clear, wisely, of the idea that law is no different from politics and that legal choice is nothing more than political choice. Rather, he focuses on a pattern of behaviour interrelating norms, rules, processes and collegial interaction.

In conducting this analysis, one of the most interesting chapters of the book relates the stages in the process of judicial decision-making. Macfarlane traces the flow from the conference immediately following the hearing of a case, through assignment to the justice who is to write the judgment, the preparation of drafts, the circulation of texts, the informal discussions among justices, the contribution of justices' clerks, the occasional re-conference and the

development of at least a consensus, with the possibility of unanimity leading to a decision *per curiam*. This is a sort of demystification of the process that ought not cause much surprise. Its initial benefit is that very act of clarification: the shedding of light on the procedural steps in coming to decisions. Such exposition has been more prevalent in the legislative and executive fields of government.

This part of the text thus enlightens observers as to the mechanics of the post-hearing phase of work in the judicial branch. What is of far greater benefit, indeed interest, to the reader, is the setting out of the chemistry among justices during the process. Macfarlane uses the expression “lobbying” in relation to the synthesizing of justices’ views on points of law. In fact, this is the exercise of the art of persuasion. In developing a ruling, there are multiple venues, instances and levels of intellectual interaction among the justices. The author correctly concludes that decisions are not post ad hoc rationalizations. This means, in effect, that Supreme Court decisions are of a legal nature in a political context, rather than merely being political decisions.

Macfarlane’s prime example of this development of judicial thinking is the preparation of what is undoubtedly the Court’s most difficult, most controversial and simultaneously most important ruling, that in the *Reference re: Secession of Québec*. He praises the fashioning of this decision as meaningful, innovative and fair. The ruling amounted to the definition and development of new law in an extremely sensitive political environment, bearing grave political undertones. He also reminds us that there were subjects the Court left for the political actors to determine.

There is a certain inherent beauty in studying the law and the Supreme Court’s role in it from inside the legal system, as lawyers (such as I) do. It is equally undeniable that the kaleidoscope of knowledge becomes more varied, and hence more instructive, when that study takes on an interdisciplinary perspective. In this sense, Macfarlane, the political scientist, offers fresh insight on concepts based in law but necessarily implicating other aspects of political life that are subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society. Among these, justiciability and third party interveners are of particular interest.

The concluding section of the book highlights the manner in which justices view their individual role within the institution as “law-interpreters” or “law-makers.” It also focuses on both the Court’s and individual justices’ consideration of government in the broader sense, and on society. Macfarlane emphasizes the choices made by justices that have helped to transform the Court from a primarily adjudicative body to what he calls a full-fledged political institution. On this point, the author and the present reviewer need further dialogue. Either the expression “political” needs greater clarification or the concept of what is “political” requires broadening redefinition. While acknowledging the necessary contribution of political science to a fuller understanding of the Supreme Court, this lawyer persists in the view that, though law and politics are intimately related and despite the fact that politicization of the law and judicialization of politics are undeniable, the Supreme Court’s work consists primarily of the legal contribution to democratic public life.

The portrait set out by Macfarlane is successful in that it leaves the reader eager for more answers to the questions of: 1) how do justices on the Supreme Court behave and perform their work? 2) why do justices behave in the manner they do? and 3) what are the interactions among the judiciary and the other branches of government? Perhaps the most fundamental question of all is 4) what are the influences of the judiciary on democratic government and governance? These issues are all vital to our understanding of Canada and the research must continue.

**REVIEWED BY
GREGORY TARDI, DJUR.**

Executive Editor, Journal of Parliamentary and Political Law

Repair and Storage Liens Act: A Practical Guide. Edited by , Harvey M. Haber. Toronto: Canada Law Book, 2012. 195p. Includes table of contents, table of cases, and index. ISBN 978-0-7798-5213-0 (hardcover) \$120.00.

This book is an essential and welcome addition to the desk of the busy commercial lawyer, especially in Ontario, and provides a significant, quick-reference guide to a complex area of law. Harvey Haber, originator, editor, and the author of Chapter One in this eleven chapter book, makes no pretence that this is not the first of future editions and he invites dialogue in this complex legal area.

The Forward describes the book as a “road map for commercial leasing practitioners, commercial property managers, and bailiffs.” Indeed, it is a good road map for all lawyers who are or may be engaged in the important area of repair and storage liens, or in a position of having to advise their clients regarding available remedies, and degree of benefit and risk of costs in pursuing (or defending) rights and remedies.

The title of the book and the titles of the papers (all well-written) describe the content of the book: Chapter 1 provides a commentary entitled “The Six Minute Commercial Leasing Lawyer 2011.” Chapter 2 deals with “A Bailiff’s Perspective on the Repair and Storage Lien Act.” Chapter 3 covers “Rights and Remedies: A Summary of the Workings of the Repair and Storage Liens Act, Ontario.” Chapter 4 looks at the “Priority of the Lien Claimant.” Chapter 5 explores the “Personal Property Security Act and Provisions for Artisans’ Liens.” Chapter 6 deals with “Dispute Resolution Under Part IV of the Repair and Storage Liens Act.” Chapter 7 covers “Repair and Storage Lien Legislation Across Canada.” Chapter 8 looks at “Repair and Storage Liens in Bankruptcy and Insolvency,” while Chapter 9 is all about the “Treatment of Repair and Storage Liens in Insolvency Proceedings.” Finally, Chapter 10 is uniquely titled “Help-How Do I Get My ‘Stuff’ Back?” and Chapter 11 concludes the volume with “A Survey of Recent Case Law on the Repair and Storage Liens Act.”

The book’s two chapters on insolvency and bankruptcy are noteworthy in that they offer information on important and related areas of law which are of nationwide significance. The effect of insolvency proceedings, including priorities and procedures, are discussed. The focus of the second of the two chapters concerns primarily the law in Ontario.

The Table of Cases it is probably not comprehensive as it is assembled solely from the separate papers forming the eleven independent chapters. For example, the case of *Giorgianni v Schaer*, [2007] OJ.No 612, 221 OAC 264 is not mentioned, and yet the case is very helpful in explaining the law in Ontario regarding the requirements and adequacy of the storer's notice (or storer's agent's notice) under section 4 of the *Repair and Storage Liens Act* (RSLA). Also, *Hawley Pontiac Buick Cadillac* (1983) Ltd v *Heimrath Porsche Service Ltd.* (1991), 6 CBR (3d) 231 (Ont Gen Div) on "non-possessory liens" is likewise not listed. On the other hand, one case included is *Hamilton v. 1262108 Ontario Inc.*, [2001] OJ No 2626, 55 OR (3d) 19, (Ont CA) which is useful in that the important differences between the RSLA s. 23 and 24 remedies are not mentioned in one location of the book and, specifically, the availability of the possible built-in settlement option afforded to the owner under s. 24. Helpfully, the Table provides page references to all citations of the included cases throughout the book.

While the Ontario *Repair and Storage Liens Act* (described in understated fashion as "simple but moderately confusing" by one author, and in one of the other papers as a "cohesive Act") is conveniently reprinted in the Appendix of the book, an additional table of all related statute law across Canada would be a welcome addition in the next edition. There is much litigation in the area, and in Ontario, for example, the practitioner must be aware of certain other statutes (for example, the *Personal Property Security Act*) and common law to practice in this complex area. Also, the emphasis of this first edition is Ontario, but future editions might want to include papers from across Canada. Likewise, future editions would benefit from a broader index of more key words, for example: animal, bailiff, boat, carrier, garage, goods, hotel, mechanic, motor vehicle, notice, register, repairer, replevin, sale, security, storer, tenant, warehouseman, woodman, hotel, to name just a few.

REVIEWED BY
WILLA M. B. VORONEY
B.Sc., LL.B

***Modern Legal Drafting: A Guide to Using Clearer Language.* By Peter Butt. 3rd ed. New York, NY: Cambridge University Press, 2013. xlix, 329 p. Includes table of cases, table of statutes, bibliographic references, and index. ISBN 9781107607675 (paperback) \$59.95.**

In *Modern Legal Drafting: A Guide to Using Clearer Language*, Peter Butt denounces unnecessary complexity and wordiness in legal writing. In the first third of the book, he emphasizes the importance of clear-language legal writing, and explains that the movement to modernize legal language does face some challenges, including the fact that some lawyers dismiss "plain English" as too simple.

Butt draws on historical and current legal practices to set out why legal writing can be so complex, noting that intricate construction can cause problems for lawyers and their clients alike. Butt offers a caution: plain-language legal writing requires skill. Complexity helps hide poor drafting, at least until litigation. He points out that the simplest language is not

always the most accurate. Despite this, he asserts that legal language will inevitably modernize and become simpler. Ultimately, lawyers must learn to write for their clients, in language that their clients can understand.

Having made his case for clear writing, Butt moves on to the how-to of *Modern Legal Drafting*. This material is clearly organized under the following headings: 1) Structure and form; 2) Particular issues for legal drafters, and 3) Words and phrases. Butt practices what he preaches; the writing is clear, engaging, and easy to follow. He uses excellent examples of both good and egregious legal writing.

An Australian, Butt draws extensively on Australian case law; the Table of Cases from the UK is almost as long. That said, he notes that this latest edition uses materials from a wider range of common law countries. In fact, both the Table of Cases and Table of Statutes include Canadian content. He also cites Chief Justice of Canada Beverley McLachlin in his list of prominent judges who have called for greater clarity in legal writing, and spends a few pages detailing some Canadian legislation and securities guidelines dealing with plain language.

Other texts on plain language legal drafting include Richard C. Wydick's excellent *Plain English for Lawyers* (5th ed, Carolina Academic Press, 2005). Robert C. Dick's *Legal Drafting in Plain Language*, a practical Canadian offering, is slightly older but still in print (3rd ed., Carswell, 1995). Butt includes a bibliography of his own suggested reading, with a brief annotation for each entry.

The experienced legal writer who is already sold on the value of plain language could read the last few hundred pages of *Modern Legal Drafting* for practical suggestions. He or she could draw on tools such as the "Choose the simpler word or phrase" table, or the many examples of clauses rewritten in a more modern style.

A novice legal writer could also benefit from Butt's practical tips on drafting modern documents. Even if he or she is not yet ready to break away from traditional boilerplates, the first third of the book offers instruction that would benefit even traditionalists. The third chapter, "How legal documents are interpreted," would be a nice introduction for any law student.

This book would be an excellent edition to any law library. It is a call to action, but it is also a practical and easy-to-use guide. It would be valuable for anyone wanting a guide to plain language legal drafting.

REVIEWED BY
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Democratic Statehood in International Law: The Emergence of New States in Post-Cold War Practice. By Jure Vidmar. Oxford: Hart, 2013. 302 p. Includes bibliography, table of cases and materials and index. ISBN: 978-1-84946-469-7 (hardcover) \$130.00.

This book deals with the subject of statehood in conjunction with the role of democracy and the exercise of the right of self-determination in international law as examined in the newly emerged states during the post-cold war era of 1990s. The concept of statehood involves a determination of statehood criteria and its recognition (or perhaps non-recognition) in contemporary international law. In the process involving the recognition of statehood, establishment of a territorial jurisdiction is crucial, although this barrier can be overcome through internationally homogenised action that can be conceived of and interpreted as an interference and imposition of a political system in a newly created state.

In Chapter One, entitled “Democracy and Statehood in International Law,” the author historically analyzes the end of the cold war era when the Soviet Union, Republic of Yugoslavia, and the federation of Czechoslovakia disintegrated and reformed into new states, followed by the secession of Eritrea, East Timor, Montenegro, Kosovo and South Sudan. Ultimately, some of the new states were recognized while others were not; however, the non-recognition of statehood for some of the states was not as critical as the dissolution of their federations since international acceptance of the democratic process based on self-determination and human rights and the legal criteria of statehood and territorial integrity materialized.

Through an international process, new states, such as Kosovo and later South Sudan, were created. The factors of self-determination and human rights played a key role in this democratic process as well. For example, in order to meet ‘statehood’ criteria on the basis of the *Montevideo Convention on Rights and Duties of States*, a state must have a permanent population, a territory, a government, and the capacity to enter into relations with other states.

The author explores aspects of recognition and non-recognition of states from various perspectives, including territorial integrity, with special case studies of the Turkish Republic of Northern Cyprus, Southern Rhodesia, and the South African quasi-independent states called ‘Homelands.’ The conclusion is that meeting statehood criteria is not absolutely essential since states are legal, not physical, entities, and the emergence of a new state is the result of a law-governed political process that could be subjected to international intervention during the process of an internationalized transition in the newly created state.

In the second chapter, the author discusses the post-cold war practice of state creations, and the role of the democratic political system in the process. Consideration is given to all post-cold war state creations, including the dissolution of the Soviet Union, Czechoslovakia, and the independence of Eritrea and South Sudan. Also examined is the European

Community’s involvement in the Yugoslavian crisis, with application of EC guidelines in respect of human rights, democracy and commitment to peace. In the final analysis, EC action is discussed in the cases of Slovenia, Croatia, Bosnia-Herzegovina, Macedonia, and Kosovo. The author concludes that the role of democracy as a political system is extremely crucial in the process of state creation as illustrated in the case studies. Although, theoretically, democracy is not a requirement for statehood in contemporary international law, in the 20th century it becomes an integral part of statehood creation process.

Chapter Three, “Democratic Aspects of Right of Self-Determination,” focuses on self-determination and nationalism in relation to democracy, and demonstrates that the right of self-determination requires application and practice of some degree of democratic principles. The author traces close historical links between the two, starting with the era of the League of Nations at the beginning of the 20th Century. The practice of democracy and the exercise of the right of self-determination internally and externally by referendum is illustrated in the secession cases of Bangladesh, Quebec and other new states such as Slovenia, Croatia, Bosnia-Herzegovina, Macedonia, and Baltic states resulting from the demise of the Soviet Union. In short, the right of self-determination may not be an absolute factor as it is limited by the territorial integrity of a state; however, self-determination along with the democratic process is extremely vital as it could eventually lead to creation of a new state.

Chapter Four, entitled “The Delimitation of New States and Limitations on the Will of the People,” discusses limitations on the will of the people in relation to pre-existing internal boundaries even though, in international law, territorial rearrangements are permitted. It begins with an analysis of Quebec which did not emerge as an independent state although questions of border boundaries were argued along with the issue of secession. Similarly, international borders were also the subject of argument with the dissolution of several countries, including the Soviet Union and Czechoslovakia. The author notes that in the process of the creation of new states, internal boundaries of states could become international borders based on historically established self-determination units.

In Chapter Five, “Democratic Statehood: Conclusions,” the author argues that statehood is a politically-created, international legal status sanctioned by the exercise of the right of self-determination that is fuelled by a democratic process. Democracy is crucial as it shapes the political process in the creation of new states. However, in modern international law, exceptions to this principle may be applicable as non-democratic states could emerge even though they were not meeting traditional statehood criteria.

In conclusion, the book is a valuable study on the theory and evolution of the concept of statehood. The author clarifies questions regarding how statehood is achieved and recognized through political processes, the exercise of self-

determination and the will of the people in conjunction with the application of democratic principles and processes. In addition, a host of related issues dealing with the concept of statehood in contemporary international law are discussed in detail. The book will appeal to scholars of international law; the useful bibliography provided at the end of the book should help facilitate further study of the subject.

**REVIEWED BY
HUMAYUN RASHID**

Head of Cataloguing & Reference Librarian
Bora Laskin Law Library
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***A Guide to Consent & Capacity Law in Ontario.* By D'Arcy Hiltz and Anita Szigeti. Markham, ON: LexisNexis. 2014. xxx, 654 p. Includes general table of contents, detailed table of contents and index. ISBN 978-0-433-47488-3 (softcover) \$78.00.**

A Guide to Consent & Capacity Law in Ontario, first published in 2005, is a convenient resource for lawyers and those who work in consent and capacity law. The usefulness of the book is reflected in part by the fact that it is used in the University of Toronto's Master of Social Work programme and is a required text for Osgoode's Professional Development Certificate Program in Mental Health Law. The bulk of the text consists of material associated with the four provincial statutes related to committal and consent and capacity legislation. The material is well organized with a Commentary section providing an overview of key presumptions and points in the related Act, followed by a full-text version of the Act, with a list and samples of related Forms. Commentary aims to assist those looking for guidance on the legislation and when applying to the Board. Each of the four Acts, i.e., the *Mental Health Act*, the *Health Care Consent Act*, 1996, the *Substitute Decisions Act*, 1992, and the *Personal Health Information Protection Act*, 2004, is cross referenced to the other Acts. The book also includes the *Powers of Attorney Act*, *Statutory Powers Procedure Act*, Consent and Capacity Boards rules of practice and forms, and relevant professional guidelines for physicians, nurses and social workers.

While at first glance there seems to be little to differentiate the 2013 from the 2014 edition, there are subtle changes which could prove relevant to those practicing in the area of consent and capacity law. Both the 2013 and 2014 editions are the same length, and the Prefaces to the two editions are identical. The legislation in the 2014 edition is current to August 17, 2013. A quick glance at e-Laws shows there are no changes between August 12, 2012 and August 17, 2013 to the *Mental Health Act*, the *Health Care Consent Act* or the *Substitute Decisions Act*. However, a 2013 amendment to the *Personal Health Information Protection Act*, 2004 was proclaimed in January 2013.

As was the case with the legislation itself, there are a few additions and amendments made to the Commentary in the 2014 edition. For example, in the *Mental Health Act* Commentary, footnote 212 on page 314 is added with respect

to the point that "few appeals are launched from the Board to Superior Court on the issue of involuntary admission." The footnote refers to *Gradek v. Shafro* [2013] which provided an exception to this point. Furthermore, it is noted that *Gradek v. Shafro* [2013] "includes helpful dicta setting out the requisite evidentiary threshold when liberties are curtailed and the state seek to detain individuals suffering from a mental disorder." Another example of the efforts made to keep the text current appears in a footnote in the commentary on the *Health Care Consent Act*, 1996, with respect to the Rasouli end-of-life case, indicating judgment was on reserve at the time of publication in August, 2013. (As many of you will be aware, the Supreme Court decision on this case was made in October, 2013.) Keeping a printed publication such as this up-to-date clearly demands constant revisions.

As is often the case in a text which is essentially an annotated annual Act, the changes between the 2013 and 2014 editions of *A Guide to Consent & Capacity Law in Ontario* may seem to be relatively few, and therefore those who already have the 2013 edition may feel the changes are not significant enough to justify spending \$78.00. However, those working extensively in the area of consent and capacity law may want to purchase the text for the added confidence that comes with relying on the latest edition.

**REVIEWED BY
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***Collier's Conflict of Laws.* By Pippa Rogerson. 4th ed. Cambridge: Cambridge University Press, 2013. lix, 454 p. ISBN 978-0-521-51353-1 (hardcover) \$132.95. ISBN 978-0-521-73505-6 (softcover) \$55.95.**

Collier's Conflict of Laws is an introduction to the subject intended for students. Pippa Rogerson, the book's author, is a Senior Lecturer at the University of Cambridge and teaches conflict of laws, so it should come as no surprise that the focus of the book is English¹ law. The book also discusses the role of European Union (EU) legislation and case law given its significant impact on English law.

The book starts off with an introduction to what precisely conflict of laws covers and includes a glossary of common Latin terms. The author points out that the subject of English conflict of laws can be very complicated as jurisdictions such as Scotland and the Isle of Man are considered to be "foreign."

Rogerson then traces the history of conflict of laws in England, and developments in European Union law (e.g. the Brussels Convention and the Brussels I Regulation). She moves on to consider the issue of domicile, an important element in determining which legal system should be used. The issue of where a person is domiciled is illustrated with a number of examples pulled from cases. Grey shading is used to highlight these case summaries, which breaks up the text, making it more readable.

1 I am using "English" as shorthand for "English and Welsh." No slight is intended towards the Welsh.

Rogerson outlines the differences between English and other countries' laws and some of the inequities that result. She looks at the issue of domicile and residence for both individuals and companies. She notes that the majority of English conflict of laws cases take place in the Commercial Court of the Queen's Bench Division, and that of these cases, 40% involve "no English party." It is interesting to note that both parties have the option of pleading foreign law; the book summarizes how this may be done.

The author then turns to the issue of jurisdiction of English courts and how these courts treat foreign judgments. She provides an overview of the situations in which foreign judgments will be recognized and/or enforced and the implications thereof. She discusses the history and scope of the Brussels I Regulation at length and how the Regulation has affected recognition of those foreign judgments that fall within its scope, as well as the recognition and enforcement of judgments of courts outside the EU.

The final chapter deals with avoiding the results of the choice of law process. English courts will not apply foreign law if the results will be contrary to public policy, but this argument is only used in extreme cases. Rogerson outlines procedural issues versus substantive issues in these circumstances, as well as limitation periods, limitation of actions, remedies, and damages.

Although the focus of the book is conflict of laws in the English context, at various points Rogerson discusses the Canadian approach to conflict of laws, looking at how it differs from the English approach. There is an overview of relevant English court procedure, useful for lawyers from other jurisdictions who do not practice there.

The index is clearly laid out. The footnotes are both helpful and interesting, including links to online resources as well as wry little asides. For example: "Including the MCC [Marylebone Cricket Club] - membership of that cricket club

may be regarded as an unlikely activity for an American" (page 20). Additional levity is injected into what could be quite a dry subject by the author's use of the fictional countries of Ruritania, Utopia and Illyria to illustrate hypothetical situations.

Although the book is intended for students, its focus makes it ideal for lawyers who are looking for an introduction to the subject of conflict of laws in the English context. If you are looking for a book on the subject from a Canadian perspective, you would be better to choose Pitel & Rafferty's *Conflict of Laws*, but this book would be a useful addition to a law library for users who are likely to be dealing with international matters.

REVIEWED BY
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III Bibliographic Notes / Chronique bibliographique

By Susan Jones

Nicola Sales, “Flipping the Classroom: Revolutionising Legal Research Training” (December 2013) 13:4 Legal Information Management 231-235.

I first heard about the flipped classroom last year at a faculty orientation session and to be perfectly honest I had no idea what it was all about. There are plenty of recent articles on this novel approach to teaching, but this article is based on the author’s own experience in using the flipped classroom to teach a compulsory analytical and research skills class for all first year law students. Written by Nicola Sales, Law Librarian at the University of Salford in Manchester, UK, this article describes how the flipped classroom works and how it was implemented at her university, outlines the benefits and drawbacks of this approach to teaching, and provides suggestions for using the flipped training concept in other organizations.

So how does the flipped classroom work? In a traditional classroom setting, the instructor takes the lead by showing and telling students how to carry out legal research tasks. Outside of that classroom, students are then expected to replicate those research tasks in response to assigned questions. In the flipped classroom, students are expected to read and study assigned content before class. This content describes the how-to component of research and is also used to introduce new concepts that form the basis of future in-class discussions. Armed with this information, class time is spent on practical, hands-on tasks and discussion to reinforce the pre-classroom assigned content. One of the key features of the flipped classroom is that it’s a student-led, interactive environment with the instructor providing

guidance and support.

The author gives several reasons for implementing the flipped classroom concept at the University of Salford. These reasons include not having enough time to cover all the required topics in class and overloading students with too much information. The author also cites poor student feedback about the skills course, low attendance rates, lack of student engagement, and students’ lack of knowledge-retention.

To my surprise, the flipped classroom isn’t a new concept. In fact, it’s an idea that dates back to the 1990s. The author credits academic J. Wesley Baker with coining the phrase, “flipping the classroom.” To help explain this new approach to teaching, Baker described the flipped classroom instructor as the “guide on the side,” rather than the “sage on the stage.” The flipped classroom is a popular teaching method in the United States where it’s used by elementary schools, junior and senior high schools, as well as colleges and universities.

The author provides a few tips to readers on how to run a flipped classroom effectively. She recommends instructors start the class by answering any questions arising from the pre-classroom assigned content. Students can then move on to practical tasks and problem-based learning activities that build upon the pre-classroom content with instructors acting as the “guide on the side.” Instructors can then close the session by discussing any themes or problems arising from the hands-on training. In her own classroom at the University of Salford, the in-class practical activities include planning search strategies, creating search strings, and

carrying out search exercises using print and electronic resources. These activities focus on finding information on topics that students are studying in their other classes.

There are advantages and disadvantages to all teaching methods and the flipped classroom is no different. Some of the benefits are that students take control and responsibility for their own learning. Students decide how much, or how little, they need to prepare for class, and they complete that preparation at their own pace. Other benefits include the active role students take in the classroom, along with increased student-teacher interaction. One of the disadvantages of the flipped classroom, however, is the difficulty some instructors may have in relinquishing control of the learning process to students. It's also easy to overwhelm students with too much pre-classroom content. Another disadvantage is the time to prepare for this new approach to teaching, particularly the development of pre-classroom learning content.

The author raises a few questions and points for people to consider when deciding whether the flipped classroom is the right approach. The most obvious question is whether the flipped classroom is appropriate for your course and your work environment? If the flipped classroom is the right approach, then how much of the course content should be flipped? Instructors must also consider how they plan to encourage and motivate students to complete the pre-classroom learning. In the author's case, she secured the support of other academic teaching staff by tying the in-class practical activities to the topics students were studying in their other classes. The other teaching staff, in turn, encouraged students to complete their pre-classroom preparations and stressed the importance of research skills.

There are further things to consider once you've decided to implement the flipped classroom. As noted above, the key to the success of the flipped classroom is convincing students to complete the pre-classroom learning. To make it easy for students to complete their readings before class, the author recommends that instructors embed pre-classroom content into email messages and send them directly to students. In the author's case, all pre-learning content was available online, so another consideration was where that content would be hosted. There are several hosting options for online content, including virtual learning environments (e.g., Desire2Learn, Blackboard, Moodle, etc.), library or departmental websites, intranets, or YouTube. The timing of the delivery of pre-learning content is another important consideration. The author suggests that preparatory materials be released on an as-needed basis so that students focus on studying only what's required for the next class. This just-in-time delivery also prevents information overload and allows students to master a specific set of skills before moving on to new ones.

The author closes her article with a few additional tips for those who want to implement the flipped classroom. She recommends that instructors present pre-classroom learning content in small segments that focus on specific topics. The author suggests using a series of short videos, three to four minutes in length. To save time and effort, the

author proposes that instructors use existing content where freely available. These could be resources with a Creative Commons license or from an online repository of learning and teaching resources, such as Jorum in the UK. YouTube videos and materials prepared by a database company are other options for existing content. Even when instructors have to prepare their own content from scratch, there's no need for advanced website design skills or a large budget. The author suggests using free software to create simple videos which can be uploaded to YouTube and emailed directly to students. Another good tip is to make the hands-on, practical exercises as relevant as possible to students, either by tying those tasks to topics covered in their other classes or to tasks they'll be asked to perform early on in their careers. The author also advises instructors to avoid repeating or demonstrating the pre-learning content during valuable classroom time unless it's necessary to alleviate confusion. And finally, it's important for instructors to be flexible and willing to adapt lessons in response to what happens in the classroom.

The flipped classroom proved to be a successful approach for the author's research skills class. Attendance in class increased from 10-15% in the traditional classroom to over 91% in the flipped classroom. In addition, the author reported that students' questions in the flipped classroom were of a higher standard and quality than those in the traditional classroom. Other academic teaching staff also reported a higher standard of referencing and resources used by students in the flipped classroom. Student feedback suggests they enjoyed the control they had over their own learning, along with the in-class interaction with other students. Students also reported increased confidence in using research-related resources and tools. And students who achieved good marks in the author's class achieved equally good marks in other core courses.

The author acknowledges that this blended learning approach isn't appropriate for every student and organization, but as her experience demonstrates, the flipped classroom is an excellent and effective teaching method in the right setting. If you'd like to read more about the flipped classroom in legal education, see Catherine A. Lemmer's "A View from the Flip Side: Using the "Inverted Classroom" to Enhance the Legal Information Literacy of the International LL.M. Student" (Fall 2013) 105:4 *Law Library Journal* 461-491 and Karen Skinner and Cindy Guyer's "Seven Tips for a Successful Flip" (28 May 2013) *Spectrum Online* <<http://www.aallnet.org/main-menu/Publications/spectrum/Spectrum-Online/tips-for-flip.html>>.

Kenning Arlitsch, Patrick O'Brien & Brian Rossman, "Managing Search Engine Optimization: An Introduction for Library Administrators" (November 2013) 53:2-3 *Journal of Library Administration* 177-188.

I'm sure most of us have been involved in the development of a new website, but have you been involved in optimizing

that website for search engines? A lot of time, money, and effort is invested in creating websites, but the authors of this article, all from Montana State University Library, suggest that not enough thought is given to search engine optimization (SEO) for websites. The behind-the-scenes machinations of search engines is complex to be sure, but this doesn't mean that SEO should only be the concern of information technology staff. In fact, anyone whose work is represented on the Internet should be concerned with SEO because of its impact on the accessibility of online content to users.

This article is meant to be a high-level introduction to SEO for library administrators so they can communicate more effectively with information technology staff and software vendors, but it will be of interest to anyone who wants to know more about SEO and its importance to libraries. In this introduction, the authors examine the part SEO should play in strategic planning and the importance of measuring the effectiveness of SEO activities. The authors also provide a basic explanation of how search engines find websites and how to optimize websites for search engines. Finally, the authors discuss how to evaluate and assess SEO activities.

The authors believe more attention needs to be paid to SEO because of the opportunities it presents to libraries to reach more users. According to the authors, very few library websites draw much direct traffic on their own. I don't think anyone will be surprised to learn that many people begin their research with a search engine and very often that search engine is Google. According to statistics cited by the authors, Americans make 20 billion search queries to Google each month, and remarkably, that only represents 66 per cent of the search market share. For these reasons, the authors believe libraries should focus on SEO as the main route to their digital resources rather than their own websites. As a testament to the power of SEO, the authors report that the University of Utah's J. Willard Marriott Library increased its referrals from Google by 500 per cent after implementing effective SEO practices. This, in turn, resulted in a 132 per cent increase in visits to its digital collections. The authors advocate including SEO in an organization's strategic plan. Common goals and common objectives across the organization are key to the success of SEO and including them in a library's strategic plan lends importance to SEO efforts. The authors report that aligning SEO activities with an organization's strategic goals significantly increases the likelihood that those activities will succeed.

In addition to including SEO in an organization's strategic plan, it's also important to demonstrate the value of SEO. To do so, there must be measurement tools in place to gather data about SEO activities. One form of measurement, of which libraries are very familiar, is statistics. Gathering statistics about SEO, though, is often more complex than simply counting page views and website visits. To gather useful information, libraries must look at a user's entire "click stream", as they move from one website to another, accessing digital repositories and streaming media along the way. All of these different stopping points during a user's visit may be hosted on different servers, so it's important

that libraries use measurement tools that can track user's movements across websites and servers.

Practically speaking, the goals of SEO are to have website content included in a search engine's index and rank at the top of a search engine's results page. So how does one go about SEO? And what does it really mean to optimize a website for search engines? To achieve the goals of SEO, libraries must develop "good relationships" with search engines. Libraries can establish these good relationships by identifying the requirements of search engines, communicating with those search engines, and then looking for any obstacles blocking communication between its websites and those search engines.

The types of SEO activities that contribute to the establishment of good relationships with search engines include the development of internal inventories of an organization's logical and physical domains. It's also important to eliminate design-related obstacles to search engines, such as the overuse of graphics, which can slow down the loading time of web pages. Eliminating the complex navigational paths that reduce a search engine's ability to crawl and index websites is another important SEO activity. The authors note that crawler efficiency greatly impacts how a website ranks in a search engine's results page. SEO also involves eliminating those events which search engine crawlers interpret as a poor user experience, such as dead links, redundant metadata, and slow server response. Servers and software should be configured to load websites quickly and any server downtime should be communicated to search engines. Finally, webmaster tools and analytics software should be installed to assess the effectiveness of SEO activities.

Webmaster tools receive information from search engines about the problems they encounter as they crawl through websites. With this information, technical services staff can make corrections or changes to improve a website's ranking on a search engine's search results page. Webmaster tools, including those available from Google and Bing, can gather useful information from a search engine's crawler, such as the parts of a website that present obstacles to a crawler, problematic page titles and meta tags, the top search terms used to reach websites, information about non-existent URLs, poor quality content, and statistics.

Along with webmaster tools, another way to assess the effectiveness of SEO efforts is through the use of analytics software. This software provides libraries with information about the users who visit their websites. While there are various commercial options for analytics software, one popular and free option is Google Analytics. Google Analytics is a powerful tool that can provide libraries with a remarkable amount of information, including the number of unique and returning visitors to a website; the search terms used to reach specific pages of a website; the operating systems and browsers used by visitors; whether visitors used a mobile device and what kind; on what pages visitors entered and exited a website; the most viewed pages on

a website and length of viewing time; the country and city from which users visited a website; how long it takes website pages to load; and which papers were downloaded from an institutional repository. All of this data can help library administrators better understand who is using their website and what they're looking for. Together, the data gathered from webmaster tools and analytics software can be used to correct problems with the website, thereby improving users' experience.

In conclusion, if you're looking to drive more traffic to your website and improve users' experience, then consider SEO. It's not as difficult as you might think!

Donald T. Hawkins, "Tech Tips for Every Librarian: Personal Archiving: A Guide to Software and Tools" (November 2013) 30:10 Information Today 30-32.

I recently undertook a massive cull of my personal collection of digital photographs and as satisfying as it was to cross that task off my to-do list, I still haven't tackled how to consolidate and preserve those photos. Once only the domain of libraries, museums, and other cultural institutions, creating an archive is now of interest to individuals. The growing interest in personal digital archiving stems from the widespread use of digital cameras, large collections of unorganized photographs stored on personal computers, increased use of email and social media, and an increase

in the number of born-digital documents. As a result, there's a new need to find ways of preserving, organizing, and maintaining our digital memories.

In this article, the author reviews several options for personal archiving software and tools. His goal in writing this article was to provide libraries with options and ideas when responding to users' questions about personal archives. Although this type of question probably isn't a common one in law libraries, I'm sure a few of you, like me, could use some direction when trying to decide how to preserve your own personal digital materials. The tools reviewed by the author include photo archiving software (Lifemap, Timebox, and Recollect), note collection systems (Evernote, Springpad, and Diigo), email archiving tools (MailStore Home), and options for home movies and videos (Home Move Depot and Vimeo).

Some of the author's reviews are more detailed than others, but he touches on the software or tool's purpose, cost, unique features, security and privacy options, compatibility with social media platforms, sharing capabilities, cross-platform availability, storage capacity, tagging and metadata options, and search functionality.

Sometimes a little guidance can make a seemingly insurmountable project seem a bit more manageable, so if you're in need of some help in developing your own personal archive – whether for an intimidating mountain of digital photos or important personal email – check out the author's recommendations. I know you'll find something of interest.

Feature Article Submissions to the CLLR are Eligible for Consideration for the Annual \$500 Feature Article Award

To qualify for the award, the article must be:

- pertinent to both the interests and the information needs of the CALL/ACBD membership;
- relevant to law librarianship in Canada;
- excellent in content and style, as shown in its research and analysis, and its presentation and writing;
- not published elsewhere and preferably written specifically for the purpose of publication in *Canadian Law Library Review / Revue canadienne des bibliothèques de droit*.

The recipients of the award are chosen by the Editorial Board. One award may be given to each volume of *Canadian Law Library Review/Revue canadienne des bibliothèques de droit*. Award winners will be announced at the CALL/ACBD annual meeting and their names will be published in *Canadian Law Library Review/Revue canadienne des bibliothèques de droit*. Should the article be written by more than one author, the award will be given jointly.



||| Local & Regional Update / Mise à jour locale et régionale

Edited by Mary Jane Kearns-Padgett

Calgary Law Libraries Group (CLLG)

On January 29, 2014 CLLG welcomed speaker Jennifer Koshan, ABlawg Coordinator, from the University of Calgary to discuss the blog's impact. *ABlawg* recently won a Clawbie for Best Law School/Law Professor Blog. Jennifer provided examples of *ABlawg* posts being cited in Hansard and tabled in the Alberta Legislature. Law librarians in Alberta love this blog and encourage readers across the country to check it out!

ALISON YOUNG, LAW LIBRARIAN
Bennet Jones SLP (Calgary)

Due to simultaneous diminishing budgets, the members of ELLA have formed a Last-Copy Committee. The team is still in the beginning stages of identifying an approach to this potential reality.

In October, ELLA members heard from Mark Diner, Chief Advisor for Open Government (Alberta), to learn about the Open Access initiative. The initiative is responsible for amalgamating four Edmonton government libraries into one, while building an information portal where all citizens will have access to the data the provincial government collects. See <<http://data.alberta.ca/>>.

Edmonton Law Libraries Association (ELLA)

The ELLA executive for the 2013-2015 term has been finalized. Congratulations to the incoming Chair Shaunna Mireau, Secretary-Treasurer Christine Press, Web Manager Melissa Hathaway and Member-at-Large Julie Olson. A thank you goes out to Gina Linden who held the original Secretary-Treasurer position for a few months until landing an exciting opportunity with the New Brunswick Public Library.

Other ELLA meetings have included a publishers' forum on eBooks, a Christmas party at The Creperie, and a great session on mobile technology and the law. Meetings continue to have great participation from the membership and from the legal community. ELLA thanks all for taking the time to share their experiences and knowledge. ELLA members grow through each other — even if it is only an hour or so per month.

JULIE OLSON
Alberta Law Libraries (Edmonton)

ELLA made some quick strides last summer by setting up a new website using WordPress and rejuvenating its membership blog. The new format facilitates navigation and interaction among association members. See <<http://edmontonlawlibraries.ca/>>

Montreal Association of Law Libraries (MALL) / Association des bibliothèques de droit de Montréal (ABDM)

MALL organized various events for the benefit of its members during the winter and spring of 2014. On January 23, 2014, there was a meeting at Stikeman Elliott with a presentation on Social Media by Sébastien Fassier of National, a public relations firm. On February 19, 2014, there was a presentation by Judith Mercier on the Quebec National Assembly Library which took place at Heenan Blaikie. On April 17, 2014, there was a meeting held at Fasken Martineau with a presentation by Josée Garceau on interactions between generations. All events were appreciated by the MALL members who attended.

MALL is inviting all members interested in participating in continuing education courses to fill out the form for the education bursary. The winner of the bursary will be presented at the Annual General Meeting which will be held in June. More information is available on the MALL website in the members' section of the site.

L'ABDM a organisé plusieurs conférences pour ses membres pendant ces jours hivernaux et printaniers. Une conférence sur les médias sociaux a été présentée par Sébastien Fassier, de la firme National, le 23 janvier 2014 au cabinet d'avocats Stikeman Elliott. Une autre conférence sur la bibliothèque de l'Assemblée nationale de Québec a eu lieu le 19 février 2014 au cabinet Heenan Blaikie. Cette présentation a été offerte par Judith Mercier. Une dernière conférence sur les interactions entre générations a eu lieu le 17 avril, au cabinet Fasken Martineau. Elle fut présentée par Josée Garceau. Toutes les conférences ont été grandement appréciées par les membres qui ont participé aux événements en grand nombre.

Cette année, l'ABDM invite les membres intéressés à poursuivre des études de à faire une demande pour la bourse de perfectionnement qui est offerte tous les deux ans. Le récipiendaire de la bourse sera annoncé lors de l'Assemblée générale en juin. Pour plus d'informations, consulter le site Web de l'ABDM, dans la section réservée aux membres.

MARYVON CÔTÉ
MALL President / Président de l'ABDM
Liaison Librarian
Nahum Gelber Law Library at McGill University (Montréal)

Toronto Association of Law Libraries (TALL)

TALL is very lucky to have two new people replacing Executive Committee members on maternity leave. Leanne Grilli is our new Secretary replacing Leanne Notenboom and Laura Knapp is our new Administrative Coordinator replacing Jill Taylor (congratulations Leanne and Jill on the new additions to your households!).

The Season Social was a great time with everyone enjoying the good food and good company at the Gallery Grill in Hart House.

The Education Committee has had some very interesting Lunch and Learns recently: Researching Legislative Intent by Susan Barker and Erica Anderson, Finding Your Own "Inner Extrovert" by Peter Shewchenko, and Competitive Intelligence by Zena Applebaum.

The Publisher's Liaison Committee has organized very well received Flip Forums with Thomson Reuters/Carswell and LexisNexis where TALL members had an opportunity to contribute to the publisher's awareness of what the marketplace wants and needs. Another forum will be organized with CCH.

PAMELA BAKKER
National Manager, Research and Library Services
McMillan (Toronto)

Vancouver Association of Law Libraries (VALL)

Spring is just starting to reveal itself in Vancouver, and VALL is preparing for its third lunch seminar of the 2013-14 membership year: "Continuing Student Development" with George Tsiakos, who will speak about the research training provided at UBC to help other libraries plan their training programs.

Steve Matthews of STEM Legal presented at the last meeting on November 28, 2013: "The Technology Springboard: How Law Librarians Can Bootstrap Their Future." He spoke about the development of technology in law libraries to this point and his recommendations for technologies to look at for future development. This was an engaging session that gave attendees much to think about with respect to the future of libraries and opportunities for expansion of services.

In the last couple of years VALL has also started having more regular social activities outside of work hours, which have been quite popular. So far this membership year, it has held two coffee mornings hosted by Teresa Gleave at Fasken Martineau DuMoulin LLP and Sarah Richmond at Alexander Holburn Beaudin & Lang LLP, and one library crawl of several firm libraries downtown followed by drinks at a local club. These have aimed to expand VALL events to those who have found it difficult to get to regular meetings and increase the social aspects of membership. VALL has been so successful in this endeavour that for the drinks evening attendees were joined by a colleague from Australia who was vacationing in Vancouver at the time.

For more news about VALL, please visit the website at <http://www.vall.vancouver.bc.ca>.

SARAH SUTHERLAND
President
Vancouver Association of Law Libraries (Vancouver)



III News from Further Afield / Nouvelles de l'étranger

Notes from the UK

London Calling!

By Jackie Fishleigh*

Severe flooding in the UK

Early on Christmas Eve the Mole River burst its banks following an epic storm. The historic Burford Bridge Hotel at the bottom of Box Hill near Dorking in Surrey flooded, leaving guests, including the elderly, to be rescued by boat in the early hours. (If the name Box Hill rings a bell that is probably because you watched the Olympic cycling road race events which culminated there in 2012.)

The hotel was founded in 1254 as the "Fox and Hounds". Over the centuries it has counted, amongst its visitors, John Keats (who completed his epic poem *Endymion* in a room overlooking the gardens on 28 November 1817), Queen Victoria, Jane Austen, Wordsworth and Robert Louis Stevenson. Lord Nelson spent his last hours there with his lover Emma Hamilton before the battle of Trafalgar. The hotel has a Lady Hamilton room as a result. There is also a 16th century medieval tithe barn with beams taken from ships of the Spanish Armada (or so they say).

The hotel holds a lot of personal history for my family and friends, it having been the chosen venue for various birthday and wedding celebrations over the years. I was shocked to see it in its watery state on national TV news! Meanwhile a large tree in my mother's garden is hanging by a thread and will no doubt fall before the winter is out.

As I write this in late January, large parts of the UK are still under water. Although few people were killed, mainly those rather recklessly taking photos of the storm, the damage and disruption have been severe. Somerset County Council has, in the last week, declared a "national incident" and has sought help from Central government. The army has just started wading in to help (literally) as many villages in an area called The Levels have been cut off for a month. Questions are being asked about the long delay in a proper relief effort being mounted. For years (since 1995 in fact!) the rivers in the area have not been dredged as they should have been which has contributed to the flooding. Inhabitants, some of whom have been forced to abandon their homes, are now at loggerheads with the government, particularly the Environment Agency. More storms are forecast this weekend.

Mind you, this is nothing compared to the polar vortex you have experienced in Canada. I hope you all managed in what looked like awful, bitterly cold conditions even by North American standards.

The Winter Olympics

The Sochi Games are around the corner and attracting a lot of criticism for the disregard of gay rights shown by Vladimir Putin. A troop of ballet dancers assembled outside the Russian Embassy in London to protest on behalf of Amnesty International, a human rights organisation of which I have been a member for many years. I will still watch the action – I love the Winter Olympics and thoroughly enjoyed it when

it was in Vancouver. Hopefully Canada will put in a strong performance as usual. I sincerely hope you win the ice hockey!! Amy Kaufman explained to me at the Conference in Halifax back in 2009 that ice hockey means a lot to you! If team GB wins any medals at all we will be ecstatic.

Chancery modernisation review

Lord Justice Briggs has reported on the future of the Chancery Court. He recommends that, if it aspires to be the world's leading business and property court, it must face a change of culture. This change would lead to cases being run by judges rather than litigants and for claims to be assessed when proceedings are issued. Major cases would be assigned to a single judge who would then manage all pre-trial hearings and eventually try them if necessary. The process is known as "full docketing." We are new to docketing in the UK whereas I believe you are familiar with it in Canada. In case the meaning is different, in the UK a docket is a judge's list of pending cases.

Single Family Court on the way

From April 2014, there will be one single family court dealing with all first hearings in family law matters. There will be one point of entry to the family justice system, rather than the three currently in operation for the different levels of court. At the moment, most cases are issued in the local county court, from which some cases are then "transferred down" to the Family Proceedings Court, and other cases may be "transferred up" to the High Court on the grounds of complexity; occasionally it happens the other way round too. Some cases are issued directly into the family proceedings court, and a few are issued in the High Court. When the new Family Court is set up, all cases will be started in and heard by the Family Court, but will be allocated to an appropriate level of judge by the court staff. All levels of judges and magistrates will work alongside each other as "Judges of the Family Court," each hearing cases of an appropriate level of complexity.

The overarching principle will be that all locations where hearings take place will be managed and operated as a single family court.

Memoirs of a Radical Lawyer by Michael Mansfield QC

Michael Mansfield is one of Britain's most high-profile criminal defence barristers. The book, published by Bloomsbury and now available in paperback, provides a fascinating and passionate insight into the author's major cases, whether in court, at inquests or public inquiries. These cases include the Bloody Sunday Inquiry, Dodi Fayed and Princess Diana, Stephen Lawrence and the Marchioness Disaster. There is a very interesting chapter on "The Challenge of DNA" in which he highlights the dangers of "touch DNA" and also contamination which can undermine DNA evidence. Michael Mansfield often acts for victims' families. He says that their tireless campaigning over many years in their search for the truth of what happened to their relatives has often resulted

in changes being made to the law. I would recommend the book if you have an interest in criminal law.

Stop Press

The American Amanda Knox and her Italian ex-boyfriend have just been found guilty by an Appeal Court in Italy. This decision is likely to stick and it will be interesting to see how the US government reacts as Knox has chosen to remain in her home town of Seattle during the trial. The murdered British student Meredith Kercher attended the same school I did in Croydon (or rather the smaller school I attended was recently absorbed by it). For that reason I feel more strongly about the case than I would otherwise. It cannot be just for one of them to be jailed for 20 years or more and the other to remain at liberty.

Supplier Liaison Group

I am currently Chair of BIALL's Supplier Liaison Group. On Monday we held our Suppliers' Forum which was attended by representatives from 17 different publishers and suppliers of legal information. We are asking for improvements in the quality of usage statistics. In an attempt to get away from any "them and us" atmosphere at our conference in Harrogate, Yorkshire this June, we are planning a speed networking event! It will be interesting to see how that pans out.

Scottish divorce (well, hopefully not...)

On a light note to end, I was at a Christmas party during which the subject of the independence referendum came up. During the conversation it became apparent that several people were labouring under the misapprehension that those of us south of the border get a vote in the matter! This is however not the case...

Stay warm!

Best wishes
JACKIE

Notes from the Steel City

By Pete Smith**
Legal Aid

The unwinding of the effects of cuts in legal aid continues. On January 6th, criminal barristers went on strike to protest against the cuts, which not only make it harder for people to get representation but have also led to a decline in the income of most barristers. It has been claimed that many barristers work at effectively below minimum wage rates. One complex fraud case was held up as barristers could not be found for several of the defendants.

Tensions remain, with the government claiming that the cuts are needed to keep courts "sustainable" and that there are many barristers earning six figures from public work. Further controversy has followed on developments in the Very High Cost Case (VHCC) and Public Defender schemes.

A list of chambers and individuals was circulated by the Legal Aid Agency in connection with VHCC work. It turned out that many on the list had in fact indicated they would not accept VHCC work on the new reduced rates. These lawyers were angered by what they saw as an underhanded attempt to push them into accepting work or look bad.

The Ministry of Justice has advertised posts in the Public Defender Service, at rates from £46,000 to £125,000 per year. This represents an expansion of the scheme, which is part of the Legal Aid Agency. It provides advocates, including solicitor-advocates, across the whole criminal justice process.

So far, so good it! might be thought. However some within the Bar feel that the PDS is part of a broader push to deal with the legal aid and pay issues by splitting the Bar, with some noting that the pay on offer is greater than that which the government claims is currently paid to the publicly funded Bar. Others are concerned with issues of the quality of advocacy available under the scheme, and the lack of choice for defendants.

Quality advocacy

Turning to quality in advocacy, an attempt to bring a judicial review of the Quality Assurance Scheme for Advocates (QASA) failed. It had been argued, by the Law Society amongst others, that the scheme was "disproportionate" to the problems with advocacy. The Criminal Bar Association was concerned that the role of judges in assessing advocates could have a dangerous effect on how advocates conduct themselves in court. There were also concerns that the Legal Services Board (LSB) had been too closely involved in writing a scheme it then approved.

The High Court rejected the arguments and so the scheme will go ahead, albeit with some potential modifications suggested by the judges. The scheme has been created in response to concerns about poor quality advocacy; it will focus on criminal advocacy initially. Advocates will be assessed against a set of standards, and assigned to one of four levels; the higher the level, the more complex the case an advocate can take on. The scheme is being rolled out circuit by circuit, and will no doubt be watched very closely, to see if it does improve advocacy, or if it does bring to pass some of the concerns expressed by practitioners.

Trust in the police?

Turning from the courts to police, the "Plebgate" row reached its dénouement. In September 2012 it had been claimed that Andrew Mitchell had called police officers working in Downing Street 'plebs' as they would not let him pass. This led to scandal and his resignation. Mitchell never denied he had been intemperate but over time, questions were raised about the incident, and it has emerged that a police officer had lied about hearing Mitchell use the word "pleb." The officer was found guilty of misconduct in a public office.

Concerns have been expressed across the political spectrum that the incident could undermine trust in the police. It could be argued that for many people trust in the police is already low, owing to such incidents as the shooting of Mark Duggan. This was the proximate cause of 2011's riots in London and other cities. An inquest into the shooting delivered its verdict, and found that Duggan had been lawfully killed. The jury concluded he was unarmed when shot, a point at the core of many people's confusion and anger with the verdict. Duggan's family are looking into other legal avenues, such as a judicial review. There is also an Independent Police Complaints Commission investigation, which will look at the criticisms of the police heard in the inquest.

Human rights, immigration wrongs

The government has continued to express opposition to prisoner voting rights, extending this into a general critique of the European Court of Human Rights (ECHR.) David Cameron asserted the sovereignty of Parliament and argued that the ECHR's powers be limited. Interestingly a parliamentary committee recommended that prisoners on sentences of a year or less should be allowed to vote.

At the same time the Prime Minister showed concern over Romanian and Bulgarian immigrants, who from January 1st would have the right to move to Britain to work. He referred to (what he saw as) large scale Polish immigration under New Labour, and was determined it should not happen again.

The media contributed to this sense of concern, with camera crews waiting at ports for the foretold "flood" of Romanians and Bulgarians. It did not happen, numbers were much less than had been feared.

The issue of immigration remains a hot topic, with an Immigration Bill working its way through parliament. This has seen such interesting elements as a proposed bar on migrants with certain illnesses, and the removal of citizenship for terrorist suspects.

Legal services regulation

Turning to the world of legal services, the Ministry of Justice has been reviewing legal services regulation. The Law Society and the Bar, in their responses to the proposals, argued for a return to some form of self-regulation. Both bodies have also been critical of the LSB's approach to legal education reform in the wake of the Legal Education and Training Review (LETR.) The LSB has been accused – and not for the first time – of over-reach; the regulators who commissioned LETR are working on their own responses to its conclusion. At first glance it looks as if very different systems could emerge, albeit based on a shared generic competency framework. More next issue!

As I write the sky is grey and the steel city is damp. That said, we have not suffered with the cold as you have over there! It has in fact been relatively mild, and very wet — as Jackie says, floods not freezing. I hope you are all keeping

well in this time of polar vortices and blizzards. Until next time,

Best wishes,
PETE

Letter from Australia February 2014

By Margaret Hutchison***

Greetings from a rather hot Canberra!

It's been a hot January after a wet & cool Christmas. There were 3 days in a row which reached 40 degrees, one day of which was the wedding of the daughter of friends. The orders of service were designed to be used as fans, for which everyone was profoundly grateful. This summer has been too hot to do anything except veg out in front of the cricket on the television. The Ashes have come back to their rightful ownership, in Australian hands! Little jab for Jackie and Pete in their last letter from England!

Since my last Letter from Australia, the long awaited federal election has occurred, resulting in a landslide change of government from Labor to the coalition of the Liberal and National parties. The election was for all the seats in the House of Representatives and half the seats in the Senate. Instead of voting at my local school, I went to Old Parliament House, along with over six thousand others, many thousands more than were expected. Old Parliament House was used as a polling booth for the first time, including the traditional sausage sizzle out the front, a traditional fund raising activity for various community groups. I have my "I voted at Old Parliament House" badge pinned to my notice board.

The sheer number of candidates in the Senate (the New South Wales Senate ballot paper was just over a metre long and had small print to fit all 110 candidates from 44 different parties; magnifying glasses were offered to assist voters if required) and the complex preference distribution scheme agreed between candidates in the Senate has resulted in the election of several new senators for micro parties, such as the Australian Motoring Enthusiasts Party and the Australian Sports Party. The Australian Sports Party's only policy is to advocate for sports and the Motoring Enthusiasts Party represents what it sees as motoring interests.

The new senator for the Australian Sports Party, grid-iron playing Wayne Dropulich, took the sixth Senate seat in Western Australia after a recount for the fifth and sixth Senate seats instigated by the Greens due to the very close numbers.

However the entire Western Australian Senate election is being challenged in the High Court, sitting as the Court of Disputed Returns, due to the revelation that 1370 ballot papers went missing during the recount and have not been found. The Australian Electoral Commission, as the body responsible for the conduct of the election and for losing the ballot papers, has asked for the WA Senate election to be declared void and a new half Senate election to be held, preferably before July when the new Senators take their

seats. If the Court of Disputed Returns decides there is to be a fresh Senate election in Western Australia, anyone can stand (it is not limited to the previous candidates) so there is possibly another tablecloth ballot paper coming up and the cost will be up to 13 million dollars.



The Prime Minister led his first citizenship ceremony, remarking in his speech that he & his family had arrived from Britain in the 1960s as migrants and his wife had come from New Zealand as a migrant as well.

Another High Court decision of note was in the case of the Australian Capital Territory's (ACT) same-sex marriage laws. The ACT Legislative Assembly passed a *Marriage Equality (Same Sex) Act* in October 2013. This act was immediately challenged by the Federal Government on the grounds that only the Federal Government, under s.51(xxi) of the *Constitution*, had the power to make laws with respect to "marriage." The *Commonwealth Marriage Act* replaced state-based laws with a single national act in 1961. In 2004, the then government amended the *Marriage Act* to insert a definition of "marriage" as "the union of a man and a woman to the exclusion of all others, voluntarily entered into for life." Another amendment specifically stated that same-sex marriages solemnised overseas would not be recognised in Australia. The ACT argued that the Commonwealth act dealt with opposite-sex marriage. The ACT law dedicated to same-sex marriage covered a different area and was not inconsistent with the federal law.

In the High Court's judgment, the Court held that the federal Parliament has power under the *Constitution* to legislate with respect to same sex marriage as "marriage" refers to a consensual union formed between natural persons in legally prescribed requirements which is not only a union the law recognises as intended to endure and be terminable only in accordance with law but also a union to which the law accords a status affecting and defining mutual rights and obligations. "Marriage" in s 51(xxi) includes a marriage between persons of the same sex.

The Australian *Constitution* holds that any state or territory law that is inconsistent with federal law will not operate. The High Court has previously held that a state law which "alters, impairs or detracts from the operation of the federal

legislation and so directly collides with it” is inconsistent. Also any state legislation which covers an area where Commonwealth legislation is intended to provide a complete statement of the law is considered to be inconsistent.

There were 31 marriages conducted in Canberra in the brief window between December 7, when the ACT legislation came into force and December 12, when the High Court declared the act invalid.



The Governor-General, on her last Australia Day as Governor-General, led all those attending in an Australian citizenship affirmation ceremony. This is simply all present reciting an affirmation based on the Australian citizenship pledge reminding us what it means to be an Australian. It makes you feel quite patriotic

January 26 is Australia Day, the anniversary of the landing of the first white settlers in Australia. Traditionally a citizenship ceremony is held on that day for new Australian citizens. Australian citizenship was only established when the *Nationality and Citizenship Act 1948* came into force on January 26, 1949. Before that, most people living in Australia were known as British subjects. The first citizenship ceremony was held in Canberra on 3 February 1949 when 7 men, one for each state and the ACT, became citizens.

Last week on Australia Day, I went down to the shores of Lake Burley Griffin to see 24 people of all ages become citizens. Before the ceremony started, there was an official flag-raising and 21 gun salute at the Canadian Flagpole at Regatta Point. This flagpole was a gift from the Government of Canada in 1955 and is a single spar of Douglas Fir from a forest in British Columbia and is more than 39 metres in height including the 3 metres buried underground. It was

transported by sea from Canada to Australia and then overland by rail to Canberra and was finally installed in 1957. It flies the Australian flag every day, except for July 1, when it flies the Canadian flag.

Among the 24 new citizens were people from Kenya, Tanzania, Scotland, Canada, a man from Sweden who celebrated his 65th birthday on that day and who, together with the Governor-General, cut a cake for the day.

Until next time, best wishes,

MARGARET

Developments in U.S. Law Libraries

By Anne L. Abramson****

Our harsh winter continues from December 2013 through the New Year, as I'm sure it does for you too. The law school was actually closed for four days this past month due to the extreme cold as were many other Chicago area schools and businesses. I am grateful that I did not have to take my usual 15 minute walk to and from the el stop on those frigid days.

Chilly legal market

The chill in the weather matches the chill in the legal job market here in Chicago and beyond. High unemployment continues and is reflected in much lower enrollments this spring at all law schools, including ours.

A recent news article in the Chicago Tribune describes the situation for recent law graduates in Chicago and probably in most other parts of the country as well.

Ameet Sachdev, Chicago Tribune Scale Tips Against Students: Law Graduates Face Tough Job Market; Schools Confront Financial Pressures [Chicago, Ill] 01 Dec 2013: 1.

This new normal is prompting a heated discussion as to what law schools should be teaching their graduates. Solo and small firm lawyers are weighing in at the "My Shingle" blog (one of the ABA Journal's Blawg 100 hall of fame websites). Carolyn Elefant, Open Letter to Law Schools: What Law Students Need to Learn to be Hired by Tomorrow's Largest Legal Employer—Solos & Smalls, Oct. 17, 2013. <<http://myshingle.com/2013/10/articles/trends/open-letter-law-school-need-teach-students-make-employable/#>>

In her initial post, Ms. Elefant describes the needs of her own law practice which focuses on growing fields like emerging renewable technologies, micro-grids, pipeline regulatory proceedings and eminent domain. She emphasizes traditional legal analysis, research and writing as "hands-down" the most important skills that law school can teach and suggest that, in addition to reading a case, law students

should take a look at the underlying briefs and see which arguments persuaded the court and why.

Any law student she hires must have “basic 21st century technology skills,” including blogging, professional use of social media, video production capabilities, seamless use of online research tools outside of Westlaw and Lexis including HeinOnline, SSRN, Google Scholar and FastCase and fluency with cloud technologies.

Ms. Elefant also spends some time describing what she does not need, namely, the “faux skills” of those who’ve never practiced, such as working in a legal clinic, moot court or mock trials. She, thereby, dismisses most of the practice oriented programs that law schools can provide. She prefers instead that students learn to read the rules, call the clerk and ask questions about unclear procedures and observe actual court proceedings.

Per Ms. Elefant, solo and small law firms are cutting edge and ahead of the curve in the legal profession. Technology now enables them to handle complex matters and compete and win against bigger firms.

Her thought-provoking post is followed by many equally provocative responses, which are all over the map. Suffice it to say, there is no consensus as to what makes a law student “practice ready” in today’s legal environment. Still, I have always been mildly shocked by the perpetual disconnect between legal education and law practice, in particular, the emphasis on scholarship in the legal academy. Whether and how law schools will adapt their cultures and curriculums to meet the economic and technological challenges of the new reality remains to be seen.

Year in review

Karen Sloan’s articles in National Law Journal are a good way to monitor developments in U.S. law schools at least in hindsight. Her end of year article below concludes on a somewhat hopeful note.

Karen Sloan, A Year of Retrenchment for Law Schools; Amid Continued Gloom, Hope Springs Eternal as Evidenced by a Grand Opening in Indiana and Plans for More, 36 National Law Journal 12 (Dec. 30, 2013).

However, in an earlier article by Karen, I learned that the newest law school in Indiana has a new \$15 million building but does not have a full entering class. At the time the article was written last August, the school had only 32 students but its initial goal was 100. Karen Sloan, Nation’s Newest Law School Prepares to Open its Doors, The National Law Journal (Online) Aug. 20, 2013.

On a brighter note, put your finger on the pulse of the legal market here in the U.S. by taking a look at this collection of “blawgs” (blogs that cover legal topics). Sarah Mui & Lee Rawles, 7th Annual Blawg 100, 2013, 99 ABA Journal 33 (Dec. 2013) One law librarian blog made the cut with her

“Dewey B Strategic” blawg. I saw at least two on legal writing that looked worthwhile as well, “Lady (Legal) Writer” and “Legal Writing Prof Blog.” The My Shingle blawg mentioned above is one of the ten “Hall of Fame” blawgs singled out in the article.

If these blawgs are any indication, creativity in the law and related professions is alive and well.

Notable articles in law librarianship

Cindy Guyer, Developing Legal Information Literate Law Students: “That Dog Will Hunt,” 32 Legal Reference Services Q 183 (2013). This article was interesting but it mostly discussed learning styles and teaching strategies. There wasn’t anything that I hadn’t seen before. Based on the title, I was expecting a more thorough discussion of what legal information literacy means in terms of evaluating information sources critically.

Timothy Q Li, Legal Research Guide for Customs Enforcement of ITC Exclusion Orders, Legal Reference Services Q 214 (2013). If you ever have to research an issue involving U.S. customs and intellectual property law, this research guide is the ticket!

Kim Clarke, The Changing Terrain of Canadian Legal Landscape, 18 AALL Spectrum 12 (2013). This article is a great sequel to the excellent article that appeared in an earlier issue of Spectrum which I mentioned in my last column. See Annette Demers and Nancy McCormack, Howdy Neighbor!: Introducing the Canadian Association of Law Libraries, 18 AALL Spectrum 20 (2013).

The ABA Journal December, 2013 issue contains another article that I must mention. L Jay Jackson, Missing Links: ‘Reference Rot’ is Degrading Legal Research and Case Cites, 99 ABA Journal 17 (Dec. 2013). Colleague Raizel Leibler and John Marshall’s Chief Information Office June Liebert are quoted extensively in this piece regarding the study they recently authored, Something Rotten in the State of Legal Citation: the Life Span of a United States Supreme Court Citation Containing an Internet Link (1996-2010) 15 Yale Journal of Law and Technology 273(2013).

This topic strikes a chord as several students have requested help with their paper citations recently. Almost all of the citations were to online materials, including “born digital” news articles. As recommended by Bluebook Rule 18, I advised students to include the URL, but finding the URL was challenging as in some instances, it had already changed!

What will be the value of the students’ research when the support they have relied upon effectively evaporates? Of course, the problem is much more serious for actual court cases in our legal system. Libraries have always noted the need for permanence and have tried their best to preserve information. I recall the efforts of University of Chicago D’Angelo Law Library colleague, Lyonette Louis Jacques,

who once attempted to print out and catalogue many government resources which were migrating online. I think she probably gave up that effort years ago.

We simply cannot keep up with the sheer volume of material that is generated on the internet and the decisions as to what is important enough to save seem impossible to make in many instances. In the world of U.S. government documents, there are "PURLS" which are supposedly permanent ULRS, but not every document has a PURL and sometimes even PURLs don't work. Perhaps the Wayback machine can help in some instances <<http://archive.org/web/>> .

Per this ABA Journal article, one way lawyers and courts have been addressing the problem is by printing out any materials that are cited and making them available as PDFs. Still, as June points out, how do you print out a movie or MP3 file? If you make an electronic copy, at what point do you run into copyright problems? Raizel and June are to be commended for highlighting this "roubling trend" of transient legal information. Librarians everywhere can say "I told you so"!

MOOCs: Differences of opinion

Prof. Ann Lousin, a revered law professor here at John Marshall and expert on Illinois constitutional law, alerted us to this recent article from the Chronicle.

Owen Youngman, To Measure a MOOC's Value, Just Ask the Students, The Chronicle of Higher Education (Dec. 9 or 17, 2013). The author describes his experience teaching a very successful MOOC which was extremely well received by his students (the ones who actually completed the course). He believes that, like his students, most employers will eventually value MOOCs too.

However, the article itself is only half the story. It's worth having an electronic subscription to the Chronicle if only to read the blog posts after the article. In this instance, most of the posts agreed that MOOCs were valuable as a means of continuing education and professional development but not as a substitute for a degree.

I was tempted to weigh in with an observation from my father. As a former legal employer, he values degrees from certain schools because those schools have done some of the selection for him already. As far as I know, MOOCs are not selective at all. In fact, the premise of MOOCs is that anyone can attend. I liked one poster's comment, in particular. "Massively Open Courseware has existed for a long time. It's called a book."

Then there's the question of assignments and grading. From my experience, creating assignments and reading and grading students' submissions was the most time consuming (and sometimes dreaded) part of teaching. I cannot imagine how one would create meaningful assignments and give meaningful feedback on such a large scale, but perhaps it would not be all that different from a large lecture class. Many

posts questioned how few students actually completed the MOOC and also the quality of the assignments. The debate will surely continue as MOOCs find their place in the vast arena of higher education options.

Another article from the Chronicle is a good example of how the debates about MOOCs come full circle. We realize that our opinions about them may not be that different after all. In Steve Kolowich, Finally a Handshake over MOOCs: At San Jose State a Truce on Face to Face Teaching, Chronicle of Higher Education, p. A21 (Nov. 29, 2013), we hear more about the famous "feud" about MOOCs at San Jose State University. The school had introduced MOOCs on an experimental basis in some classes in the hope of graduating more students at lower cost. Many faculty members objected, particularly, those in the Philosophy Dept.

Engineering lecturer Khosrow Ghadiri flipped his classroom and used MOOC materials to teach his introductory circuits course. Philosophy Professor Peter Hadreas met with Mr. Ghadiri and learned that their views about online instruction were not that far apart. Prof. Hadreas was particularly surprised to learn how labor intensive flipped classes are. Mr. Ghadiri spends almost all of his time and energy on his course, some eighty hours a week, which includes correcting quizzes and writing feedback forms himself. Nevertheless, the University hopes though that it can realize savings in higher pass rates for the students.

I liked this article for the same reason that Prof. Hadreas enjoyed talking to Mr. Ghadiri. It confirms my own suspicion that creating and teaching a MOOC entails a tremendous amount of work. Amid all the hype about MOOCs in the media, however, little mention is made of the labor involved. Yet, anyone who has ever created and taught a flipped class knows that while these new educational technologies offer new learning opportunities, they are not like the wondrous machines of old, which were designed to save us time and labor. Hopefully, schools will factor in the real costs when implementing their own MOOCs.

Book Review: *Law Librarianship in the Digital Age*

I have been working my way through the following new book on law librarianship: *Law Librarianship in the Digital Age*, Ellyssa Kroski (ed.) (Scarecrow Press, 2014).

This excellent book is not to be missed as it truly captures the current state of law librarianship. The book is divided into eight parts: Major Concepts, Technologies, Reference Services, Instruction, Technical Services, Knowledge Management, Marketing, Professional Development and the Future.

Chapter 1 under Part I (Major Concepts) is entitled "Law Librarian 2.0" It provides a superb overview of law librarianship today. It is followed by Chapter 2 on Embedded Librarianship. While I dislike this expression (maybe "Collaborative Librarian" would be better), I have been reading this chapter with great interest and attempting to

put some of the authors' ideas into practice this semester, specifically, becoming more involved in a class not just by giving a one-time presentation but by continually monitoring the course website and participating in online forum discussions. I have concluded that becoming more involved in a class like this is the next best thing to teaching it myself and I have a particular class in mind.

My hope is to be the face of the Library in this semester's Human Rights Clinic course. I've already attended the first day of class and will be giving a presentation to the class in a few weeks. I had hoped, however, to audit the class via its course website as recommended in the above chapter. However, what to do when the professors have not even created a course website?

In an effort to encourage the professors to create a course website using the support and the platform that we provide to them (Moodle), I describe the course website as an "interactive syllabus" and a great way to collaborate. I have offered to help the professors create their course website. In fact, I would enjoy creating the course website myself. However, I can't force the instructors to adopt either the idea of a course website or the Moodle platform. As they say, "you can lead a horse to water, but you can't make it drink." Thus, there are sometimes barriers to embedded librarianship that we cannot control.

Other interesting chapters in this book include open access to legal scholarship, copyright in the digital age, digitization, tablets and mobile device management, the cloud, social networks, web-scale discovery and federated searching, educational technologies, library instruction, collection development, the law library intranet, digital age marketing and the future of law librarianship.

I want to read them all, of course. The only downside is the print format, ironic given the title and subject matter. I would love to have access to it as an ebook on my Kindle. As it stands, this text is a rather thick tome that is difficult to transport to and from work. Thus, I have to find a bit of scarce "down time" at work in order to digest another chapter. Still, the depth and scope of the coverage is well worth reading. In fact, I can well understand how this title will become the classic law library classroom textbook, if it has not already. All librarians worldwide will want to have a copy.

"Tech Month" at our Law Library featuring Beyond 'Wexis'"

Our Library & Technology Services Dept. is sponsoring a series of talks over the next month or two. My colleague Victor and I are going to give a talk entitled "Beyond 'Wexis': Expand Your Research Toolbox."

Our workshop will focus on legal research alternatives to the big two, Westlaw and Lexis. We ask our audience have you ever tried using Fastcase, Bloomberg Law, or Ravel? Many of these resources are low cost or even free. We invite students, in particular, to come explore the pros and

cons of these lesser known resources and add them to their research toolboxes.

As if often the case with such events, I find that I learn at least as much (if not more) than the attendees. There is nothing like having to give a presentation about a new resource to motivate me to learn how to use it myself! I had already heard of Bloomberg Law and Fast Case, of course, but Victor has opened my eyes to a whole new world of free resources like Ravel <<https://blog.ravellaw.com/>> and Practical Law <<http://us.practicallaw.com/>> .

Ravel is like no legal database I have ever encountered. It presents search results (retrieved cases) graphically on a time line. By clicking on a particular case, one can also "see" its prior and subsequent history. Like any database, Ravel is still prone to the foibles of language. My search for flu shots, for example, also pulled up cases involving gun shots. However, Ravel's graphics are a powerful way to present information.

With the explosion of free and low cost case law databases, Prof. Peter Martin asks "Who's Your Data's Daddy?" Peter Martin, DNA: Who's Your Data's Daddy? Jan. 20, 2014 <<http://verdict.justia.com/2014/01/20/citation-dna-whos-datas-daddy>>. Depending on which service one uses, the version of the case could be the "official" state version, the National Reporter System (NRS) version or the slip opinion version. As librarians, we often emphasize the authenticity of whatever source we are using.

Nevertheless, this piece made me question our long held assumptions about the reliability of the case law that we retrieve even from our oldest electronic services, Westlaw and Lexis. We can probably safely say that one should not rely on the slip version, since courts can and do make corrections to their slip opinions, but the NRS and official state versions have always been good enough. Indeed, what else is there?

The author provides several helpful comparison charts. Bloomberg Law comes out on top as the only database service, which consistently conforms to the format of the official version and provides both NRS and official pagination. When analyzing the pros and cons of these competing databases, Prof. Martin's article is a good reminder to check the data's parentage.

Tech Month is a first for our newly merged LTS Department. In addition to presenting, I look forward to attending many of the programs given by my IT and Media Services colleagues, including Making the Most of Microsoft Office, Social Media: Professional and Academic Use, Your iPad: The New Mobile Office, Researching With Google Scholar, Care and Feeding of Your Computer, Google What?: Getting to Know Google's Best Services, Casting A Wide Net: Maintaining Reliability in Web-based Research, Instructional Design and Videoconferencing & Digital Recording for Beginners.

Standing & cooking librarian: First an island, then a standesk
My commitment to better health habits these past few years has led me to yoga and cooking. I now cook most of my meals at home. As most cooks can attest, we spend a lot of time on our feet and we can always use more counter space. These two factors lead me and my husband, Basil, to search online for a cooking “island” for our small eat-in kitchen. Ordering furniture online without actually seeing it on display can be a little risky. Thankfully, we found a piece at the Crate & Barrel store not far from us that we could actually touch and see. It had all the features that we wanted including ample storage, wheels, a nice work surface and even a “breakfast bar.” Most importantly, it also had the perfect dimensions for our small space.

Of course, most furniture we see online is “assembly required,” so the next challenge was assembling our island after we picked it up a few weeks ago. It arrived in about 30 pieces with extensive instructions. Basil is very good at deciphering instructions and handy with tools. It was definitely a two person job, but with him taking the lead, the project took us only about three hours one afternoon. We are thrilled with our new island.



Our quest to improve our kitchen at home prompted me to explore improving my desk situation at work. For years now, I have longed for a way to work at my computer while standing up. I have never been comfortable sitting for extended periods and dislike being “chained to a chair” most of the day. I was aware of the electric plug-in adjustable desks as we have them here in our computer classrooms. They are not only expensive but take up quite a bit of space. I didn’t think that one would fit in my office which contains a built in desk top and cabinets.

At long last, I figured out a solution to this work life dilemma. In my last column, I mentioned an article in the July 2013 issue of AALL Spectrum on the use of stand-up desks at Vermont Law School Library. The author, Cynthia Lewis, generously shares a link to a wonderful website, <[http://](http://iamnotaprogrammer.com/Ikea-Standing-desk-for-22-dollars.html)

iamnotaprogrammer.com/Ikea-Standing-desk-for-22-dollars.html >.

In addition to giving me some great insights into the Silicon Valley high tech culture, Colin Nederkoorn’s tongue and cheek “I am not a programmer” blog is full of practical information such as how to create this “standesk” from Ikea parts for less than \$22. My husband and I went to the huge Ikea store in Schaumburg, IL this past weekend and found all three components for this simple stand.



Taking everything to work with me via public transportation was probably the trickiest part. I attribute to yoga my ability to move in and out of tight spaces easily even while managing heavy or awkward packages. Thankfully, my sister could drop me at the el stop and I was able to manage from there.

Despite the minimal instruction provided by Ikea (a few pictographs) and my fears about assembly, I was able to screw in the table legs on my own without any difficulty. After heading to the best Home Depot store in the city and purchasing 3.5 inch machine screws, I was ready to mount the shelf for the keyboard.

One of our wonderful Maintenance staff, José, affixed the shelf brackets by drilling four precise holes through the hollow table legs. Next, I contacted our IT Help Desk about moving all my computer equipment into the new configuration and one of our amazing IT staff, Vivek, swiftly came to my aid. Miraculously, the stand fits perfectly on my office desk. Others in my office are intrigued. Now I just have to look out for a rolling stool that I can use in case I get a little tired of standing!

Traveling Virtual Librarian

Coincidentally, a JMLS student from Toronto stopped by the Reference Desk recently and we chatted about that universal topic, the weather. He assured me that Toronto is colder than Chicago but the wind in Chicago is worse.

As interminable as winter feels right now, I find it much easier to bear now that my body has acclimated. I have become as hardy as a Shetland pony. However, this pony has planned

an escape this March to Venice Beach in L.A. for amazing yoga and farmer's markets and a much needed break from winter in the Midwest.

Finding accommodations proved almost as exciting as taking the trip itself. I am a newbie to travel websites like VRBO, Airbnb and Flipkey. These websites display photos of all kinds of accommodations from high-rise apartments to cottages. The maps and photos help travelers see the exact location and appearance of a potential vacation rental.

Like many online services these days, the sites feature reviews by guests who have actually stayed there. As a longtime member of Angie's List, the "homeowners grapevine", I find such reviews invaluable as I hire painters and other contractors to do work on our new apartment. In addition to such testimonials, however, Airbnb includes the hosts' impressions of their guests. I find it remarkable that we can join these online communities and develop a reputation on both sides of the equation.

Admittedly, I am a late adapter of technology and confess to being "old school." I created an Amazon account only after

much hesitation. The above examples illustrate how the internet has transformed the shopping and travel habits of even someone like me. Now I finally have a smart phone. After one too many meals with my husband attached to his "gizmo," he agreed to upgrade to the latest iPhone and give me his hand me down. I can at last join the world of texting. I am enjoying being able to keep in touch so conveniently, but do occasionally miss a real conversation.

All of these profound developments in my personal and professional life have occurred just over just the past few months. I have found ways to use technology on my own terms, even to use technology (a blog) to solve problems created by technology (sitting all day). I have always been skeptical by nature and, therefore, the last person to jump on the technology bandwagon. I see how technology is often a double edged sword, but I appreciate how it can also empower us and enhance our lives. This past year and this first month of 2014 have been a time of transformation for me. What next? I wonder. Facebook maybe? We shall see. In the meantime, best wishes wherever your journey may take you and, if you live in northern climes, happy shoveling as well!

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