

# Welcome to CALL/ACBD 2013

*The 52<sup>nd</sup> Annual Conference of the Canadian Association of Law Libraries*



**CALL** **2013**  
**ACBD** **Montréal**  
5-8 mai / May 5-8

**Bibliothécaire : professionnel aux multiples facettes**  
**Librarian : Multifaceted Professional**

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**CALL**  
**ACBD** CANADIAN ASSOCIATION  
OF LAW LIBRARIES  
ASSOCIATION CANADIENNE  
DES BIBLIOTHÈQUES DE DROIT

# Saturday & Sunday at a Glance

<b>SATURDAY MAY 4, 2013</b>		<b>LEVEL</b>	<b>ROOM</b>
7:30-5:00	Registration Desk Open	4	Level 4 Foyer
9:00-12:00	Pre-conference Workshop: Leading Teams Through Change	2	Salon 1
9:00-5:00	Hospitality Desk Open	4	Level 4 Foyer
1:30-4:30	Flavors and Aromas of Old Montreal Walking Tour (Registration Required)		Meet in Sheraton Lobby
2:00-5:00	CALL/ACBD Executive Board Meeting (closed)	2	Salon 4
4:00-6:00	Canadian Abridgment Editorial Advisory Board (closed)	2	Salon 3
8:00	Dine Arouds – Register by 4 pm	4	Meet in Sheraton Lobby
<b>SUNDAY MAY 5, 2013</b>			
7:30-5:00	Registration Desk Open	4	Level 4 Foyer
7:30-8:30	Ontario Courthouse Librarians Association (closed)	3	Salon 7
9:00-5:00	Hospitality Desk Open	4	Level 4 Foyer
8:30-9:30	Academic Law Libraries SIG	3	Salon Drummond est
	Courthouse & Law Society Libraries SIG	2	Salon 5
	Government Libraries SIG	3	Salon Drummond ouest
	Knowledge Management SIG / Private Law Libraries SIG	3	Salon Drummond centre
9:30-10:30	Access Services and Resource Sharing SIG	3	Salon Drummond ouest
	Scholarships and Awards Committee (closed)	2	Salon 4
	Copyright Committee	3	Salon Drummond Centre
	Website Editorial Board	3	Salon 7
	Advocacy and Communications Committee	2	Salon 5
10:30-10:45	Refreshment Break	3	Foyer – Salon Drummond
10:45-11:45	Education Committee	3	Salon Drummond centre
	Vendor Liaison Committee	3	Salon 7
	Membership Development Committee	3	Salon Drummond est
	Committee to Promote Research	3	Salon Drummond ouest
12:00-1:00	Grand Opening of Exhibits and Lunch	4	Salle de bal, centre, and foyer
12:00-5:00	Exhibit Hall Open	4	Salle de bal, centre, and foyer
12:00-3:00	Canadian Abridgment Advisory Editorial Board (closed)	2	Salon 5
1:00-2:00	Student SIG	3	Salon Drummond ouest
1:00-3:00	KF Modified Classification Committee	3	Salon Drummond est
	CLLR Editorial Board (closed)	2	Salon 4
1:00-3:30	Vendor Demos	4	Salle de bal ouest
3:30-4:30	Vendor Liaison Committee (closed)	3	Salon 7
3:30-5:00	Membership Development Committee social		President's Suite
3:30-4:00	Refreshment Break + Exhibits	4	Salle de bal centre, est, and foyer
4:00-5:00	Roundtable Discussion - CALL Book Club	2	Salon 3
4:00-5:00	Roundtable Discussion - E-books and Collection Development	2	Salon 4
6:00-8:30	Opening Reception – Sponsored by Lexis Nexis		Musée d'art contemporain

# Monday at a Glance

MONDAY MAY 6, 2013		LEVEL	ROOM
7:30-5:00	Registration Desk Open	4	Level 4 Foyer
9:00-5:00	Hospitality Desk Open	4	Level 4 Foyer
7:00-8:00	Guided walk/run (Mont-Royal, Olmsted Trail) – meet at registration desk at 6:45		Meet in Sheraton Lobby
7:30 -8:45	Vendor Breakfast Demo – Thomson Reuters (Registration Required)	3	Salon Drummond est and centre
9:00-6:30	Exhibit Hall Open	4	Salle de bal centre, est, and foyer
9:00-10:00	Plenary: Thriving on Chaos (Winds of Change): The Future of Law Librarians	4	Salle de bal ouest
10:00-10:30	Refreshment Break & Exhibits	4	Salle de bal centre, est, and foyer
10:30-12:00	Concurrent Sessions:		
A:	Please Don't Make Me Think: User Testing a Faceted Search Engine	3	Salon Drummond est
B:	Continuing Professional Development: Options for Legal Studies	3	Salon Drummond centre
C:	Competitive Intelligence: Definition, Issues, and its Application in a Law Firm	3	Salon Drummond ouest
12:00-2:00	Awards Luncheon – Sponsored by Thomson Reuters	4	Salle de bal ouest
2:00-3:00	Concurrent Sessions:		
A:	Technology Project Management : Complexities and Challenges	3	Salon Drummond est
B:	The Future of Articling in Canada: Its Impact on the Profession	3	Salon Drummond centre
C:	Teaching, Learning, and Working with Mobile Technology: Essential Skills for the Multifaceted Professional	3	Salon Drummond ouest
3:00-3:30	Refreshment Break & Exhibits	4	Salle de bal centre, est, and foyer
3:30-4:30	Annual General Meeting	4	Salle de bal ouest
4:30-5:00	Member's Open Forum	4	Salle de bal ouest
5:00-6:30	Exhibitors Wine & Cheese Reception	4	Salle de bal centre and est
7:00-	Dine Arouds – Register by 4 pm	4	Level 4 Foyer (Registration)

# Tuesday at a Glance

TUESDAY MAY 7, 2013		LEVEL	ROOM
7:30-5:00	Registration Desk Open	4	Level 4 Foyer
9:00-5:00	Hospitality Desk Open	4	Level 4 Foyer
7:00-8:00	Guided walk/run – Montreal Golden Square Mile – Meet at Registration Desk at 6:50		Meet in Sheraton Lobby
7:00-9:00	Ontario Courthouse Librarians Association/LibraryCo (closed)	3	Salon 7
7:30-8:45	Vendor Breakfast Demo – SOQUIJ (Registration Required)	3	Salon Drummond est
8:00-9:00	CALL/ACBD Executive/Vendor Meeting	2	Salon 4
8:00-8:30	Index to Canadian Legal Literature Data Collection Network (open)	4	Salle de bal ouest
8:30-9:00	Canadian Abridgment Editorial Advisory Board Information Session (open)	4	Salle de bal ouest
9:00-3:30	Exhibit Hall Open	4	Salle de bal centre, est, and foyer
9:00-10:00	Plenary: Librarians Under Pressure: Stress Management Secrets Shared	4	Salle de bal ouest
10:00-10:30	Refreshment Break & Exhibits	4	Salle de bal centre, est, and foyer
10:30-12:00	Vendor Liaison Open Forum	4	Salle de bal ouest
12:00-2:00	Lunch with Exhibitors	4	Salle de bal centre, est, and foyer
2:00-3:00	Concurrent Sessions		
A:	Librarians as Trainers: Coping with Interruption and Interaction in an Era of Social Media	3	Salon Drummond est
B:	Keeping Track: Evolution of the RDA Standard	3	Salon Drummond centre
C:	Soft Skills for Librarians: Self-Management Explained	3	Salon Drummond ouest
3:00-3:30	Refreshment Break/Exhibitor Draw Prizes	4	Salle de bal centre and est
3:30-4:30	Concurrent Sessions		
A:	Lost In Translation? Québec Sources for non-Québec Librarians	3	Salon Drummond est
B:	Librarians as Innovators	3	Salon Drummond centre
C:	Return on Investment 101: Demonstrate Your Value	3	Salon Drummond ouest
6:00-7:00	President's Reception – Sponsored by ICLR	4	Foyer - Salle de bal ouest
7:00-11:30	Closing Dinner – Ticketed Event	4	Salle de bal ouest

# Wednesday at a Glance

WEDNESDAY MAY 8, 2013		LEVEL	ROOM
7:30-11:30	Registration Desk Open	4	Level 4 Foyer
9:00-5:00	Hospitality Desk Open	4	Level 4 Foyer
7:00-8:00	Guided walk/run – Mount Royal, Olmsted Trail - meet at registration desk at 6:50		Meet in Sheraton Lobby
8:00-9:00	SIG and Committee Chairs./CALL Executive (closed)	2	Salon 3
9:00-10:30	Plenary: Land of Confusion: EBooks' License Negotiation Demystified	4	Salle de bal ouest
10:30-11:00	Refreshment Break	4	Foyer - Salle de bal ouest
11:00-12:30	Annual General Meeting – CALL 2014 Presentation	4	Salle de bal ouest
12:30-2:00	2013 & 2014 Conference Planning Committees/Executive Lunch (closed)	2	Salon 3
1:00-3:00	Afternoon Tour – McGill's Nahum Gelber Law Library		Meet in Sheraton Lobby
2:00-4:00	CALL/ACBD Executive Board Meeting (closed)	1	Salon 1

## Mayor Michael Applebaum

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### A Message from the Mayor

Our metropolis is delighted to welcome participants in the 2013 Annual Conference of the Canadian Association of Law Libraries (CALL). Montréalers are particularly aware this event is a rare privilege.

Those who attended the 1994 congress will immediately see that our city has built on its strengths, created new cultural and scientific facilities and become all the more beautiful over intervening years. No wonder then that Montréal appears on the *Lonely Planet's* "Best in Travel: Top 10 Cities for 2013" list.

Montréal's creativity and history are proudly displayed at the *Grande Bibliothèque*, the new *Planetarium*, the *Place des Festivals*, our city beaches, the *Maison symphonique* and the ancient walls of *Champ-de-Mars*. Our city's vitality, diversity and hospitality are immediately apparent to all who visit.

Welcome to our city, which has its own unique character and allure. I hope will you want to come back once again to stroll along the St. Lawrence River.

I wish you an excellent stay!

A handwritten signature in dark ink, appearing as a series of connected loops and strokes.

Mayor Michael Applebaum  
City of Montreal

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OFFICE OF THE MAYOR  
275 NOTRE-DAME STREET EAST, SUITE 3.100 MONTREAL. QUEBEC M5H 2N2

# Welcome from the CALL/ACBD President



Dear members of CALL/ACBD,

I hope that you have been looking forward to this conference as much as I have! Every year, the conference is a chance to reconnect with longstanding CALL-eagues and meet new ones; to attend interesting educational programs and acquire the tools for developing both hard and soft skills; and, to tour the exhibit hall, chatting with vendors about their new products and the challenges with the existing ones. What better place to do that than Montréal, a city renowned for its culture, architecture and food. According to Lonely Planet's *Best in Travel 2013*, Montréal ranks among the top 10 cities in the world to visit in 2013 – and here we are!

The theme of the 2013 conference, *Librarian: Multi-Faceted Professional*, is an appropriate one, given the challenges faced by legal information specialists today. We wear many hats and take on additional responsibilities as our roles shift in response to changes in technology, publishing formats, staffing, and the legal profession at large. The conference program content provides many ideas and tools to meet the challenges, from the pre-conference workshop on change management; to plenary sessions on the future role of law librarians, stress management, and e-book licensing; to concurrent educational sessions on such diverse topics as competitive intelligence, project management, mobile technology, social media, RDA, self-management, innovation, and demonstrating your value. This year, the executive board has introduced a new format for programming on Sunday afternoon – roundtable discussions on topics of interest. Come participate in the CALL book club on Susan Cain's *Quiet: The Power of Introverts in a World That Can't Stop Talking* or a give and take discussion of e-books and collection development.

We are trying something new this year with publishers' demos being held on Monday and Tuesday mornings. Attend the demonstrations, get breakfast (not being otherwise served as part of your conference registration), and learn about new products. In the exhibit hall, visit each booth and make a point to thank the conference sponsors without whose support our registration costs would be higher, our educational offerings would be less robust and our social events would be on a much more modest scale.

Plan to attend the annual general meeting and members' open forum. The AGM is an opportunity to hear about the work of our committees, get an update on our finances and conduct association business. An important item on this year's agenda is approval of amendments to our bylaws and articles of continuance under the new *Canada Not-for-profit Corporations Act*. The members' open forum gives a chance to introduce any topic without the formalities of the AGM.

This conference is the culmination of two years of hard work by many volunteers. Although I do not have the space to name each person individually, my sincere thanks go out to each and every one. In particular, I want to thank Nathalie Bélanger, chair of the conference planning committee, and Annette Demers, vice-president and executive liaison, for their leadership.

I also want to thank National Officer Donna Dennison, Luc Deptuck, and all the staff at National Office for their guidance and attention to detail.

Enjoy the conference!

A handwritten signature in black ink that reads "Cyndi Murphy". The signature is written in a cursive, flowing style.

Cyndi Murphy  
President

# Welcome from the Chair of the 2013 Conference Planning Committee



On behalf of the CPC in 2013 and the Montreal community of law librarianship, I am delighted to welcome you to Montreal for our annual conference to be held from 5 to 8 May.

I hope that your participation will deepen the different facets of your profession with our presentations and activities under the theme: ***Librarian: Multi faceted professional.***

The planners of this conference have worked hard for you to explore and develop the various facets of the profession and allow you to interact with your colleagues and friends from the community of legal information, and in such a charming city. The hotel of the conference, the Sheraton Centre is located in the heart of downtown Montreal, allowing you to explore and experience the beauty and diversity of Montreal, under its various facets. Sign up for a guided tour or for a more athletic discovery of the city, join the morning group of runners and walkers.

For its part, the program committee has done everything to offer a diverse range of presentations with expert speakers who mark the world of our profession! The plenary sessions on subjects suiting all types of professional practice: Thriving on chaos in a world of changes, Librarians under pressure: stress management and Ebooks: License negotiation demystified. The program offers concurrent sessions letting everyone find their interest. Topics and speakers filling all facets of librarians' practice : Business intelligence, User interface testing, Project management, Mobile technologies, the librarian as a trainer, RDA, Return on investment and much more ...

The 2013 conference will operate the closing celebrations of the 50th anniversary of CALL-CALL and we will celebrate it with distinction.

Many thanks to our sponsors and exhibitors, who generously agreed to support this conference. Many thanks also to the dozens of volunteers who gave their time, energy and creativity to make this event a success in terms of learning, discovery and all types of networking opportunities.

So many facets to explore in so little time!

*Nathalie Bélanger*

Nathalie Bélanger  
Chair, 2013 Conference Planning Committee



# Conference Planning Committee 2013

## CHAIR

**Nathalie Bélanger**

Centre d'accès à l'information juridique (CAIJ)

## PROGRAM

**Lucie Rebelo** (Chair)

Bibliothèque des sciences juridique UQAM

**Isabelle Pilon**

Centre d'accès à l'information juridique (CAIJ)

**Agathe Bujold**

McCarthy Tétrault LLP

**Svetlana Kochkina**

Nahum Gelber Law Library – McGill University

## LOCAL ARRANGEMENTS & SOCIAL

**Ronald Charest** (Chair)

Borden Ladner Gervais LLP

**Nadège Arsa**

Centre d'accès à l'information juridique (CAIJ)

**Angela Tietolman**

Robinson Sheppard Shapiro LLP

**Shaké Hagopian**

Canadian National Railway Law Department

**Paul Century**

Borden Ladner Gervais LLP

## COMMUNICATIONS

**Linda Patry** (Chair)

Faculté de droit – Université de Montréal

**Dominique Lapierre**

Université de Laval

**Michel Gamache (website)**

Heenan Blaikie LLP

## SPONSORSHIPS & EXHIBITS

**Gisèle Laprise** (Chair)

Blake Cassels & Graydon LLP

**Maryvon Côté**

Nahum Gelber Law Library – McGill University

**Josée Viel**

Stikeman Elliott LLP

**Stéphanie Grenier**

Fasken Martineau DuMoulin LLP

## LIAISON TO CALL/ACBD BOARD

**Annette Demers**

CALL/ACBD Vice President

Faculty of Law, University of Windsor

To leave comments regarding the conference on Twitter, please use: [#callacbd2013](https://twitter.com/callacbd2013)

# General Information

## REGISTRATION HOURS

Level 4 Foyer	
Saturday May 4	7:30-5:00
Sunday May 5	7:30-5:00
Monday May 6	7:30-5:00
Tuesday May 7	7:30-5:00
Wednesday May 8	7:30-11:30

## EXHIBIT HOURS

Salle de bal centre, est, and foyer	
Sunday May 5	12:00-5:00
Monday May 6	9:00-6:30
Tuesday May 7	9:00-3:30

**Admission to all sessions and exhibits is by name badge.**

## SOCIAL EVENTS & MEALS

Tickets for social events will be in the packages of registered delegates and will be collected at each function.

### Sunday May 5

Grand Opening of Exhibits and Lunch	12:00-1:00
Opening Reception	6:30-8:00
Bus Boarding for Opening Reception	5:00-6:00

### Monday May 7

Awards Luncheon	12:00-2:00
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### Tuesday May 8

President's Reception	6:00-7:00
Closing Dinner *	7:00-11:30

\* Reminder, Closing Dinner tickets are not included with registration this year and must be purchased separately

## REGISTRATION GIFTS

Bags, pens, notebooks, and lanyards – Provided by Thomson Reuters

### GIFTS FOR THE DELEGATE BAG

Directions des bibliothèques – Université du Québec  
EBSI  
Government of Saskatchewan (Office of the Queen's Printer)  
Office of the Dean of Libraries – McGill University  
University de Laval  
University of Montreal Library  
UQAM

# Thank You to Our Sponsors

## GOLD



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## FRIEND

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Robinson Sheppard Shapiro LLP  
Rosalie Fox  
Stikeman Elliott LLP

## SUPPORTER

Corporation of Professional Librarians of Quebec

# Saturday May 4, 2013

Salon 1

9:00-12:00:

## PRE-CONFERENCE WORKSHOP

### Leading Teams Through Change

This pre-conference workshop will allow delegates to learn:

- key concepts and terms in change management;
- why change management matters;
- to use the role of manager and apply it to the change management process;
- how to lead a team through transition and change;
- concrete tools to assist

This Interactive session incorporates exercises and tools.

It also provides plenty of opportunities to discuss your experiences.

Speaker: **Terri Tomchyshyn**, *Department of National Defense*

Moderator: **Jennifer Walker**, *Head Librarian, County of Carleton Law Association, Ottawa, ON*

# Sunday May 5, 2013

Salle de bal ouest

1:00-3:30:

### Vendor / Publisher Demos

- 1:00 Les Éditions Yvon Blais
- 1:30 LexisNexis Canada Inc.
- 2:00 Justis Publishing Ltd.
- 2:30 William S. Hein
- 3:00 ITS: Onelog
- 3:15 CCH Canadian

3:30-4:00:

Refreshment Break/Exhibits

Salle de bal  
centre et est

# Sunday May 5, 2013

4:00-5:00:

## ROUNDTABLE DISCUSSIONS

**CALL Book Club** - *Quiet: the power of introverts in a world that can't stop talking.*  
Susan Cain, Crown Publishing Group. Paperback available Jan. 2013.

Salon 3

This blockbuster book has caused quite a sensation since its release in early 2012. For a profession such as ours, it's refreshing to have some validation for those who do not seek the limelight. Questions to be explored by members of the group include

- Are you an introvert, extrovert or ambivert? Were you surprised by this finding?
- What did you learn about yourself as you read this book?
- Do you plan to change the way you present yourself to the world, (or your expectations of yourself), based on Susan Cain's messages?
- What management lessons can we take away from this book?

The discussion will be predominantly in English, but participants can offer their opinions or ask questions in French. Informal translation will be provided.

*Facilitator:* **Wendy Reynolds**, Manager, Library Client Services, Legislative Library, Legislative Assembly of Ontario

### E-books and Collection Development

Salon 4

E-books are becoming more widely available, but library budgets are continuing to tighten. As a result, many law librarians have to make the difficult choice between print and electronic format when selecting books. There are many factors to take into account when deciding whether to purchase a book in print or electronic format, not least of which are client/patron preferences. Members of the group will explore the questions that many librarians are asking themselves when they have to make the choice between 'e' and 'p'. Some of these questions include:

- What are the relevant factors to consider when deciding between print and electronic format for books?
- What types of books are still used and desired in print by users in your library? What types of books are preferred in electronic format?
- What do your patrons/clients lose and what do they gain when you buy more e-books and fewer print books?
- How are you promoting the e-books that your library has purchased, if at all?

The discussion will be predominantly in English, but participants can offer their opinions or ask questions in French. Informal translation will be provided.

*Facilitator:* **Leslie Taylor**, Reference/Technical Services Librarian, Lederman Law Library, Queen's University

6:00-8:30:

## OPENING RECEPTION Sponsored by Lexis Nexis

Musée d'art  
contemporain

# Monday May 6, 2013

7:30-8:45:	<b>Vendor Breakfast Demo – Thomson Reuters</b> (Delegates must pre-register for Breakfast Vendor Demos as this will be a free ticketed event.)	Salon Drummond est
	<b>PLENARY #1</b>	
9:00-10:00:	<b>Thriving on Chaos (Winds of Change): The Future of Law Librarians</b> <p>Thriving on Chaos. There is a tidal wave of change impacting the legal profession. Law schools, law firm economics, the meaning of partnership, insourcing, outsourcing, alternative fee arrangement and globalization all require us to rethink our roles and alignments with the lawyers we support. The "googlization" of research and the "gamification" of life have changed the expectations of the next generation of lawyers. We must rebrand our roles before we are defined or marginalized by the historical stereotypes of our profession. Law firms are information based organisms which can benefit from our expertise in minimizing information risks while optimizing information quality and workflow and "best practices." We must not be defined by a place called a library but by how we add strategic value to the practice of law.</p> <p><i>Speaker:</i> <b>Jean O'Grady</b>, Sr. Director of Research and Knowledge Services, <i>DLA Piper US LLP</i></p> <p>What if they launched a revolution but nobody came? Law schools face a tsunami of change. Higher education, the legal market our graduates will enter, scholarly and commercial publishing are all rapidly changing, but for the most part, legal education remains remarkably similar to the way it was in the 19th century. Of anyone in the law school ecosystem, librarians are uniquely poised to lead the way if law schools are going to thrive in the 21st century. There are also ample opportunities for librarians to enter new environments and to lend our expertise to rapidly evolving areas.</p> <p><i>Speaker:</i> <b>Sarah Glassmeyer</b>, Director of Content Development, Center for Computer Assisted Legal Instruction (CALI)</p> <p><i>Moderator:</i> <b>Carole Méhü</b>, Regional Library Services Director, Norton Rose Global</p>	Salle de bal ouest
10:00-10:30:	<b>Refreshment Break and Exhibits</b>	Salle de bal centre et est
10:30-12:00:	<b>3 CONCURRENT SESSIONS</b>	
<b>SESSION A</b>	<b>Please Don't Make Me Think: User Testing a Faceted Search Engine</b> <p>In the past few years, the quality and features of websites have evolved significantly. Nowadays sites are designed to be more technologically efficient but are they more user-friendly? User's verdict: many sites do not meet their needs and fall short of their expectations due to complex browsing and the difficulty they face to find information. What about the usability of your website knowledge base or intranet?</p> <p>The Centre d'accès à l'information juridique (CAIJ), Quebec's Courthouse library Network, has conducted user testing sessions to validate the usability of many of its tools. As a concrete demonstration of the usability testing notions presented, the CAIJ will share the surprising and interesting discoveries it made about common user behavior and how these observations allowed CAIJ to improve the ergonomics and graphic design of its new faceted search engine "JuriBistro UNIK". Whatever your environment is and whatever your projects are, user testing will give you the knowledge required to develop effective tools adapted to your users.</p>	Salon Drummond est

# Monday May 6, 2013

**Speaker:** *Monique Stam, Project Manager, Centre d'accès à l'information juridique (CAIJ)*  
*Damien Lefebvre, Co-President, W.illi.am Digital Intelligence*  
*Anastasia Simitsis, User Experience Director, W.illi.am Digital Intelligence*

**Moderator:** *Isabelle Pilon, Library Network Director, Centre d'accès à l'information juridique (CAIJ)*

**Sponsored by:** *Centre d'accès à l'information juridique (CAIJ)*

Salon Drummond  
centre

## SESSION B

### Continuing Professional Development: Options for Legal Studies

This session will be an opportunity to explore and discuss the varied professional development opportunities open to legal information professionals, by colleagues who have completed the training themselves. In a fishbowl format, participants will be able to engage in meaningful conversation with colleagues, and find answers to such questions as:

- How have you found having this supplementary education useful to your career?
- How did you present this to your employer in order to secure funding or time to complete the program?
- How have you marketed this to prospective employers, and to what result?
- Who would be an ideal candidate for this program?
- How difficult was it to balance course and work responsibilities?
- What suggestions or advice would you offer to someone interested in this program?

The specific opportunities that will be highlighted in this session will focus on programs that enhance the learner's understanding of the Canadian legal system, and that require a significant period of time to undertake. The three programs selected are:

- JD/LLB (completed while working as a law librarian)
- CALL/ACBD's New Law Librarians Institute
- Master of Arts in Legal Studies or equivalent program

**Speakers:** *John Sadler, Director, Law Library, University of Western Ontario*  
*Brenda Lauritzen, Reference Librarian, County of Carleton Law Association*  
*Wendy Gaonac'h Senior Compliance Officer, Global Compliance Services, TD Bank Financial Group*

**Moderator:** *Jennifer Walker, Head Librarian, County of Carleton Law Association*

Salon Drummond  
ouest

## SESSION C

### Competitive Intelligence: Definition, Issues, and its Application in a Law Firm

The discussion panel will be composed of three participants who will address the various facets of business research including a definition of CI and its organization (what it is and what not), the importance of teamwork and communication, international research that supports business development opportunities as well as business resources needed to deliver outstanding results. An academic researcher, a marketing specialist and a business librarian will share about their perspectives, challenges, growth opportunities in this new "area" which requires a solid understanding of the business of law, in addition to a deep knowledge of all resources available. We will also explain how our legal research experience can be put into action in each business research mandate that we tackle.

**Speakers:** *France Bouthillier, Director and Associate Professor, School of Information Studies, Faculty of Education, McGill University*  
*Linda Modica, Business Development Manager, US & International Markets, McCarthy Tétrault*  
*Julie Shulyak, Competitive Intelligence Researcher, McCarthy Tétrault*

**Moderator:** *Agathe Bujold, Director, Legal and Competitive Intelligence - Library Services, McCarthy Tétrault*

**Presented by:** *Norton Rose*

# Monday May 6, 2013

12:00-2:00:	<b>AWARDS LUNCHEON</b> Sponsored by Thomson Reuters	Salle de bal ouest
2:00-3:00:	<b>3 CONCURRENT SESSIONS</b>	
<b>SESSION A</b>	<b>Technology Project Management: Complexities and Challenges</b> <b>(Session Offered in French – Simultaneous Translation Available)</b> The management of a major project brings its share of complex issues, especially when the product of this project is aimed at a clientele of legal experts and information specialists. This presentation highlights three areas of knowledge – Stakeholders' management, Scope and Quality management – that must be mastered in order to succeed in this type of project. Using concrete examples, the speakers will share their experience on the topic using, as a backdrop, a technological project that presented them with an opportunity to apply best practices in project management.  Learning objectives of the session: <ul style="list-style-type: none"><li>• Show the project management process for a major project in the field of legal information dissemination.</li><li>• Bring out the key fields of knowledge that ensure deliverables meeting the expectations of users.</li><li>• Enable participants to measure the importance of quality and scope to stakeholders in any project.</li></ul> <i>Speakers:</i> <b>Frédérique Tessier</b> , Project Coordinator, Éducaloi <b>Julia Allard</b> , Lawyer and Director of the Project Management Office, Société québécoise d'information juridique (SOQUIJ) <b>François Montreuil</b> , Director General of Information Technologies and Telecommunication, Bibliothèque et Archives nationales du Québec (BaNQ)  <i>Moderator:</i> <b>Isabelle Pilon</b> , Library Network Director, Centre d'accès à l'information juridique (CAIJ)  <i>Presented by:</i> Société québécoise d'information juridique (SOQUIJ)	Salon Drummond est
<b>SESSION B</b>	<b>The Future of Articling in Canada: Its Impact on the Profession</b>  Discussions about the future of training lawyers began in earnest with the 2008 report of the Licensing and Accreditation Task Force of the Law Society of Upper Canada where they recommended the continued existence of the provincial articling program with some modifications. Discussions continued by law society members, necessitating the establishment of the new Articling Task Force. An interim report was issued in May 2012. The Ontario Bar is not alone in their discussions related to the future of articling programs, the placement of students, and developing their skills. What is the current status of this discussion across the country? If articling programs cease, what are the implications for law schools, firms, and libraries? How does it work in the U.S. where there are no articling programs? If we employed the U.S. model, how would that look? Panel members will look at these issues from the perspective of law societies, law firms, and academic libraries.  Learning Objectives of Session: Participants will learn: <ul style="list-style-type: none"><li>• about the potential future of articling programs across Canada</li><li>• the pros and cons of articling programs to law firms</li><li>• the potential impact of a lack of articling placements on library staff at academic, firm, and courthouse libraries</li></ul>	Salon Drummond centre



# Monday May 6, 2013

<p><b>Speakers:</b> <i>Kim Clarke, Associate Vice-Provost (LCR), Research &amp; Director, Bennett Jones Law Library, University of Calgary</i>  <b>Professor Vern Krishna, Full Professor; Exec. Dir. CGA Tax Research Centre, Ottawa, ON</b>  <b>Catherine Bleau, Manager, Associate &amp; Student Programs, Osler, Hoskin &amp; Harcourt LLP, Montreal</b></p> <p><b>Moderator:</b> <i>Nadine Hoffman, Natural Resources, Energy &amp; Environmental Law Librarian, Law Library, University of Calgary</i></p> <p><b>Presented by:</b> <i>CCH Canadian</i></p>		
<b>SESSION C</b>	<b>Teaching, Learning, and Working with Mobile Technology: Essential Skills for the Multifaceted Professional</b>	Salon Drummond ouest
	<p>Given the ubiquitous ownership of mobile technology, librarians should be addressing this phenomenon in their instructional programs and in their day-to-day work. The ability to use mobile devices to access information is an essential aspect of modern information literacy that necessitates the teaching of pertinent skills in the classroom. With the continuing rapid development of this technology, researchers today not only access content with their mobile devices, but also want to manage and work with said content directly on these devices. This presentation will focus on efforts at the McGill University Library to incorporate mobile technology into information literacy instruction through the creation of tailored workshops designed to introduce key mobile information literacy concepts to students and faculty. Mobile legal research applications and resources will also be explored and discussed.</p>	
<p><b>Speakers:</b> <i>Robin Canuel, Liaison Librarian, Humanities and Social Sciences Library, McGill University</i></p> <p><b>Moderator:</b> <i>Maryvon Côté, Nahum Gelber Law Library, McGill University</i></p> <p><b>Presented By:</b> <i>Norton Rose</i></p>		
<b>3:00-3:30</b>	<b>Refreshment Break and Exhibits</b>	Salle de bal centre et est
<b>3:30-5:00:</b>	<b>AGM AND MEMBER'S OPEN FORUM</b>	Salle de bal ouest
<b>5:00:</b>	<b>Deadline for resolutions for the Annual General Meeting</b>	
<b>5:00-6:30:</b>	<b>WINE AND CHEESE RECEPTION WITH EXHIBITORS</b>	Salle de bal centre et ouest

# Tuesday May 7, 2013

7:30-8:45:	<b>Vendor Breakfast Demo – SOQUIJ</b> (Delegates must pre-register for Breakfast Vendor Demos as this will be a free ticketed event.)	Salon Drummond est
8:00-9:00:	<b>2013 Meeting Between CALL Executive and Vendors</b>	Salon 4
<b>PLENARY #2</b>		
9:00-10:00:	<p><b>Librarians Under Pressure: Stress Management Secrets Shared</b></p> <p>This presentation is geared for today's workforce and will bring us into the scientific world of stress using the following five steps:</p> <ul style="list-style-type: none"> <li>• Discover stress and the four major factors that can induce stress</li> <li>• Our reaction to stress and the steps of response to chronic stress</li> <li>• Stress and the hierarchy</li> <li>• Stress in men and women and the importance of social support</li> <li>• Stress management and adaptation strategies</li> </ul> <p><i>Speakers:</i> <b>Dr. Sonia Lupien</b>, Scientific Director of the Fernand-Séguin Research Center, Louis-H. Lafontaine Hospital, University of Montreal</p> <p><i>Moderator:</i> <b>Nathalie Bélanger</b>, Director of Development and Management of Electronic Contents, Centre d'accès à l'information juridique (CAIJ)</p>	Salle de bal ouest
10:00-10:30:	<b>Refreshment Break and Exhibits</b>	Salle de bal centre et est
10:30-12:00:	<b>VENDOR LIAISON OPEN FORUM</b>	Salle de bal ouest
12:00-2:00:	<b>LUNCH IN EXHIBIT HALL</b>	Salle de bal centre et est
2:00-3:00:	<b>3 CONCURRENT SESSIONS</b>	
<b>SESSION A</b>	<p><b>Librarians as Trainers: Coping with Interruption and Interaction in an Era of Social Media</b></p> <p>This session would be intended as an engaging, interactive and enjoyable one, with accessible take-away (and handouts) for each and every audience member. Potential topics include:</p> <ul style="list-style-type: none"> <li>• Body language in teaching (its uses and abuses)</li> <li>• Teaching for retention (how to deliver teaching content in appetizing and digestible bites)</li> <li>• The instructional conversation (how to encourage interaction and teach with Q &amp; A in the classroom)</li> <li>• Dealing with distraction &amp; dissent (how to maintain focus in the classroom and turn interruptions and distractions to your advantage)</li> <li>• Basic presentation skills (the 101 on body language, voice &amp; speech, and audience interactions for teachers)</li> </ul> <p><i>Speaker:</i> <b>Kate Bligh</b>, Part-time Faculty (Theatre, Irish Studies &amp; English), Concordia University, Consultant, Brio Communications. Artistic Director, les Productions Temenos, Montréal</p> <p><i>Moderator:</i> <b>Maryvon Côté</b>, Nahum Gelber Law Library, McGill University</p>	Salon Drummond est

# Tuesday May 7, 2013

<b>SESSION B</b>	<b>Keeping Track: Evolution of the RDA Standard</b>	Salon Drummond centre
	<p>Resource Description and Access is the new cataloguing standard that replaces AACR2 with a comprehensive set of instructions for all content and media types. The first phase of RDA implementation is underway and this phase has tended to focus on continuity with our legacy data and past practices. RDA implementation also signals a break from the past and a shift towards new ways of thinking about bibliographic and authority data. Data produced according to RDA is designed to work with new approaches to producing, storing and processing data, and new possibilities for using this data in a linked data environment. This presentation will explore some of the challenges and lessons learned during the process of implementation. It will also look at the juxtaposition of continuity and change in RDA and consider how these contrasting aspects of RDA have influenced practices and decisions during implementation.</p>	
	<p><i>Speaker:</i> <b>Chris Oliver</b>, Coordinator, Rare &amp; Original Cataloguing and Authorities, McGill University Library</p>	
	<p><i>Moderator:</i> <b>Svetlana Kochkina</b>, Liaison Librarian, Nahum Gelber Law Library, McGill University</p>	
<b>SESSION C</b>	<b>Soft Skills for Librarians: Self-Management Explained</b>	Salon Drummond ouest
	<p>Self-management during a period of change is the ability to manage one's internal state and resources so as to think clearly and stay focused under stress. Self-management is particularly useful during change as it provides a means to recognize one's own emotions and moderating their responses.</p>	
	<p>In this one-hour interactive seminar, participants will learn two useful strategies to self manage. One strategy involves replacing "absolute shoulds" and "major musts" to "prefers" while the other strategy involves re-scripting one's own internal monologue.</p>	
	<p><i>Speakers:</i> <b>Professor Chantal Westgate</b>, Professor of organizational behavior, Desautels Faculty of Management, McGill University</p>	
	<p><i>Moderator:</i> <b>Carole Méhü</b>, Regional Library Services Director, Norton Rose Global</p>	
<b>3:00-3:30:</b>	<b>Refreshment Break and Exhibits</b> <b>Please join us in the Exhibit Hall for the exhibitor draws</b>	Salle de bal centre et est
<b>3:30-4:30:</b>	<b>3 CONCURRENT SESSIONS</b>	
<b>SESSION A</b>	<b>Lost In Translation? Québec Sources for non-Québec Librarians</b>	Salon Drummond est
	<p>This session will provide an overview of where to find resources on Québec law, with a focus on the resources most likely to be available to law libraries outside Québec, including finding those ever-elusive English translations of French decisions.</p>	
	<p>Learning Objectives of Session: Attendees will learn how legislation and case law is structured in Québec law. They will also learn how to find Québec legislative and judicial information, using both free and paid sources, with a focus on those sources most likely to be available to attendees based outside Québec.</p>	
	<p>Attendees will also learn where to look for English translations of Québec case law.</p>	
	<p><i>Speaker:</i> <b>Carole Méhü</b>, Regional Library Services Director, Norton Rose</p>	
	<p><i>Moderator:</i> <b>Susannah Tredwell</b>, Library Manager, Lawson Lundell LLP</p>	
	<p><i>Presented By:</i> Norton Rose</p>	

# Tuesday May 7, 2013

<b>SESSION B</b>	<b>Librarians as Innovators</b>	Salon Drummond Centre
<p> <i>Speaker:</i> <b>Stephen Abram, MLS</b>, Librarian and Consultant, Lighthouse Partners and Dysart &amp; Jones, Past President, Special Libraries Association (SLA), Ontario Library Association, Canadian Library Association   <i>Moderator:</i> <b>Agathe Bujold</b>, Director, Legal and Competitive Intelligence - Library Services, McCarthy         </p>	<p>           Law librarians have been on the forefront of electronic innovation in professional research. As leaders in taking one profession - actually two, lawyers and librarians - to be among the most heavily digital for research, memoranda, and intranet ecologies, they've demonstrated some of the ideation mindset, flexibility and professionalism that is required to adapt to an ever-changing world. What are the skills and competencies that lead to this? What will be required for the next 20 years?             What's next in technology and what's next for legal trends? Is embedded librarianship a part of the strategy for law librarians? Can outsourcing some work address the current fiscal pressures for greater efficiency of all aspects of legal management? Stephen Abram is a librarian, trendwatcher, information futurist and has worked in professional firms and publishing as a leader for over 35 years. He will share some strategies and his insights into innovation and change in our field.         </p>	
<b>SESSION C (3:30-5:00)</b>	<b>Show Them What You're Worth: Demonstrating Your Value to Management</b>	Salon Drummond ouest
<p> <i>Speaker:</i> <b>Maggie Weaver</b>, Secretariat, Canada-Ontario Export Forum   <i>Moderator:</i> <b>Jean Weerasinghe</b>, Director, Library Services, Courts Administration Service Library, Government of Canada   <i>Presented By:</i> Norton Rose         </p>	<p>           Presented on behalf of CALL's Advocacy and Communications Committee, the session will covers the "learning" and "doing" of convincing management of the value of your law library. "Learning" covers position, the nature of services value, information and value, the importance of aligning our goals with those of our parent organization, and understanding specific stakeholders. "Doing" covers measures of value, the relationship between quality and value, and communicating to stakeholders. Two "audience participation" sections ensure that the material will be immediately relevant to participants, and a take-home resource package will encourage participants to read further, and initiate value programs and measurements in their own situations.         </p>	
<b>6:00-7:00:</b>	<b>PRESIDENT'S RECEPTION</b> Sponsored by the Incorporated Council of Law Reporting (ICLR)	Foyer - Sal de bal ouest
<b>7:00-11:30:</b>	<b>CLOSING DINNER*</b>	Sal de bal ouest
* Please note that this is a ticketed event		

# Wednesday May 8, 2013

9:00-10:30:

## PLENARY #3

Salle de bal  
ouest

### Land of Confusion: EBooks' License Negotiation Demystified

While e-books have soared in popularity with the general population and in academic libraries, law firm libraries have been slow to adopt this new media. In a 2012 survey of law firm librarians only 12% of 85 respondents said that they were providing e-books to their attorneys. Approximately 21% were planning purchases for the coming year.

The slow adoption rate can be traced to legal publishers who have not progressed into the e-book market as nimbly as publishers of novels and more popular works. In fact, evaluating the offerings of e-books represents a moving target as the vendors continue to refine their platforms and licensing terms and conditions.

This presentation will discuss practical aspects of adopting e-books as well as barriers to e-book access including pricing, licensing, and distribution, with specific examples from trials using legal e-books from the three major legal publishers.

Recommendations will be made to encourage law librarians to take a proactive approach with legal vendors to encourage standardization rather than customization.

*Speakers:* **Christine Hiller**, Project Coordinator, consortial purchasing, Conférence des recteurs et des principaux des universités du Québec (CREPUQ)  
**Louis Houle**, Head Librarian, Schulich Library of Science and Engineering, McGill University  
**Bess Reynolds**, Technical Services Manager, Library & Knowledge Management Department, Debevoise & Plimpton, LLP, New York

*Moderator:* **Vicky Jay Leung**, Reference Librarian, Paul Martin Law Library, University of Windsor

10:30-11:00:

Refreshment Break

Foyer - Salle de  
bal ouest

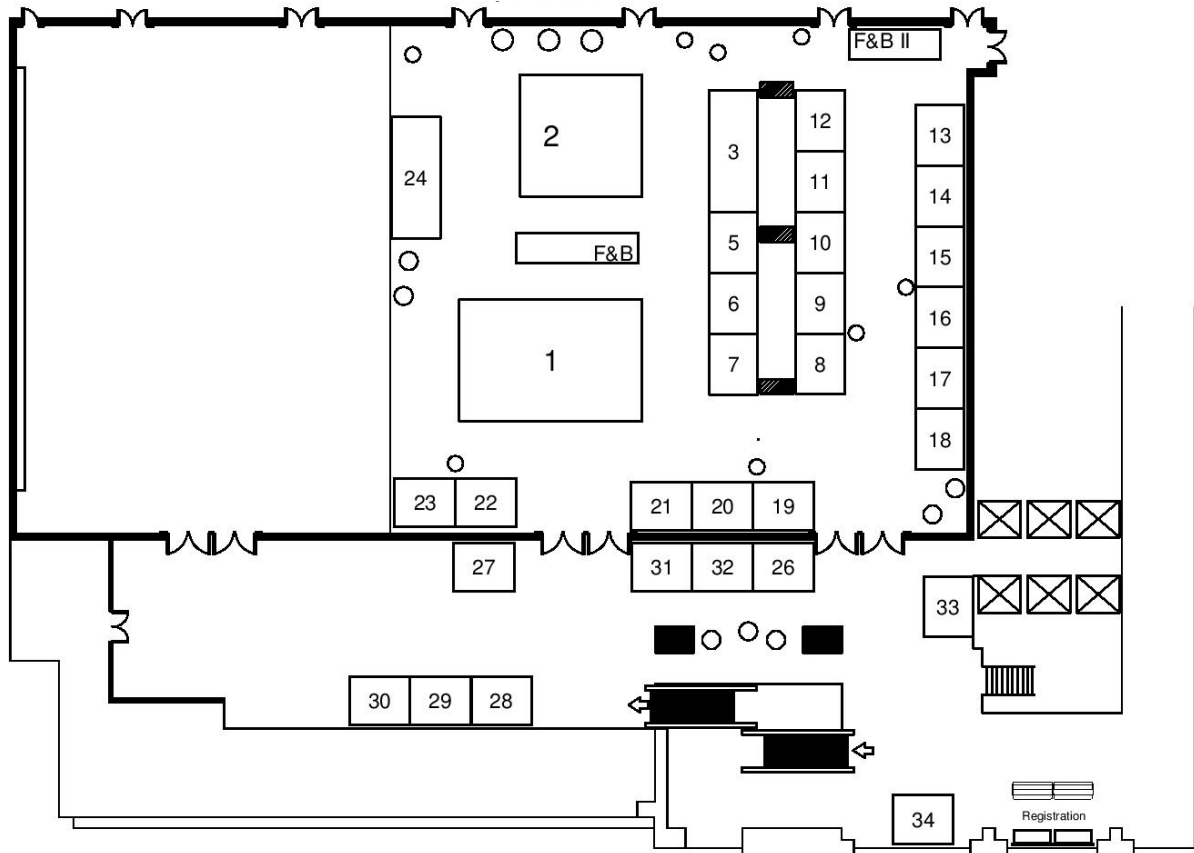
11:00-12:30:

## ANNUAL GENERAL MEETING PART 2

Salle de bal  
ouest

Presentation by 2014 Conference Planning Committee

# Exhibits



## Booth #

1	Thomson Reuters	17	YBP Library Services
2	LexisNexis Canada Inc.	18	Ristech Company Inc.
3 & 4	CCH Canadian Limited	19	William S. Hein
5	ITS Onelog	20	Emond Montgomery Publications
6	Law Library Microform Consortium	21	Wildy & Sons Ltd.
7	Justis Publishing	22	AndorNot Consulting Inc.
8	The Incorporated Council of Law Reporting	23	Bloomberg BNA
9	Lancaster House	24 & 25	SOQUIJ
10	Law Business Research Ltd.	26	Grey House Publishing
11	Eureka.cc	27	American Association of Law Libraries
12	Visard Solutions Inc.	28	Financial Times
13	Irwin Law Inc.	29	Gaudet Éditeur Ltée.
14	Oxford University Press	30	Ingram Content Group
15	Nellco Inc	32	S+P Capital Q
16	Maritime Law Book	33	CALL 2014 Conference
		34	Canadian Association of Law Libraries

# Social Program

SATURDAY MAY 4, 2013

## Foodie Walking Tour: Flavors and Aromas of Old Montreal

1:30-4:30

Meet at the Registration Desk

Departure on foot and by Metro towards Old Montréal

This walking tour will allow you to discover the delicious cultural and historic culinary charms of the oldest district of Montreal.

Specialty shops and boutiques in the area are housed in old factories and showrooms from the 19th century. As you follow the narrow and winding streets of Old Montreal, your professional tour guide will feed your hunger for knowledge on the history of Montreal and its many culinary pleasures during the tour.

You will learn what the influence of the Natives was on our food habits, and how the venue of the World Expo in 1967 brought exotic food on our tables.

That and much more... Come discover the flavors and aromas of Old Montreal!

## Dine Around

8:00 pm

**Au Pied de Cochon -- Your Host Ronald Charest**

Check out a great local restaurant and enjoy dinner with a group of colleagues.

**Group of 10 guests**

Sign-up sheets will be available at the registration desk (level 4 foyer). Please register by 4 pm.

Meet in the Sheraton Hotel Lobby. Each diner is responsible for the cost of their meal.

SUNDAY MAY 5, 2013

## Opening Reception – Sponsored by LexisNexis

6:00-8:30 (board bus from 5:00 pm to 6:00 p.m.)



The CALL 2013 Opening Reception will be held at the Musée d'art contemporain. Suggested dress: Business attire

The Musée d'art contemporain de Montréal was founded by the Québec government in 1964, at the instigation of artists and collectors who wanted to see an institution established to build a collection of contemporary works by artists from Montréal, Québec, Canada and around the world.

Truly a museum for the twenty-first century, the Musée d'art contemporain de Montréal stands right next to Place des Festivals, in the heart of the Quartier des Spectacles and on the Place des Arts site. It is part of Canada's only cultural complex devoted to both the performing and visual arts. Canada's premier museum dedicated exclusively to contemporary art, the Musée offers a varied program ranging from presentations of its Permanent Collection to temporary exhibitions of works by Québec, Canadian and international artists. The Permanent Collection comprises nearly 7,600 works, including the largest collection of art by Paul-Émile Borduas. With the support of its Education and Documentation Service, the museum presents a host of educational activities familiarizing the general public with contemporary art. It also stages numerous multimedia events—performances, contemporary music, video, film—further fulfilling its mission of promoting contemporary art.

# Social Program

MONDAY MAY 6, 2013

## Guided run to Mount Royal Belvedere

Meet at the Centre Sheraton Montreal lobby at 6:50 a.m.

Departure: 7:00 a.m.  
Duration: 45 min

Bring your running shoes and enjoy the view of Montreal from the Mount Royal Park Belvedere. The park was designed by Frederick Law Olmsted—who also designed New York City's Central Park—and is the city's largest and highest green space. Skilled runners will be guiding this approximately 5-km morning jog. This course has some elevation and the pace will be suited to all participants.

The activity will be cancelled in case of rain

**Awards Luncheon - Sponsored by Thomson Reuters**  
12:00-2:00



THOMSON REUTERS

Sheraton Hotel - Salle de Bal Ouest

**Wine & Cheese Reception with Exhibitors (Salle de bal centre, est, and foyer)**  
5:00-6:30

**Dine Around**  
7:00 pm

Dutch Treat.: Groups of 4-6 guests

- **Crudessence – Your Host Paul Century**
- **Moishes – Your Host Angela Tietolman**

Check out a great local restaurant and enjoy dinner with a group of colleagues. Sign-up sheets for various restaurants will be available at the registration desk (level 4 foyer). Please register by 4 pm.

Meet in the Sheraton Hotel Lobby. Each diner is responsible for the cost of their meal.



CALL/ACBD Winnipeg • May 25-28 mai • 2014



# Social Program

TUESDAY MAY 7, 2013

## Guided walk of the Golden Square Mile

Meet at the Centre Sheraton Montreal lobby at 6:50 a.m. The activity will be cancelled in case of rain.

Departure: 7:00 a.m.  
Duration: 35-40 min

Come take a stroll in the Golden Square Mile, a neighborhood filled with grand Victorian homes, parks and tall trees. The area also contains architectural works of art in a variety of styles such as the Holt Renfrew art deco building, the elegant Ritz-Carlton Montreal hotel, and more. Wear comfortable walking shoes.

## President's Reception – Sponsored by ICLR

Open to all delegates  
6:00-7:00

## Closing Dinner

7:00-11:30  
Ticketed Event

The closing dinner will be held at the Sheraton Hotel in the Salle de Bal Ouest  
Suggested dress: business attire with a touch of bling!

Sheraton Hotel - Salle de Bal Ouest

WEDNESDAY MAY 8, 2013

## Guided run in Old Montreal

Meet at the Centre Sheraton Montreal lobby at 6:50 a.m.

Departure: 7:00 a.m.  
Duration: 45 min

Bring your running shoes and come discover Old Montreal. Notre-Dame Basilica in Place d'Armes, Place Jacques-Cartier and the Old Port quays will be on the itinerary. Skilled runners will be guiding this approximately 5-km morning jog. The pace will be suited to all participants.

The activity will be cancelled in case of rain.

## Afternoon Tour - McGill's Nahum Gelber Law Library - the transsystemic model

1:00-3:00  
Suggested dress: Business attire

A visit to McGill University's Nahum Gelber Law Library is scheduled for Wednesday, May 8 at 1 pm by Maryvon Côté and Svetlana Kochkina. The Law Library comprises several unique collections which includes material on common and civil law in support of the transsystemic education program of the faculty. In addition, the Law Library also provides support to undergraduate and graduate research interests in areas including Air & Space Law, International Law, and Human Rights. The visit will include a tour of the Rare book collection notably the unique Wainwright collection on French civil law.

The group will meet in the lobby of the Sheraton hotel

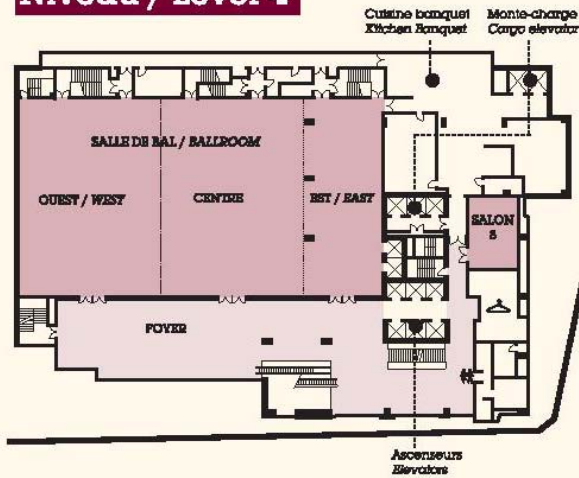
# Floor Plan of Hotel

## Le Centre Sheraton Hôtel Montréal

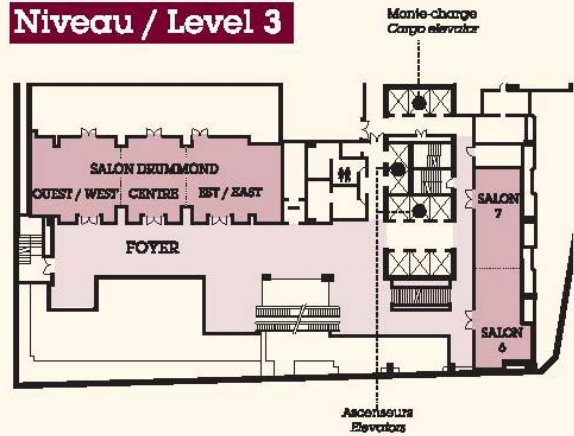
1201, boul. René-Lévesque Ouest  
Montréal (Québec) H3B 2L7

Téléphone pour les groupes / Group desk : 514-878-4040  
Télécopieur pour les groupes / Group fax: 514-878-2305  
sheraton.com/lecentre

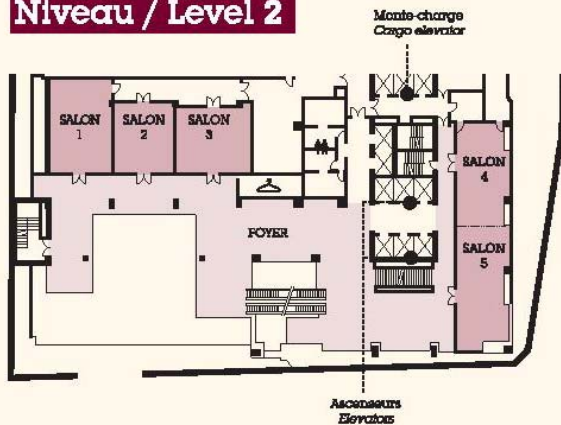
### Niveau / Level 4



### Niveau / Level 3



### Niveau / Level 2



### Niveau / Level A

