
Setting the Standard:

The Third Annual Review of LibraryCo Inc. For the Year Ending 2003

Mandate

LibraryCo Inc. is mandated to carry on the central management of the Ontario County and District Law Library system on a not-for-profit basis for the purpose of developing and enhancing skills for the "competent lawyer" in Ontario.



Did you know? ...

Research assistance via toll free phone lines is available from Regional Law Libraries? The majority of the LibraryCo libraries are staffed on a part time basis. Recognizing that lawyers often need immediate research, LibraryCo provides toll free lines to the five Regional Law Libraries. During business hours, lawyers can be assured that they will have access to a professional law librarian if they call any of these libraries using the toll free numbers.

Message from the Chair ...

As the title of this document implies this has been a year of establishing standards in the County and District Law Libraries of Ontario. On behalf of the Board of Directors and staff of LibraryCo I proudly submit this: *Setting the Standard: The Third Annual Review of LibraryCo Inc. for the Year Ending 2003* for your consideration.

Mid way through 2004, my three-year term as Chair of LibraryCo will come to a conclusion. It has been both a privilege and a challenge to serve our profession in this capacity. During the last three years we have achieved positive change as the profession moves forward with new technology in County and District Libraries. But these developments have not been without their challenges.

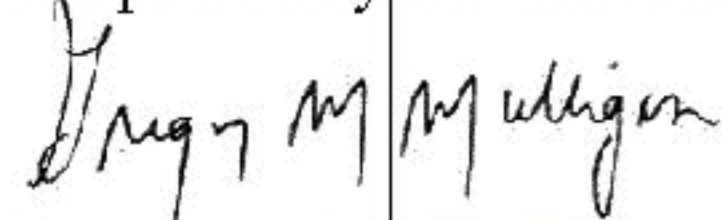
One of the key purposes in establishing LibraryCo was to establish standards across the province in the 48 County and District Law Libraries. Standards to set the way for guaranteed collections in all law libraries; more consistent and even service delivery; and a higher level of qualified and library trained staff

were critical. This has been a banner year for these achievements. As you will read, further on in this report.

My term as Chair was immeasurably eased by the unwavering commitment of our hard working staff: Executive Director Suzan Hebditch, Assistant to the Executive Director Chris Wyskiel and the Roving Law Librarians Wendy Hearder-Moan. Through the generous contributions of the dedicated group of lawyers and law librarians that sit on our Board their knowledge and perspectives, have insured that a broad range of views were always included in our decision-making processes.

Through continued collaboration with Ontario's law association Executives, the County and District Law Presidents' Association and the Benchers at the Law Society, the LibraryCo Board will continue to work toward fulfilling its mandate of "developing and enhancing skills for the 'competent lawyer' in Ontario".

Respectfully submitted



Gregory M. Mulligan, Chair

LibraryCo Governance

LibraryCo's affairs are governed by a 15-member Board of Directors with rotating terms of office. The composition is made of representatives appointed by the Law Society of Upper Canada (LSUC), the County and District Law Presidents' Association (CDLPA), the Ontario Bar Association (OBA), the Ontario Courthouse Librarians Association (OCLA), the Toronto Lawyers Association (TLA), and several members appointed at large. The current Board

Chair is Gregory M. Mulligan, lawyer from Orillia.

The role of a Director of LibraryCo Inc. is one of stewardship. Directors are responsible for monitoring, rather than actively managing the business affairs of the Corporation. They oversee the financial management of the corporation, determine future directions and priorities in

keeping with the mandate of the corporation and set policies in accordance with the *Unanimous Shareholders Agreement for LibraryCo*

Inc. while consulting with interested stakeholders.

The Corporation is staffed by an Executive Director, an Assistant to the Executive Director and a Roving Law Librarian.

In 2003, the LibraryCo Board of Directors moved to meeting five times per year. Typically, these were aligned with various approval dates in order to allow the full Board to meet face to face.

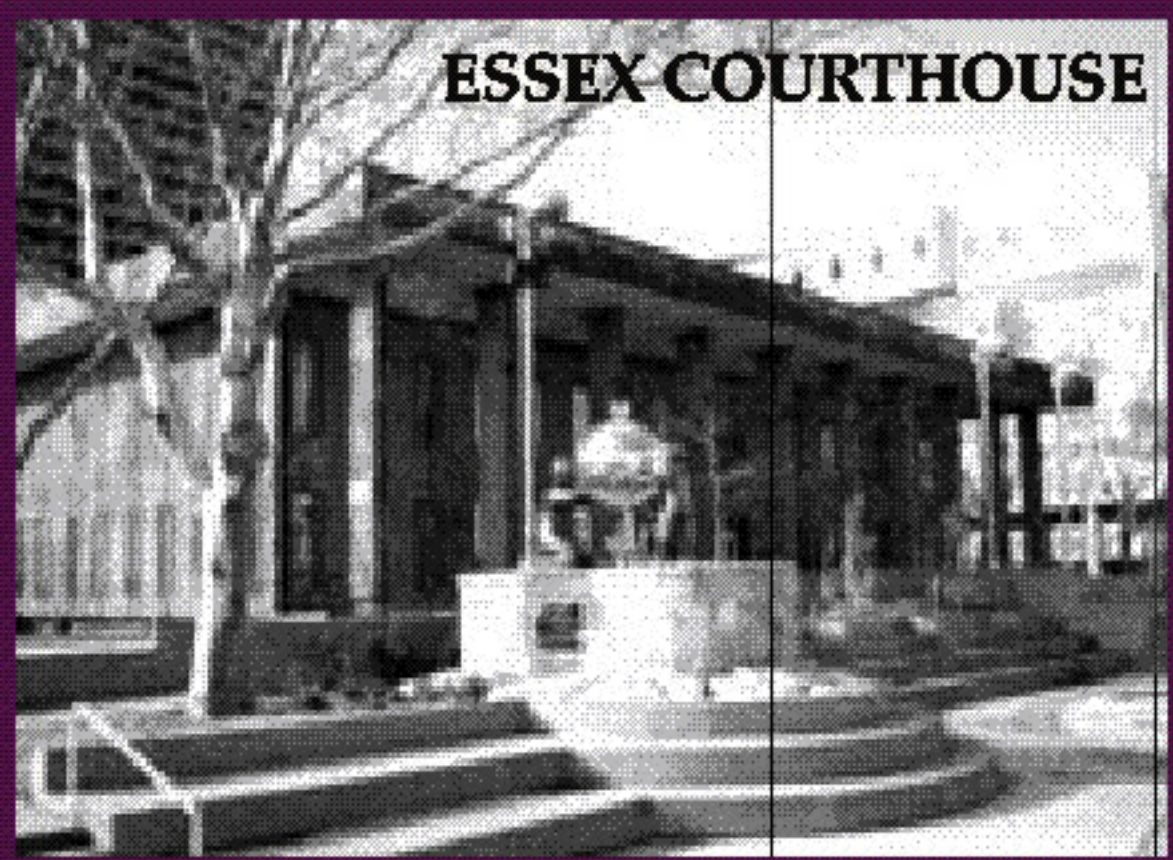
Building on the previous year's successful meeting with the Muskoka and Parry Sound Law Associations in Bracebridge, on October 2 through 4, the LibraryCo Board once again traveled to a County law library to hold its meeting and annual retreat. LibraryCo was very pleased to host, the President and other Executive members of the County of Carleton Law Association; Ottawa and East Region Benchers; the Treasurer, CEO and Director of Professional Development and Competency and the Chair, County and District Law Presidents' Association at a dinner. Following that, the Board had a very successful day and a half retreat to discuss strategies for the upcoming year.



Board members as in photo.
Standing from left to right: R. Wilson, J. Miller, D. Ziriada, G. Mulligan, J. Menard, S.A. Hebditch Executive Director, J. Carten and R. Zochodne
Seated from left to right: M. Adams, A. Matthewman, A. Feinstein, J. Potter
Missing: M. Boyd, K. MacLaurin, U. Suits and R. Whitmore

Overview of 2003 Successes ...

ESSEX COURTHOUSE



At the end of 2003, LibraryCo completed two full years of meeting the library service needs of the lawyers of Ontario. LibraryCo has come a long way with many successes in 2003, but we continue to look forward to the many exciting challenges ahead and to working closely with our shareholders the Law Society of Upper Canada and the County and District Law Presidents' Association.

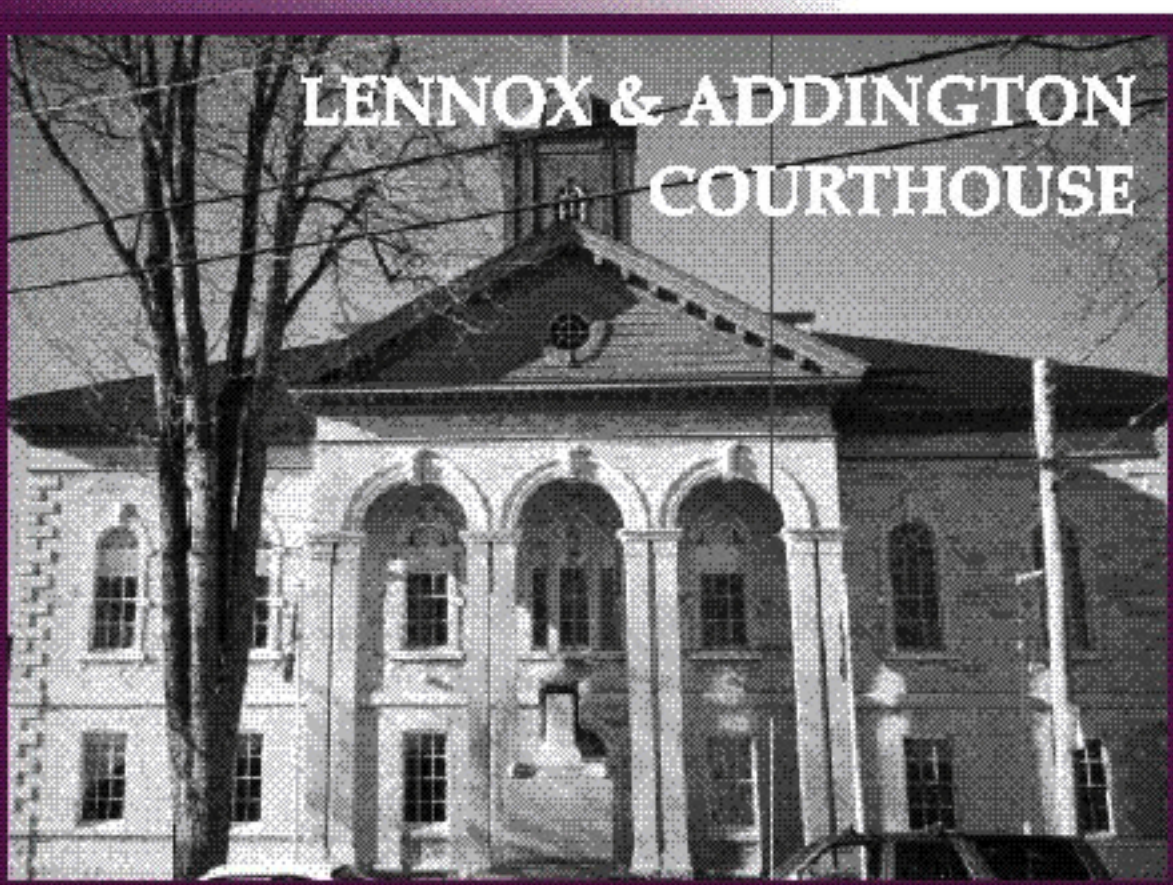
The following Highlights a few of our many successes:

• **Principles and Standards for Document Delivery** established a formalized document delivery mechanism for the 48 County and District law libraries starting in 2003. This move clearly was a major step in establishing this formerly "ad hoc group of libraries" into a system where one could look at the resources of all libraries as theirs. Taking the concept of universal access one step further, this agreement states that:

Membership in the LibraryCo System has many benefits, including a higher level of service within the system. The following principles are fundamental to this high quality service standard for document delivery. Each LibraryCo Library:

- will provide service to the lawyers of Ontario
- will respect internal policies of the individual libraries
- will respect and adhere to requirements by law concerning copyright and other individual
- licensing agreements which may exist outside of this agreement
- will process requests as soon as possible but no longer than three working days
- will not charge fees to other LibraryCo libraries
- will keep Document Delivery statistics

LENNOX & ADDINGTON COURTHOUSE



• The **Roving Law Librarian**, Wendy Hearder-Moan, has a very specific mandate to assist the 28 smaller Local Law Libraries in the system. In 2003 that added up to 55 visits to these libraries, most of which were for two days and more. This assistance takes the form of: consulting with and advising Local Law Association Executives, Library Committees and law library staff on collection development issues; aiding law library staff with weeding and other collection management

matters; conducting and/or facilitating training opportunities for lawyers and law library staff on electronic resources; and acting as a general resource person for the Local libraries specifically and the Executive Director and Board of Directors in general. In 2003 the Roving Law Librarian undertook a major role in the **library moves** in both Grey and Kent counties.

• LibraryCo organized, hosted and sponsored the 3rd annual **Conference for Ontario Law**

Associations' Libraries (COLAL) October 22 through 24, 2003 in Burlington. The excellent program attracted 56 library staff from around the province. The theme was ... *Donning Different Hats: Delivering Service in Ontario's County and District Law Libraries.*

• Delivering legal information to the desk top of lawyers in the 28 Associations whose libraries are designated as Local was one of the key initiatives in the *Business Plan*. This **desktop delivery initiative** is facilitated through the LibraryCo web page at www.libraryco.ca where an exhaustive tool kit of the resources is available.

Unprecedented in Canada, LibraryCo can boast that no other jurisdiction offers this level of information delivery to lawyers. Those resources in 2003 include:

- *Canada Statute Service* (from Canada Law Book)
- *Canadian Criminal Law Library* (from Canada Law Book)
- *Canadian Estate Administration Law Guide and Estate Planning Guide* (from CCH Canadian)
- *Canadian Family Law Guide* (from CCH Canadian)
- *Canadian Insurance Law Reporter* (from CCH Canadian)
- *FamilySource* (from WestlaweCARSWELL)
- *LawSource* (from WestlaweCARSWELL)
- *Ontario Citor Service* (from Canada Law Book)
- *Ontario Corporation Law Guide* (from CCH Canadian)
- *Ontario Real Estate Law Guide* (from CCH Canadian)

• In addition to all these tools being available through the desktop initiative, all of these plus the following are provided to the lawyers of Ontario in each of the 48 County and District Law Libraries. They are:

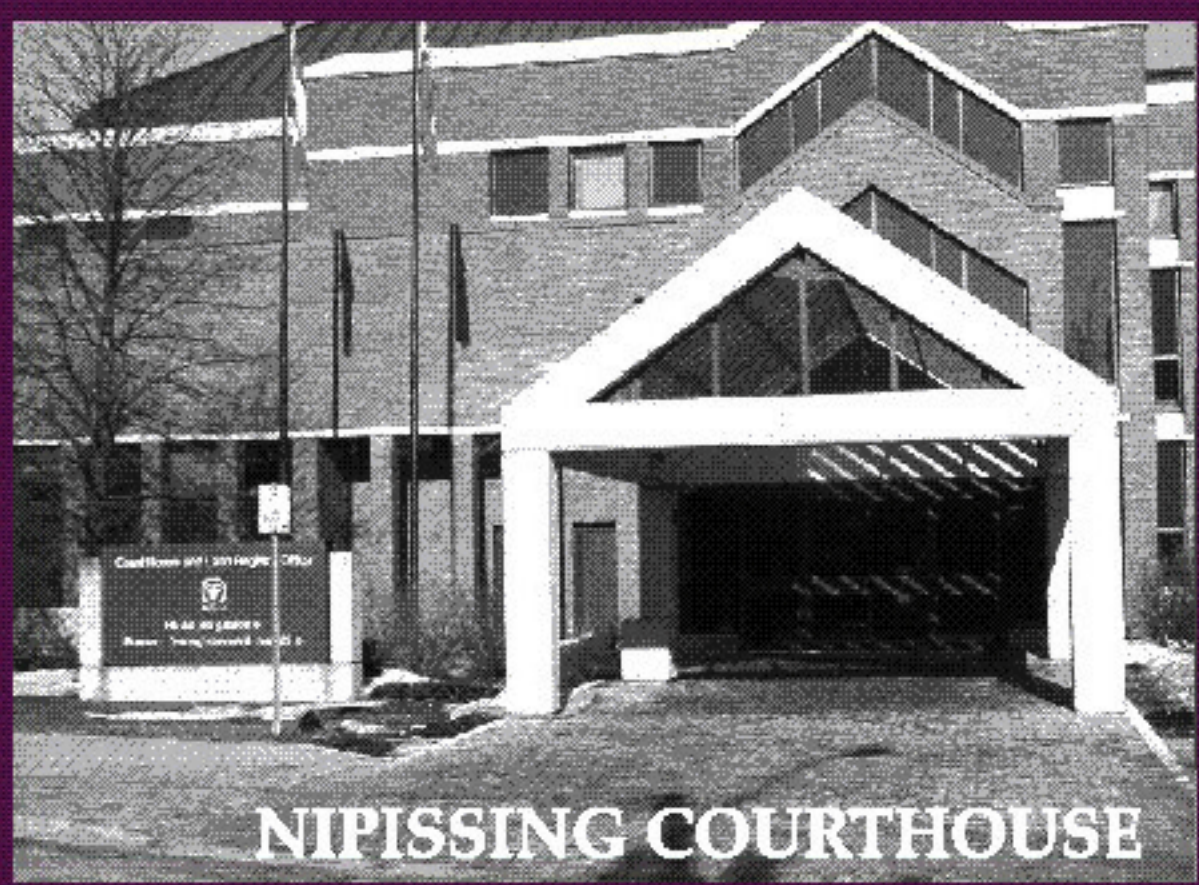
- *Civil Practice Partner* (from Carswell Thomson Professional Publishing)
- *Employment Law Partner* (from Carswell Thomson Professional Publishing)
- *Personal Injury Partner* (from Carswell Thomson Professional Publishing)
- *QL Systems* (from LexisNexis Butterworths)

• Delivering on its promise (from the Law Foundation submission for 2002) to "build on competencies," LibraryCo launched its **web page** at www.libraryco.ca. This page offers a portal for law and lawrelated information resources for the lawyers of Ontario and conveniently facilitates seamless delivery to the desktop for lawyers taking advantage of this service. Additionally, the site acts as a central cite to receive information for, about and from LibraryCo and County and District law libraries in the province.

• A number of creative **staffing solutions** were undertaken in 2003. The ability to be flexible has permitted LibraryCo to more readily meet local Associations' needs better. For instance:

• In March the part time Library Technician resigned her position in **Stormont, Dundas & Glengarry** for a full time appointment elsewhere. With the assistance of LibraryCo, that Association





NIPISSING COURTHOUSE

was able to hire a library-trained individual with years of experience to assist the lawyers using that library.

- When the part time Library Assistant in **Essex County** retired this year, it was clear that there was a need in that Association for a full time Library Technician to assist the Law Librarian. In May just such an individual was hired for that Association. LibraryCo participated in that selection process and ensured appropriate funding for the position.

- **Norfolk and Haldimand** Law Associations now have the same staff person. When the Library Assistant in Haldimand resigned in July, LibraryCo in consultation with the Haldimand President approached the part time Assistant in Norfolk to see if she would consider adding a day of work in Haldimand to her schedule. She has delighted in this arrangement since August and the lawyers, who go between the courthouses in Cayuga and Simcoe, love the fact that they have the same Library Assistant in both libraries.

- When in **Victoria & Haliburton** one of the part time staff retired, LibraryCo facilitated the other staff person assuming those responsibilities. She was appropriately compensated, provided with additional training and offered more hours which suited her schedule. The lawyers are happy in that they have a person more consistently in the law library and it is someone that they know.

- With the resignation of the part time assistant in **Prescott and Russell** in the summer, LibraryCo facilitated an arrangement between the Prescott and Russell Association and the **County of Carleton Law Association** for a Library Assistant from Carleton to attend one day per week in the Prescott and Russell library, one hour away.

- LibraryCo was approached by the **Algoma District** Law Association when it became clear that they needed a full time person in their Area library. A competition was held with LibraryCo assisting in the selection process. As of late October the Algoma law library is now staffed on a full time basis with a well-qualified,

experienced Library Technician managing their library.

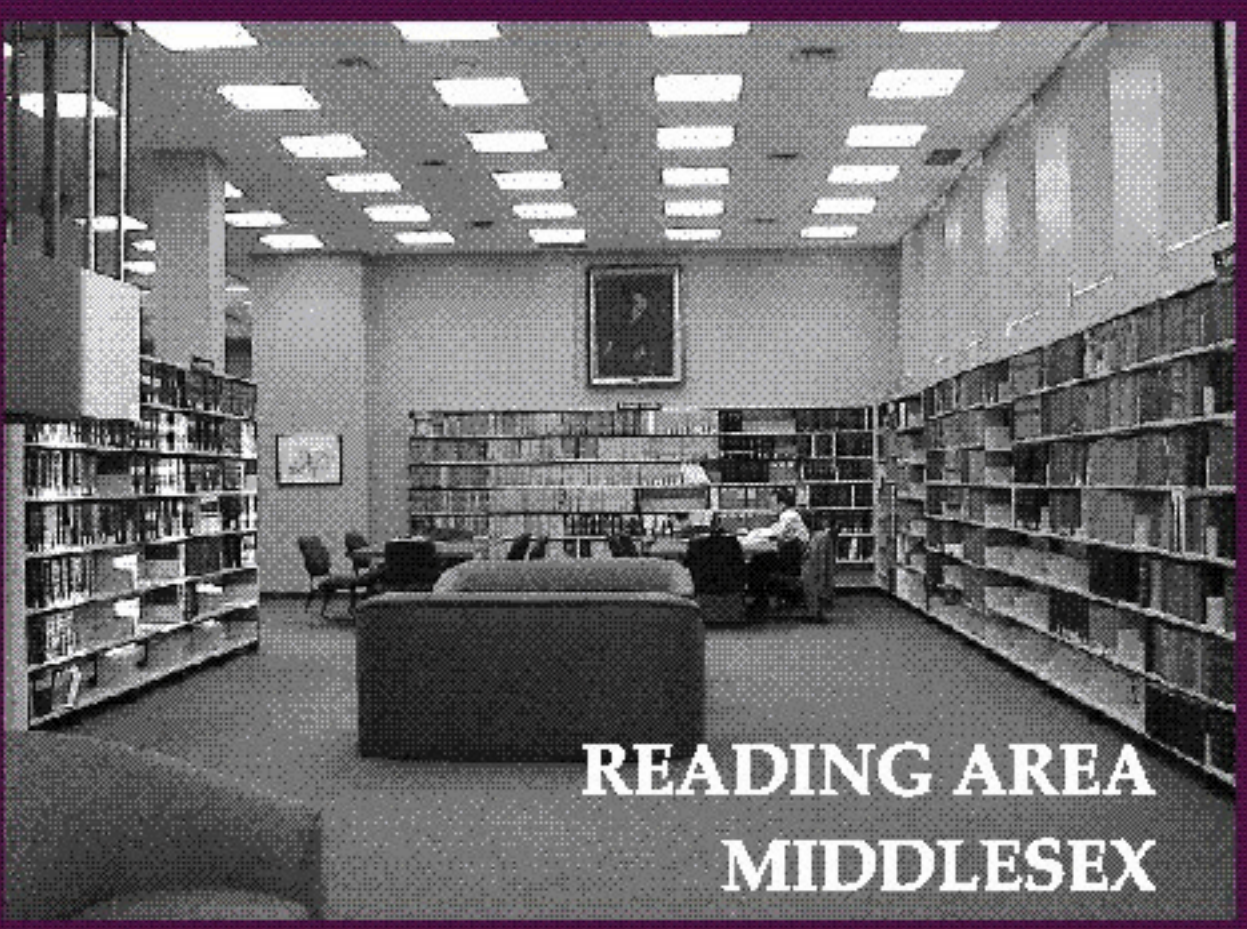
- With the retirement of the part time Library Assistant in Muskoka, LibraryCo recommended that perhaps the **Muskoka and Parry Sound** Law Associations should advertise for a Library Assistant to work in the two Association libraries for a total of three days per week. That competition met with success and now the two libraries share the same Library Assistant.

- The members of the **Perth County** Law Association recognized that their staff needs have changed over time as well. They too ran a very successful competition at the end of 2003 with a librarian taking the reins of that library early in the new year.

- For this past year, the LibraryCo **Staffing Standards Team** consisting of representatives from all levels library staff and from the three types of libraries worked toward developing these standards. In keeping with its mandate from *Beyond 2000: The Future Delivery of County Library Services to Ontario Lawyers* and a stated goal for 2003 from *Out of the Box ... and Beyond the Walls: Business Strategies for LibraryCo Inc. 2002-2005* LibraryCo moved toward a **competence-based staffing standard**.

With the start 2004 the new staffing standard would to be implemented.

- Going forward ... it is evident from the April 2003 Law Society that LibraryCo in conjunction with the Great Library is being challenged to deliver a **legal information strategy for the lawyers of Ontario**. To that end 20 law librarians and library technicians from the LibraryCo funded libraries and the Great Library met for a meeting termed *Moving Forward: A brainstorming session to discuss outcomes of Information and Library Services at the LSUC: a qualitative research study*. From this session it was determined that two areas would be further examined as first steps. They are a more coordinated and integrated document delivery between the 49 libraries and some exploratory investigations into a virtual reference system for the province. These two teams of law librarians from the LibraryCo funded libraries and the Great Library began their work toward the end of 2003.



READING AREA
MIDDLESEX



In 2003 the Executive Director and the Roving Law Librarian made 93 visits to County and District Law Libraries and met with Library staff and/or Association Executives.



County and District Law Library Visits by LibraryCo Personnel 2003		
Association	Executive Director	Roving Law Librarian
Algoma Law Association	February 3; September 29	October 27-30
Brant Law Association		May 1
Bruce Association		January 8
Carleton Law Association	October 3	October 3
Cochrane Law Association	February 6; November 12	
Dufferin Law Association		February 14
Durham Region Law Association	January 15; October 6	
Elgin Law Association		May 7
Essex Law Association	February 26	
Frontenac Law Association	January 13; August 14	
Grey County Law Association		January 6-8; 27-31; February 24
Haldimand Law Association	July 16; July 24	May 5; July 16, 17; July 24; July 30, October 8, 15; November 12
Halton Law Association	April 8 (AGM); December 4	April 8 (AGM)
Hamilton Law Association	March 6	
Hastings Law Association	January 14	
Huron Law Association		June 2
Kenora Law Association	March 17	September 26
Kent Law Association	March 26	March 10-11; 26; April 28-29; June 4-5; June 16; July 3; July 22-23; August 7-14, 18; October 16
Lambton Law Association	April 11	April 11; June 3
Lanark Law Association		November 24
Leeds & Grenville Law Association		May 12-13; June 11-12; July 7-8;
Lennox & Addington Law Association	August 14	
Lincoln Law Association		
Manitoulin District Law Association		
Metropolitan Lawyers Association		
Middlesex Law Association		
Muskoka Law Association	October 1; November 10	March 18; October 1; October 9; November 19-20; December 4
Nipissing Law Association	February 5 (AGM);	
Norfolk Law Association		March 4
Northumberland Law Association	October 6	
Oxford Law Association		
Parry Sound Law Association		January 14-16; March 19-20; November 18
Peel Law Association		
Perth Law Association	December 5	
Peterborough Law Association	January 15; August 12	November 24
Prescott & Russell Law Association	October 2	October 2; November 3; November 25-26
Rainy River Law Association	March 18	March 31-April 4; September 22 to 25
Renfrew Law Association	July 2	
Simcoe Law Association	February 20 (AGM)	February 20 (AGM)
Stormont, Dundas & Glengarry Law Association	March 12	March 27-28; May 14-15; July 9-10
Sudbury District Law Association	February 4;	
Temiskaming Law Association		
Thunder Bay Law Association	March 19	
Victoria-Halliburton Law Association	January 14; August 11	
Waterloo Law Association	April 15	
Welland Law Association		May 5
Wellington Law Association		June 26
York Region Law Association		

LibraryCo Bursary Programmes

One of the key tenets in the work set out for LibraryCo in *Beyond 2000: The Future Delivery of County Library Services to Ontario Lawyers* is to have qualified, trained library staff in all the libraries. At Appendix 7, of Phase II it states "All staff must have some level of library education / experience according to their position in the system and must participate in training / education activities." In support of that requirement, LibraryCo offered three bursary programs for staff in 2003.

Support to attend the 2003 Canadian Association of Law Libraries Conference.

Under this program, LibraryCo was able to fund 8 staff from Local and Area Libraries to attend this conference and annual meeting at Niagara-on-the-Lake from May 25 through 28, 2003. Six of these were first time attendees. This funding amounted to \$10,476.

Library Technicians' and Law Librarians' Continuing Education Bursary.

Under this program, LibraryCo was able to support 11 individuals to take the Masters course, *Legal Research on the Internet* course through the Faculty of Library and Information Studies at the University of Toronto. This funding amounted to \$2,025.

Staff of LibraryCo

Suzan A. Hebditch, Executive Director
Wendy Hearder-Moan, Roving Law Librarian
Chris Wyskiel, Assistant to the Executive Director

Library Assistants' Continuing Education Bursary

Under this program, LibraryCo supported 12 individuals to take 17 courses through Mohawk College's Library Technician program. The most popular course was *Law Libraries and Legal Research*. This funding amounted to \$1,314.

Lastly, with a number of new staff and/or changes in work responsibilities, a number of staff needed new and/or additional training on Simply Accounting. LibraryCo supported 4 people to take a *Simply Accounting: Beyond Basics* course. This funding amounted to \$567.

In total, in 2003 LibraryCo supported library staff throughout the County and District Law Libraries with these bursaries in the amount of \$20,031.



Just the Facts ...

County and District Law Libraries in 2003 were supported with \$5.79 million from Law Society member fees, \$850,000 from the Law Foundation of Ontario and \$150,000 from the County and District Law Libraries Reserve Fund.

In addition to delivering hard dollar grants in 2003 of \$4.6 million LibraryCo distributed on average \$42,500 in centralized purchases for each of the 48 law libraries. In 2002 the figure was on average \$38,400 per law library.

In 2003 members of the Law Society of Upper Canada contributed \$195 each for County and District Law Libraries. In 2002, members each contributed \$208 and in 2001 \$210 each.

In the seven months of 2003 that statistics were kept for the LibraryCo web site, there were 35,176 hits.

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