



Building Solid Foundations:

THE FIFTH ANNUAL REVIEW OF LIBRARYCO INC. FOR THE YEAR ENDING 2005

Message from the Chair



This is the fifth annual review of LibraryCo. The current LibraryCo board of Directors and those who came before take great pride in the accomplishments and advances achieved in the county and district law libraries in these first five years of LibraryCo existence. Association Executives and library staff from around the province who implemented the improvements can take pride in the great strides achieved in these past five years. Elsewhere in this review you will read further about those achievements

LibraryCo faced many challenges during 2005. Of primary concern to the board however was the erosion of the Reserve fund. *When the County Law Library Reserve* was transferred to LibraryCo in 2001 it amounted to \$1.8 million. *Out of the Box ... and Beyond the Walls: Business Strategies for LibraryCo Inc. 2002-2005* projected that the Reserve by year end 2005 would see a balance of \$617,500. In fact, however, through prudent budgeting in these five years, LibraryCo has safeguarded that fund to ensure a current balance at year end 2005 of \$1.1 million.

Traditionally over the five years of the life of LibraryCo, the Reserve has been utilized to support the law libraries as members' fees and Law Foundation Funding has fallen short. Members' fees do not begin to approach the true costs of maintaining their law libraries. With an annual budget in excess of slightly over \$7 million for 48 County and District law libraries, a LibraryCo Reserve of \$1 million is not out of line in accordance with the standard applied at the Law Society. However, the policy of LibraryCo funders has in

the past been to utilize this Reserve to support on-going operations of the corporation. To that end, LibraryCo board members, supportive Benchers and CDLPA made impassioned submissions to Convocation in October to maintain the Reserve at this amount. We are very pleased that Convocation saw the wisdom of this approach and to support the 2006 budget which is the first budget designed to not utilize the Reserve for on-going operations.

Lastly, LibraryCo's two shareholders, the Law Society and the County and District Law Presidents Association have, on occasion, been at odds on some fairly fundamental issues. In the eighteen months that I have been Chair, some of their representatives have expressed their views to me in no uncertain terms. In the twelve years that I have been a bencher, I think the most amazing thing that I have learned in that time is what passions are aroused in lawyers on the subject of law libraries. This surprises me because both our shareholders really have the same constituency, when it comes right down to it, and should and can be working together toward a common goal of delivering, at a reasonable cost, the best possible library, legal information, and research services to all lawyers in the province. LibraryCo strives very hard to achieve that for Ontario's lawyers.

Respectfully submitted

A handwritten signature in black ink that reads "Gavin MacKenzie". The signature is written in a cursive style with a large, stylized 'G' and 'M'.

Gavin MacKenzie

In 2005 law library staff were supported with \$15,000 for continuing education courses and conferences.

Message from the Executive Director

Law Library standards

LibraryCo had a successful year in 2005 in rounding out the final component of the staffing standards and revising two of our key collection standards documents.

Effective in January 2005 all County and District law library staff across the province had participated in a goals setting process. This piece represents the rounding out of the performance measurement component of staffing standards. With this in place Law Association Presidents now are in a position to review and evaluate their library staff as the system moves to a performance-based measurement model.

Core Titles for an Ontario Courthouse Law Library and *The Essential Law Library* were revised during 2005. Additionally, a mechanism to update those standards more frequently was established in the *Highlights* list. This title is to be updated semi-annually and posted on the LibraryCo web page. These tools have become very important to library staff and Association executives who report that these have proven to be enormously helpful guides in informing their selection decisions.

advoCHAT begins Phase I

A detailed report on advoCHAT is elsewhere in this Annual Review; however, suffice it to say that LibraryCo is enormously proud to begin in 2005 an innovative approach to assisting Ontario lawyers gain access to legal information.

Financial accountability

LibraryCo accountants and staff worked closely with the Finance staff at the Law Society in 2005 to redesign the quarterly financial statements of the 48

law libraries and LibraryCo. These now are more in line with the Law Society's style of reporting. They are now more streamlined and efficient. Further information from LibraryCo's Chair of Finance is elsewhere in this *Annual Review*.

Funding applications

LibraryCo is enormously thankful to the Law Foundation who encourages innovative and creative submissions from LibraryCo and ultimately supports them with enthusiasm. In 2005 two grant submissions were approved totaling \$984,000. The first, *Aiming high / thinking large: A funding submission to the Law Foundation of Ontario for 2005* was in support of LibraryCo electronic resources for the 2005 calendar year. The second *Moving toward a virtual reference service: A Funding Proposal to the Law Foundation of Ontario* was an extraordinary application in support of LibraryCo's latest initiative.

A new web presence

LibraryCo redesigned a new web page during 2005. This, the second generation web page since LibraryCo began in 2001, is much more attractive with punchier colours and easier maneuverability when searching for information.

Continuing education support for law library staff

To your good health: workplace wellness was the theme of the two day LibraryCo conference sponsored on October 27 and 28 for County and District law library staff. Designed specifically for Ontario's courthouse law libraries and in support of the members they serve, this conference is a critical opportunity for library staff to join with colleagues to discuss issues of mutual concern and receive continuing education training.



In addition to this conference, the LibraryCo board supports three bursary programs. These bursaries include: the *Canadian Association of Law Libraries Conference Bursary program*; *Library Technician and Law Librarians' Continuing Education Bursary Program*; and *Library Assistants Continuing Education Bursary program*. In total in 2005 LibraryCo supported these bursary programs with \$15,000.

Distribution of members' fees

In 2005 \$5.05 million in grants were distributed to 48 county or district law libraries compared to \$4.9 in 2004. Clearly the distribution of individual grants to Associations for the purpose of supporting their law libraries does not tell the whole story regarding funding distribution. In addition to direct grants, LibraryCo, on behalf of the 48 County and District law libraries purchased goods and services in the amount of \$1.9 million (\$1.8 million in 2004) or on average \$40,000 per library in 2005.

Respectfully submitted

A handwritten signature in dark ink, reading 'Suzan A. Hebditch'. The script is fluid and cursive, with a large, stylized 'S' at the beginning.

Suzan A. Hebditch
Executive Director

LibraryCo - the first five year's achievements

One of the key elements for LibraryCo as set out in the Elliott Reports was to establish standards for the County and District Law Libraries. The following is a summary of those accomplishments in LibraryCo's first five years.

Information delivery and access for Ontario's lawyers

- Established toll free numbers for all LibraryCo law libraries in order to assure the lawyers of the province that during business hours, there will always be staff available to assist with their research.
- Through the *tool kit of legal resources* deliver more and better electronic resources to the lawyers of Ontario through their County and District Law libraries. Lawyers now have access to seventeen (17)¹ key commercially published Canadian legal electronic products.
- Established a document delivery protocol in order to share resources among the law libraries in the LibraryCo system. (See *LibraryCo Principles and Standards for Document Delivery at www.libraryco.ca*).
- Deliver to lawyers whose association's law library is designated as Local² the Desktop Delivery Initiative which entitles them to access from their own personal desktop to the *toolkit of legal resources*.
- Created the innovative  service. This real time online reference is a new and exciting way to deliver library reference services via the internet. Using software based on *chat technology*, the law librarian can do a live reference interview with Ontario's lawyers. Through a co-browsing facility, law librarian(s) may open web pages, library databases, PowerPoint slides, or other software applications (such as a Word document or an Excel spreadsheet) on the lawyer's computer in real time as the lawyer looks on at their own computer.

Collection development and rationalization

- Developed collection standards for County and District law libraries to ensure "competent lawyers" for Ontario. (See the resources *Core Titles for an Ontario Courthouse Law Library* and *The Essential Law Library: LibraryCo Inc.*)
- Continual updating of collections standards through the semi-annual production of Highlights - a *Selection of Canadian Legal Titles published in the last six months*.
- Undertook a series of collection rationalization projects between the five regional law libraries and the Great Library culminating in agreed standards and the publications: *Union List of Canadian law Reports held in Regional and the Great Law Library* and *Union List of UK Law Reports held in Regional and the Great Law Libraries*.
- Co-operate in a nation-wide Canadian Law Society and Courthouse Library Directors' National Resource Sharing Arrangement with all Law Society and Courthouse Law libraries from coast to coast to coast.
- Negotiated centralized purchases for standard collections for all law libraries including all Law Society of Upper Canada CLE materials, Special Lecture series, and other resources as they are available.

Staff development and continuous improvement

- Developed province-wide staffing standards including salary bands for all staff, uniform position descriptions, and appropriate performance measurements to ensure support for the lawyers of Ontario.
- Assisting County and District Law Associations with their hiring practices in the law libraries. In the past five years that numbers some fourteen different hiring opportunities.

¹ These resources include *Canada Corporations Law Guide* (CCH), *Canada Labour Law Reporter* (CCH), *Canadian Commercial Law Guide* (CCH), *Canadian Criminal Law Library* (Canada Law Book), *Canadian Estate & Administration & Planning Law Guide* (CCH), *Canadian Family Law Guide* (CCH), *Canadian Insurance Law Reporter* (CCH), *Canadian Pensions & Benefits Law Guide* (CCH), *Civil Practice Partner* (on CD Rom from Carswell), *FamilySource* (Carswell), *LawSource* (Carswell), *Legislative Pulse* (CCH), *LexisNexis Quicklaw* (LexisNexis), *Ontario Citator Service* (Canada Law Book), *Ontario Corporate Law Guide* (CCH), *Ontario Real Estate Law Guide* (CCH) and *Personal Injury Partner* (on CD Rom from Carswell).

² These law libraries number 28. They are: Brant, Bruce, Cochrane, Dufferin, Elgin, Grey, Haldimand, Hastings, Huron, Kent, Lambton, Lanark, Leeds & Grenville, Lennox & Addington, Manitoulin, Muskoka, Norfolk, Northumberland, Oxford, Parry Sound, Perth, Prescott & Russell, Rainy River, Stormont Dundas & Glengarry, Temiskaming, Victoria Haliburton, Welland and Wellington.

LibraryCo - the first five year's achievements...continued

- Support through three bursary initiatives continuing education for all law library staff. These bursaries include: the *Canadian Association of Law Libraries Conference Bursary program*, *Library Technician and Law Librarians' Continuing Education Bursary Program* and *Library Assistants Continuing Education Bursary program*.
- Organize, sponsor and host an annual two day meeting and conference called *Conference for Ontario Law Associations' Libraries (COLAL)* for all County and District law library staff.

Financial Accountability

- Prepare an annual budget on behalf of the 48 County and District Law Libraries for approval by the Law Society of Upper Canada.
- Implemented mandatory quarterly financial reporting mechanism whereby all law libraries report in a timely manner using a uniform accounting software.
- Report on the financial affairs of LibraryCo and all law libraries on a quarterly basis to LibraryCo Shareholders and stakeholders.
- Undertake an annual Audit of LibraryCo and subsequently report to Shareholders and stakeholders.

Communicating the activities of LibraryCo

- After one year of operation devised and implemented *Out of the Box ... and beyond the walls: Business strategies for Library Co Inc. 2002-2005*.
- Created a standardize statistic reporting schedule to record library and resource use in the 48 law libraries.
- Designing, mounting, monitoring and populating the Library Co website at www.libraryco.ca which hosts access to all official documents and acts as an information tool regarding LibraryCo and County and District law library activities.
- Reporting twice per year to the County and District Law Presidents Association at their semi-annual plenary sessions.
- On an annual basis, the Chair of Library Co reports formally to Convocation. As needed throughout the year, the Chair and Executive Director make themselves available to report at Convocation.
- Attend semi-annual meetings of the CDLPA Library Committee.

- Publishing an annual report of activities including to date: *Advancing the Blended System: The First Annual Report of Library Co Inc. for the year ending, 2001*; *Moving Law Libraries Out of the Box and Beyond the Walls!: the Second Annual Review of Library Co Inc. for the year ending 2002*; *Setting the Standard: The Third Annual Review of Library Co Inc. for the year ending 2003*; and *Raising the bar: the Fourth Annual Review of Library Co Inc. for the year ending 2004*.
- In 2004, as a mechanism for communicating with Association Executives, Benchers, library staff and other interested parties began the publication *FOCUS ... a quarterly publication of LibraryCo Inc.*

Improved infrastructure and operational support

- Instituted technology standards as a guide for associations when purchasing library computer equipment.
- Made possible, through centralize purchasing and negotiating updated accounting (*Simply Accounting*) and word processing (*Microsoft Office* suite of products) software for computers in all law libraries.
- Providing consultation services regarding collections, facilities, training and technology for the Associations whose libraries are designated as Local, through the expertise of the Roving Law Librarian.
- Coordinating more "bulk purchase" opportunities for continuing education resources in order to take advantage of discount prices.
- Offering support to law libraries for library moves renovations, equipment replacement and upgrades, furniture and shelving through the *Capital and Special Needs Grants*.

Partnering with others

- Continually exploring opportunities with The Great Library to develop creative options of bringing better service and resources to the lawyers of Ontario.
- Partnering with legal publishers and vendors including BAR-eX and the Law Society to support appropriate, meaningful and timely training and continuing education opportunities for lawyers and law library staff.

In 2005 the law libraries engaged in 1227 document delivery transactions between libraries. That is, 1227 items - textbooks and articles - were shared around the province for Ontario's lawyers. In 2004 that number was 633 and in 2003 it was 530.

Report of the integration task force



Background

When LibraryCo established the Integration Task Force¹, its mandate was premised on the following:

Lawyers cannot practice law nor be competent in their profession without access to current and historical legal information resources. Clearly, they are entitled to receive the best quality library and legal information services possible in accordance with the funding they are prepared to offer. The County and District Law Libraries and the Great Library both strive to deliver quality service and provide access to information in a cost-effective and efficient manner for the lawyers of Ontario through the sharing of people, technologies, collections - traditional and electronic- and other resources.

Furthermore

Ensuing from the Information and library services at the LSUC: A qualitative research study as presented to LibraryCo and CDLPA Chair in October 2003, The Law Society requested that LibraryCo

examine how the Great Library, LibraryCo and CanLII be integrated.

At the LibraryCo Autumn Advance of 2004 the Board approved striking an Integration Task Force to explore options for the provision of optimum service delivery for the lawyers of Ontario through the integration of the Great Library, the LibraryCo libraries and CanLII.

The work of the Task Force

The ITF met twelve times face to face in 2005. There were numerous conference calls between various members of the Task Force and individual meetings between members who worked together on particular matters. A number of experts in their fields were consulted and information and position papers were generated.

Reporting and consultation

The Task Force found it important to consult and report at all stages of their work. It did so as follows:

- Representatives for CanLII, CDLPA, LSUC and TLA consulted with their constituents routinely. Those consultations generated feedback which served to inform the Task Force as it proceeded with its work.
- The LibraryCo Board of Directors received written reports and oral presentations at all Board meetings and throughout the months via email.
- Reports were provided to Shareholders on May 12 and November 10, 2005 at CDLPA

Plenary sessions; and to the Law Society at the March 23, 2005 Convocation.

- Presentations to various stakeholders on April 6 and October 19, 2005 to the CDLPA Library Committee; on October 6, 2005 to the Law Foundation of Ontario and to county and district law Library staff at their annual conference on October 27 and 28, 2005.

The deliberations of the Task Force consisted of two major streams. One component concerned the legal information needs of lawyers while the other was the integration of the Great Library (GL)² into LibraryCo and exploring options for better collaboration and coordination of services between the Great Library and the Toronto Lawyers Association Library.

Members' survey

The Task Force realised it was critical to survey members to explore what their legal information needs are and how they attain that information. In order to plan for a comprehensive, efficient, and cost effective library and information service delivery for the future, this information was essential.

The survey was developed and redrafted with consultation and input sought at all stages in the process from shareholders, stakeholders and interested parties. Early in the week of November 7, 2005 the survey was distributed by email to members with a closing date of December 7.³

¹ The members of the Integration Task Force are: Michael Adams, Peter Bourque (representing), Abe Feinstein, Q.C., Chair, Suzan A. Hebditch, Gavin MacKenzie, Anne Matthewman (representing the TLA), Diana Miles (representing the Law Society of Upper Canada), Janine Miller and David Thompson (representing CDLPA).

² The portion of the mandate related to CanLII will be informed by results of the members' survey.

³ The names and email addresses for the 21,424 lawyers were provided by the Law Society of Upper Canada from its members' database. At the close, 3165 of the potential respondents had completed a survey. This represents a very positive response rate of just less than 15%. The margin of error on a sample of 3165 is +/- 1.61 percentage points, at the 95% confidence interval.

Report of the integration task force...continued

Integration of the Great Library into LibraryCo

From the outset, there was consensus from all parties that the Great Library should be a part of the LibraryCo system. Discussion on this focussed largely on possible synergies that may be achieved as a result of the proximity of the Great Library and the Toronto Lawyers Association (TLA) library, which are within the same city block.

The Directors of those two libraries worked together to explore means of cooperation and coordination of some services. After meetings and collaboration on several projects, each prepared a report for the Task Force in November, 2005. Those reports recommended models for a merged library while maintaining the two locations. The working title for that library became the Toronto Regional Law Library (TRLL).

Reporting

LibraryCo has been in operation for five years. Many changes have been implemented in the county and district law libraries in these early years. However, there is still much work to do. LibraryCo believes that the foundations detailed in the Elliott Reports have been achieved in relation

to staffing, collections, technology and operational standards. Advances in technology and the progress of time have made some advances possible and rendered others redundant. The plans as modified in Out of the Box and Beyond the Walls! Business Strategies for LibraryCo Inc. 2002-2005 are accomplished. It is now time to examine possible next steps for the Library system.

The Task Force has substantial input to provide on the resource and service model as well as the basic administrative model for library services in Ontario. Substantial progress has been achieved in addressing the integration of the Great Library into LibraryCo and the members' survey results will inform further discussions regarding lawyers' information needs. In the first quarter of the new year, the Task Force will work to produce recommendations to the Board of Directors for next steps.

Respectfully submitted



Abraham Feinstein, Q.C.
Chair, Integration Task Force


Roving ... Just the facts ...

LibraryCo's Roving Law Librarian travelled 17,313 kms by car to 31 libraries and made 50 visits in 2005. (This compares to 12,114 kms and 47 visits in 2004).

LibraryCo's Roving Law Librarian was involved in assisting with three law library moves and or reorganizations in Norfolk, Dufferin, Prescott & Russell Associations.

Major collections work involving weeding and inventory controls were undertaken at Grey, Hastings, Norfolk, Leeds & Grenville, Oxford, Cochrane, Temiskaming, Rainy River, Lanark, Parry Sound and Manitoulin.

Concentrated library maintenance including major work on updating the collections was undertaken at Prescott & Russell.



In 2005 \$26,751 of Capital and Special Needs Grants were distributed to twelve Associations in support of library renovations, furniture and equipment upgrades and costs associated with moves and reorganizations.

Report of the Financial Committee



LibraryCo had a very successful financial year in 2005. The national firm of Deloitte was engaged once again to conduct an audit and offered a positive and clean audit report without reservation.

We find at the conclusion of 2005 that the County Library Reserve has a balance of \$1.1 million (\$1.4 million in 2004) and that through prudent budgeting LibraryCo was able to draw less on that Reserve in 2005 than originally budgeted. With garnered support of Benchers and CDLPA, Convocation supported LibraryCo's 2006 budget which preserves the Reserve. In 2006 LibraryCo anticipates not utilizing funds from this Reserve to finance operational expenditures in the library system.

In Beyond 2000: the Future Delivery of County Library Services to Ontario Lawyer, Phase II at page 49, the Working Group recommended and Convocation approved with CDLPA's support in 1999 that:

*The Board of LibraryCo should endeavor to bring forward an operating budget that achieves the objectives of the Blended System, including Universal Access for a per member fee **within 10% of the current \$200 for each of the first three years of the new system.***

LibraryCo has surpassed this expectation and has kept within that 10% range for six years.

- For 2000, 25,000 members supported County and District law libraries with \$210 each.
- For 2001, 25,000 members supported County and District law libraries with \$210 each.

- For 2002, 26,000 members supported County and District law libraries with \$208 each.
- For 2003, 28,000 members were asked to support County and District law libraries with \$207
- For 2004, 29,000 members were asked to support County and District law libraries with \$204
- For 2005, 30,000 members were asked to support County and District law libraries with \$208

During the summer of 2005 LibraryCo's Executive Director and accountants from the firm of Wade Group worked in consultation with the Law Society's Finance Department to revamp the quarterly financial statements utilized to report the activities of the law libraries and LibraryCo. Untold hours were spent developing a format that would work for shareholders, board and accountants alike. LibraryCo has approved this new format and has committed to a very tight timeline in reporting on the activities of the law libraries. By all accounts, the shareholders are very pleased with the results going forward in the second half of 2005.

Lastly, two successful LibraryCo funding submissions were presented and approved by the Law Foundation of Ontario. In 2005 the Foundation generously supported LibraryCo's ability to deliver a full slate of legal and law-related electronic resources to the forty-eight law libraries and secondly, sponsored a new Virtual Reference Service initiative called advoCHAT.

Respectfully submitted

A handwritten signature in purple ink that reads "Richmond G. Wilson".

Richmond Wilson, Q.C.
Chair, Finance Committee



What is all the chatter about?

What is advoCHAT?

advoCHAT is an innovative, virtual reference service accessible through the internet. This LibraryCo initiative offers another way for Ontario's lawyers to access legal information, at no charge, from the county and district law libraries and the Great Library.

Using software based on chat technology, the law librarian will conduct a live reference interview. Through a co-browsing facility, the law librarian may open web pages, commercial databases, PowerPoint slides, or other software applications (such as a Word document or an Excel spreadsheet) on the lawyer's computer in real time as the lawyer looks on at their own computer. Later the law librarian can provide a record of the entire transaction for the lawyer to refer to later if desired.

Who is eligible to use advoCHAT?

The service is available, at no cost, to lawyers and licensing process candidates (formerly known as Articling Students) who are members in good standing of the Law Society of Upper Canada. Additionally, library staff currently employed in the 48 county and district law libraries or those in the Great Library are entitled to use the service.

Who are the law librarians staffing the service?

The professionals staffing the virtual reference desk are highly educated with Masters Degrees. They are experienced in researching legal matters and are expert in their field. In addition to electronic resources - both commercially available and those available on the open internet - these law librarians draw on the extensive print resources available in the county and district law library system as a whole as well as their own resources in Carleton (Ottawa), Essex (Windsor), Hamilton, Middlesex (London), Toronto, or the Great Library (Toronto).

When can you use this service?

advoCHAT is currently available from 9:00 am to 5:00 pm, Monday through Friday and is closed on statutory holidays. During the summer months of July and August, **advoCHAT** is available from **1:00 pm to 5:00 pm, Monday through Friday**. Details of the hours of operation and any changes in normal scheduling can be found at www.libraryco.ca.

Why would you use advoCHAT?

advoCHAT is just one of the many services offered through the county and district law libraries and LibraryCo. It does not replace any services currently offered. However, it does augment those of phone-in reference; email or e-reference; fax; or in some instances in-person library service. As many of the county and district law libraries are staffed on a part time basis, this service is ideal when you need to contact a person for help. It is also ideal if you are at a distance from one of the 49 law libraries and time (or weather) does not permit travel to a library. **advoCHAT** may be the perfect solution.

*"Thank you again at this time for your assistance with my research. I only wish more lawyers, especially sole practitioners and small firm lawyers, knew about and utilized **advoCHAT**. It is exactly what "smalls and soles (a Law Society term) need, to assist with their legal research ... I certainly intend to use it in the future and recommend its use to my peers (something I have already begun to do)".*

– a Bencher of the Law Society of Upper Canada

"It's quick, easy to understand and I had a fun experience!"

– a lawyer in the Thunder Bay District

"I used the AdvoCHAT service for the first time with great results. Thank you very much for making this service available ... I would highly recommend this service to any lawyer"

– a lawyer in Essex County



*Delivering quality library services
to Ontario's lawyers through the*



TOOLKIT and **advoCHAT**

How can you use this service for research assistance?

Through the service, you might seek assistance with a legal research matter or an informational item. The following are only a sample of the types of information requests that you might approach the service for:

- requesting a specific citation to a case or decision;
- finding out what county or district law library has a particular book that you need;
- noting up a section of a statute, regulation or bill;
- finding information available in a textbook or a commentary on a specific area of law;
- contact information for another lawyer in Canada;
- the status of a bill in the House of Commons or Senate or in a Provincial Legislature;
- conducting a case law search for recent decisions containing a defined fact situation;
- or identifying superior court decisions on a specific area of law.

How do you get access to advoCHAT?

Assuming you meet the eligibility qualifications noted above, you need only click on the **advoCHAT** logo at: www.libraryco.ca. Though any internet browser will allow you to start chatting with a law librarian, to fully access all the features of the service, use the Internet Explorer browser.

How does advoCHAT actually work?

There are two features to the service that make it just like being in a law library: chatting and cobrowsing.

- Chat allows you to “talk” to the law librarian about your information needs. A transcript of the chat is sent by email to you after the session is finished. If more follow-up between the lawyer / student and the law librarian is necessary after the session, you may be contacted through email.
- The cobrowse function allows you to view electronic resources which the law librarian finds for you. On your computer screen, you will view the work that the law librarian undertakes as they conduct the search. The librarian will review the search results with you so that you can determine what will work best for your research matter. If you want to learn how to conduct a better search yourself, you can also ask the law librarian on the use of the LibraryCo Tool Kit legal resources. Just as if you were in a law library, the librarian will assist you in finding the information you need. Cobrowsing allows for the same experience, but without having to leave your computer.

Once the session is over, your search results may be emailed to you.¹ However, if your request can only be satisfied using print resources (as the virtual reference service lends itself best to electronic resources) the law librarian will assist you in facilitating a document delivery request through the staff of your county or district law library.²

“I was just told about your service, and it is wonderful. You have been most helpful. I have told my colleagues at work about it. Good luck.”

– a lawyer in Toronto

The two key collections tools the Essential Law Library and Core Titles were revised in 2005. To complement those lists between revisions a Highlights List is produced semi-annually.

¹ This is governed by copyright rules and licensing agreements. The law librarian will inform you on those guidelines.

² Additionally, though the librarian will assist you as much as they can during the chat session, the nature of the request may necessitate that they refer you. More complex questions or questions that rely heavily on traditional or print resources for instance, may prompt the librarian to ask you to visit your county or district law library for further assistance or they may want to consult with you off line via email or on the phone, in order to assist you further. For example, legislative histories are often complex and time consuming. The law librarian will be able to help you get started, but will not be able to compile one for you and will advise you how to proceed.



LibraryCo Board of Directors, 2005

Seated from left to right: Nancy Iadeluca, Anne Matthewman, Robert Whitmore, Gavin MacKenzie (Chair), Mary Jo Mustoe, Judith Potter, Abraham Feinstein, Q.C. **Standing from left to right:** Michael Johnston, Michael Adams, Jacques Menard, David Ziriada, Jennifer Carten, Richmond Wilson, Q.C., and Janine Miller. (Missing is Gerald Swaye, Q.C.)



LibraryCo Personnel, 2005

Seated from left to right: Christianne Wyskiel (Assistant to the Executive Director) and Wendy Hearder-Moan (Roving Law Librarian). **Standing from left to right:** Marcus Roesner, Project Manager, advoCHAT and Suzan A. Hebditch (Executive Director).



County and District Law Library Visits by LibraryCo Personnel 2005

Association	Executive Director	Roving Law Librarian
Algoma Law Association	February 3	
Brant Law Association		June 1
Bruce Law Association		August 29
Carleton Law Association	February 23 (AGM); May 10; September 30	
Cochrane Law Association		July 5, 6, 7, 8
Dufferin Law Association		April 6, 14, 18, 26
Durham Region Law Association		April 11; November 8
Elgin Law Association		December 21
Essex Law Association	January 12; April 16 (AGM); May 4	
Frontenac Law Association		
Grey County Law Association		August 30
Haldimand Law Association		June 1
Halton Law Association		
Hamilton Law Association	May 11; June 2 (AGM)	
Hastings Law Association		March 1, 2
Huron Law Association		June 16
Kenora Law Association		July 25, 2005
Kent Law Association		January 19, 20
Lambton Law Association		January 26, 27
Lanark Law Association	September 16	September 29; October 18, 19
Leeds & Grenville Law Association	September 15	April 12 - 13
Lennox & Addington Law Association		September 27
Lincoln Law Association		
Manitoulin District Law Association		August 31, September 1
Middlesex Law Association	May 5	
Muskoka Law Association		September 21
Nipissing Law Association		
Norfolk Law Association		March 10, 17, 21, 22; April 7
Northumberland Law Association		March 3
Oxford Law Association	April 25	April 25, 28; May 3, 11
Parry Sound Law Association		September 21
Peel Law Association		
Perth Law Association	September 16	March 24; September 29
Peterborough Law Association		
Prescott & Russell Law Association	September 28	February 9, 10; March 29; August 23, 24; September 28; November 9
Rainy River Law Association		July 26, 27, 28
Renfrew Law Association	September 29	
Simcoe Law Association	February 17 (AGM)	February 17 (AGM)
Stormont, Dundas & Glengarry Law Association		September 15 March 30; November 10
Sudbury District Law Association		
Temiskaming Law Association		July 12, 13
Thunder Bay Law Association	February 5 (100th Anniversary)	
Toronto Lawyers Association	June 16 (AGM)	
Victoria Haliburton Law Association		October 17
Waterloo Law Association	April 28 (AGM)	
Welland Law Association		December 14
Wellington Law Association		May 5
York Region Law Association		

County and District Law Libraries: toll free*

Algoma District (Sault Ste. Marie)

1-866-840-2540

Brant County (Brantford)

1-866-759-2038

Bruce County (Walkerton)

1-866-486-4365

Carleton County (Ottawa)

1-866-637-3888

Dufferin County (Orangeville)

1-866-862-9931

Durham Region (Whitby)

1-866-742-4316

Elgin County (St. Thomas)

1-866-545-6335

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