OCLA ACCESS POINT

Quarterly Newsletter

Connecting & Communicating

Welcome...

to the post-CALL Conference edition. If you had the opportunity to attend CALL, we hope you have been refreshed and inspired.

This newsletter is designed to allow us to share ideas and helpful tips throughout the year, in addition to our semi-annual meetings at CALL and COLAL. Please keep the valuable contributions coming.

- Betty Dykstra & Janet Marchment, editors

"Bad libraries only build collections. Good libraries build services (and a collection is only one of many). Great libraries build communities."

David Lankes

COMINGS & GOINGS

Best wishes to Grace Mick (Renfrew) who has retired, and Grace Bedwell (Halton) and Rhea Smith (Simcoe) who have moved on. Shabira Tamachi has joined Middlesex, and Carolyne Alsop has moved to Oxford and is covering Elgin as they look for new staff. Sheri Proulx started in Renfrew in June. Dufferin, Halton and Simcoe are currently unstaffed.

FROM THE CHAIR...

by Pia Williams

Dear Friends and Colleagues,

I recently returned from the annual 2019 Canadian Association of Law Libraries (CALL/ACBD) Conference in Edmonton, Alberta, which was a big success! CALL is a wonderful opportunity for library staff to share ideas, make connections, and learn about best practices and emerging trends in the profession. The theme of this year's CALL/ACBD conference was *Get Informed, Be Inspired, Innovate*, and I attended several educational sessions that provided insight into how we as courthouse library staff can do just that. The sessions were uniformly excellent and informative. There were excellent plenaries, informative sessions and the city of Edmonton was beautiful. It was fantastic to see so many OCLA members in attendance at the CALL Conference.

A Committee was struck in December of 2018 with Brenda Albuquerque-Boutilier (LSO), Rick Haga (County of Carleton Law Association), Rebecca Bentham (Hamilton Law Association), Katie Robinette (FOLA), Andrew Cawse (LSO), Chunli Zhang (LSO) and myself to discuss communication opportunities and issues with the LSO, and it continues to meet quarterly. Everyone should have received a communication from LibraryCo with instructions on the timeline for filing the quarterly financial reports. If you did not receive this email, please let me know and I will send it to you.

The Executive and I are currently busy planning the COLAL 2019 conference which will take place October 3-4, 2019. Thank you to everyone who sent in suggestions for sessions. If you have not already registered please take a moment to sign up. The link is below.

I would like to thank my colleagues on the Executive Committee - Laura Dobbie and Janet Marchment: Vice-Chairs, Maria Berezowski: Secretary, Michelle Gerrits: Treasurer, Ciara Ward: Member-at-Large, and Helen Heerema, Past-President for all their support and continued hard work on the Executive with me. Thank you for your time, dedication and commitment.

Have a great summer!
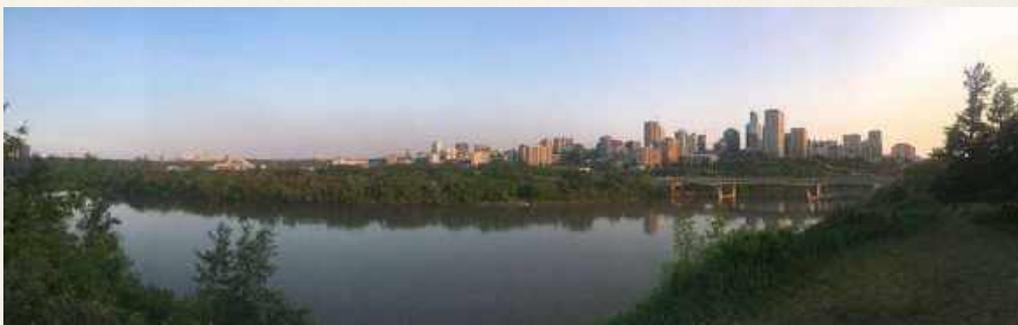
Upcoming Events

Thursday, October 3 & Friday, October 4, 2019
COLAL (Conference of Law Association Libraries)
at the
Sheraton Centre Toronto
123 Queen St W, Toronto, ON M5H 2M9

REGISTER

CALL Conference 2019
# Edmonton, Alberta

Janet (York)

Janet (York)
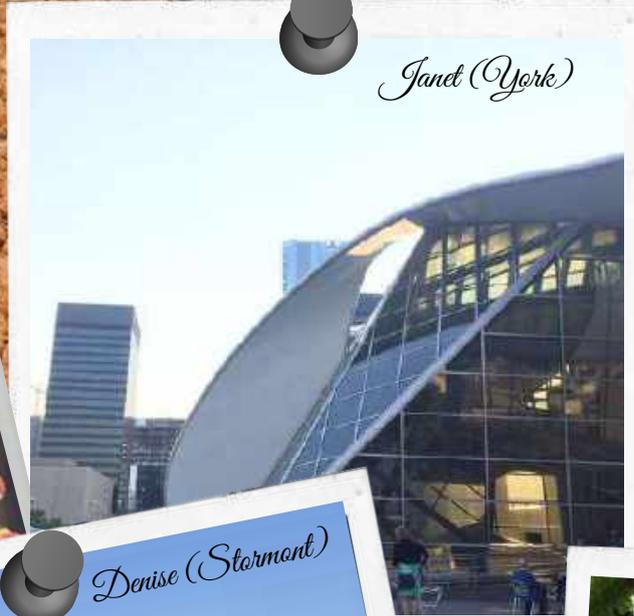
Pia (Waterloo)

Denise (Stormont)
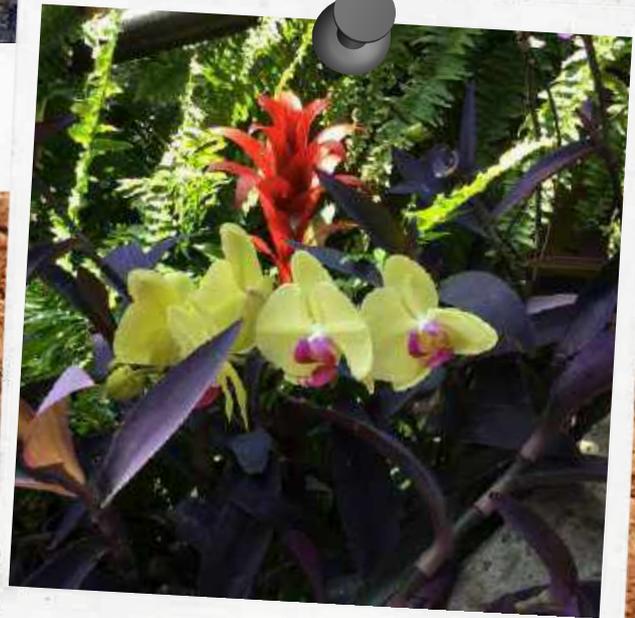
Barb (Huron)
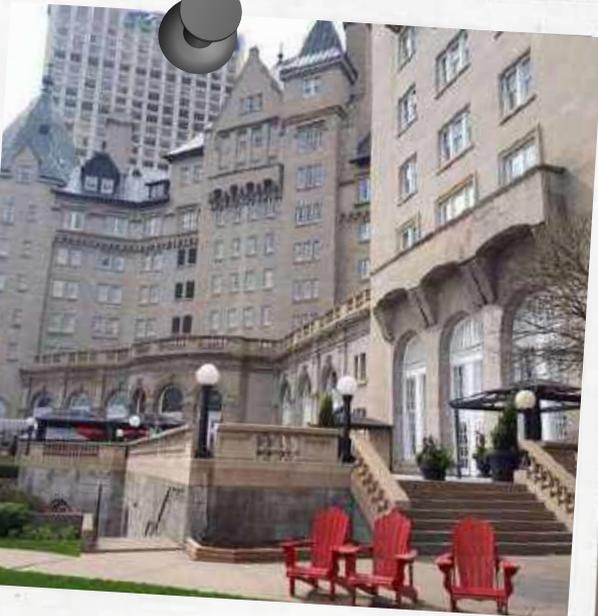
Betty (York)

Pia (Waterloo)

Lena (Haldimand/Norfold)

There...I fixed it !

Lambton Law Association's Circulation & Catalogue Project: Using LIBIB saves time and stress.

by Michelle Gerrits

After trying another catalogue and circulation application approximately 5 years ago I found that the circulation component was too onerous as staff was responsible for taking the information from a sign out book to plug into the computer system. After searching further, I found an application that looked to be ideal for use in our library for our text collection. It allowed import of a database using ISBN codes either ISBN 10 or ISBN 13. This application also allowed the assignment of EAN13 barcodes to the titles and the clients, so I was able to give the lawyers an easy way to make a transaction. LIBIB assigns barcodes and the website had demonstration videos on how to print these codes using www.Avery.com. It also noted that there was the ability to set circulation up as a kiosk on a computer with a barcode reader or using an app on a tablet (Android or iOS). (Note: circulation system on PRO version only.)   Lawyers being able to sign out their own materials was a big selling feature for me. After giving the Library Chair of Lambton Law Association a brief demo of what I thought might be a successful project to not only manage the borrowing, but reduce the loss of materials, and reduce the staff time spent monitoring and policing the circulation, she thought that it was a great idea. Another selling feature was that the program emailed notices of "coming due soon" "due today" "was due 3 days ago" to the clientele without prompting. So with discussion about time savings and possible loss prevention and knowing that there was a chance to import the shelf list from the Law Society we decided to embark on the "pilot project". And the catalogue and the circulation system are cloud-based.

The experience was not without a few bumps. When I uploaded the shelf-list there was a problem when I discovered that the Law Society list did not have the ISBNs separated by 10 digit, 13 digit or ISSNs. This meant that it did not capture all the texts. Only about a third of the titles imported which meant manual import of a large portion of the collection. Some were easily entered using ISBN but others required the input of all the information manually. In addition, all of the call numbers had to be added manually. (Note: PRO version imports call numbers.) Admittedly, many evenings were spent sitting in front of the television with my hands on my laptop inputting the shelf-list.   Once most of the collection was entered in, it was much easier to add new materials as they were purchased. It's hit and miss as to whether LIBIB captures items by ISBN alone so I normally enter new materials manually. It takes only a minute or two.

I purchased a cheap Android tablet 8 inch screen to run my kiosk. I have uploaded the App to allow circulation by the lawyers themselves. I developed a couple of pages of directions to use the tablet kiosk and I will do a demonstration for first time users. The tablet goes to sleep so it is a matter of waking it up, ensuring that they are in the LIBIB App and triggering the camera for scanning barcodes, but otherwise it is really simple to use. I made a master barcode sheet for the lawyers, since not everyone has a photo ID card. The photo ID cards were also a new initiative in 2018, but slow to implement as lawyers seem reluctant to provide a photo to have the cards made. The card is also good for our new membership partnership program with some local businesses where they get discounts with the card.

Returns of materials are to be put in a bin. I handle scanning the barcodes to signal the system that the items have been returned. I can do this with my iPad or using the computer to click on the return from the borrowed items screen. Staff can make changes to extend circulation periods if needed. It doesn't mean that everyone will immediately return items when they receive the reminder email, but I have noted that it has prompted more timely returns. And all I have to do is to open the checked out spreadsheet to know what is currently circulating and to whom.

I feel that the initial input for getting the catalogue up and running was onerous but my hope is that it will relieve the stress of constant tracking of materials. When someone asks if I have the book and if it is on the shelf, I can clearly see what is out. It is possible that materials aren't signed out properly and that something isn't on the shelf as expected, but there is a greater chance of knowing an item's whereabouts with the system. And I don't have to monitor 20 pages of handwritten notes that may or may not indicate exactly which item is borrowed because of incomplete titles, editions, or call numbers, or who might have the material based on a phone number. The app will keep better track and the lawyers who have used it so far are happy to take two photos of barcodes and be on their way. The time needed to sign out is reduced and there is no guesswork on what edition or the call numbers as the barcodes handle it all. It has been well received to this point.

I chose to use pockets and cards because I thought that of the senior bar might be resistant. The card allows them to add their name and leave the card on my desk for me to input. My recommendation otherwise would be to put the barcode on the outside front cover of the book, particularly if you have a bigger tablet or a barcode reader. With my small tablet, you can easily use the card to scan the barcode and the member card.

Another wrinkle came in the form of what to do with multiple volume titles. Options to work around this were by including the volume at the end of the title or showing the additional volume as an additional copy with its own barcode.

I find myself less stressed with this new tool handling the circulation.

I now also have the option of accessing reports about circulation of the materials and of the clients who borrow. I know how many times a title circulates out of the library in a given period or how many titles any given patron has borrowed. I can identify who my most frequent borrowers are, or who doesn't borrow. I can use this information to target those borrowing about the materials' usefulness, get feedback about their library experience, or go to those not borrowing to find out if there are gaps that might be filled with new materials or to provide an awareness about certain materials that might be relevant to their practice area. I've also assigned each law association a bar code for Inter-library loan which tracks materials loaned and will provide reports on that data as well.

I still find myself introducing lawyers to the circulation process with the tablet kiosk some 6 months later. I have run into out-of-town counsel wanting to borrow criminal codes or family law practice material for court, but unless the out-of-town counsel is a regular they haven't been assigned a barcode. I ask them to either sign the old manual sign-out honour book or to fill in the book card and leave it on my desk for those day-use scenarios. On occasion I have someone in town for trial that borrows for a few days and the card or book option works as well. I can always set up a borrower on the fly with an email address too.

I'm very happy with the result of this LIBIB circulation system and the relief from the tedious tracking chore to find my materials. I still have to send a manual email or make a call from time-to-time to track those offenders who don't respond to the auto emails, but all in all I find this "pilot" is a successful project that will continue.

Quick differences Standard vs Pro:
Free vs. $99/yr USD (add $24/yr additional managers)
Up to 5,000 items vs. up to 100,000 items
No circulation system vs. circulation system including
holds, patron self-checkout option

Both versions have:
Publish your library online
Cloud sync, Statistics
Automatic metadata
Ability to export library
Android and iOS apps

Check out the LIBIB website.

Collection Corner

by Betty Dykstra

Frequently, when we think of our collection, we limit that thought to the hard copy books in our libraries. We need to remind ourselves of the additional collection of materials and resources that are available on our electronic licenses. These are available on the LexisNexis Advance and HeinOnline platforms which we all have, or in the case of some libraries, O'Brien's and Westlaw and more.

Collections can also refer to the knowledge and wisdom that is available within our system.   Often, we find ourselves working in a vacuum by circumstances.   This can be the case of new staff, as well as staff that have been there for some time. Some associations have only one staff person, which makes it difficult to bounce things off of a colleague, or new staff falls into the category of having no idea what they should know. Unfortunately, not all associations feel the need or understand the value in providing training to their staff.

We are the county and district library *system*, and everyone has something to contribute, whether it is a solution or a request for a solution. Feedback is an incredible and valuable tool that assists us in seeing if we are meeting the needs of others.   If we do not get feedback, we do not know if this is applicable or can be applicable to the various libraries. We often ask for feedback from our clients – is this what you were looking for, is this helpful?   Are there different versions of a solution? Can we tailor this information for different level needs of user? This is how we grow our knowledge.

The success of Wikipedia is largely based on its contributors. It is open and accessible to all. Some users only go to it to gain knowledge, but others go to it to share knowledge. It is updated, edited and improved on an ongoing basis. I am not suggesting that Wikipedia is the perfect tool, as there are some who post incorrect info, but the contributors are often passionate about setting things straight. So go ask questions, provide answers and never be afraid to contribute.

Keeping the trees alive through the branches
by Jennie Clarke

How do you create a minimal masterpiece for visitors? What should we look for when creating our websites? Clear, lean and minimal pages full of information. When I started designing web pages back in the 90s, it was all about colours, bold and shocking backgrounds, icons that swirled and patterns that dazzled. If you did not have the latest flash craze on your page it was seen as boring and not with the times. Surfing around looking for clipart and new fads online was what most webmasters did for hours on end. There has been a great evolution since then. Twenty-first century web users have asked for something different.

Nowadays pages do not buzz like they used to. There are so many distractions in the real world many look to the virtual world for down time. The least amount of diversions is what makes a person visit a page, tell others about it and revisit. Over time, many have suggested that the glamour and glitter of websites have only slowed their processors down. The World Wide Web was the World Wide Wait. Today people need to get to a page, find what they need and move on. Thankfully, this can be achieved because as designers we have moved away from the stars and sparkles to the orderly page. The chances of a visitor sticking around while pictures flash, teddies dance or twirling arrows direct you are slim. If you want a page that works with any market, the rule is short, clean and sweet. Toss away the RSS and Twitter feeds.

Libraries are fitted for the walls of knowledge. So, how do you get this all in, short and sweet? The answer is in the tree. Start with the roots or the clients. Surveying our clients is the best way of knowing. Once this is achieved, the bark. Keeping in mind the clients make each link a minimal one to two words. Keep the links one colour and whatever you do: NO FLASHING!! Rollover images are a great trend as it helps the newbies to your page identify where they can navigate to move around the page (or tree). Columns to the left and promotions to the right are a standard rule. White backgrounds are also very popular. However, any solid colour will do as long as it is gentle to the eye. If you have to move your mouse ring more than three times, the page is too long. Remember, you want people to return and feel at ease when they visit.

Ten Golden Rules
- State your purpose for your webpage
- PDF files - great for printing but terrible for online reading
- When you click on the link - make sure the colour changes
- Bullets - Tags - Short lists are best
- Consistency is key
- Standard font - the fancier, the more likely a user will not be able to read it
- Keep photos to thumb size with the option to zoom

- Allow for several options when downloading forms
- Remember to stay current with contact information and date
- Icons for social media links - one easy click for the reader to access all your various online access points

Work Smarter Not Harder: KanbanFlow
by Laura Dobbie

When I left my position as a Prospect Researcher in Higher Education and started working as a solo Law Librarian I quickly realized that I wasn't in Kansas anymore. I no longer had on-site coworkers, a direct manager, or a SharePoint site supported by my employer, and with no SharePoint – I had no request queue that I could use to manage my workload.

It was just me, a procedures binder, and colleagues a phone call away. After a few weeks I came to the realization that I would have to find a way to effectively keep track of research requests, my daily workload, and my long term or ongoing projects.

That's where the project management website KanBanFlow came into play. KanBanFlow is a web app that is available for free through your web browser (you can purchase more features in the premium version). It does not seem to be available on the Apple app store, but you could log in through a browser app on your phone or tablet.

Simply put, KanBanFlow is a tool to help you manage your workflow. If you love making lists and checking things off of them, you need to be more organized, or you are drowning in email, this app might help you work more efficiently. Additionally, because you are constantly tracking your work you will have data that you can use to report to your board or write a business case to the law society, if needed.

It's fairly simple to use. The idea is to create multiple boards to track multiple projects. You can invite users to edit boards so you can collaborate on a project, track how long it takes to do a task using the Pomodoro timer, and even get reports on your tasks.

The boards are dynamic, and you add columns to them. Your tasks flow through the columns from 'To-do', 'Do today', 'In progress' and 'Done.' You can rename the columns for your own purposes. Tasks on the board can be colour coded with one of 10 colours, so you can better categorize them.

However, if you just want somewhere to track your day to day activities and tasks, you can create one main board and use that to manage everything. Flexibility is a wonderful feature of this app, so do whatever feels right for your work flow.
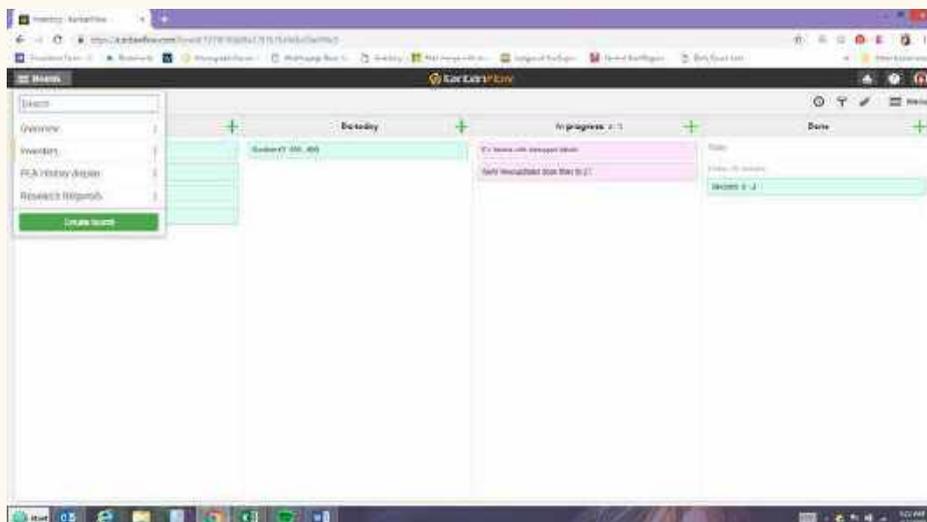
just my opinion...

by Betty Dykstra

Negotiating a Salary Increase...a legal comparison?

I often think that the dreaded salary negotiation process is much like the legal process. No one ever wants to be stuck in it and frankly, not everyone is happy with the end results. If you are new to the legal process, you are often unprepared for all of the steps, especially the ones that you don't often see. We, as law librarians, have the benefit of knowing more than the public, and perhaps the (dis)advantage of knowing the thought process of the parties. So when in Rome, do like the Romans and when in law, think like a lawyer.

Build your case - what do you want? If it is not in the pleadings, it does not get ordered--but be realistic and specific. Do you want an increase in salary, more hours, additional staff, more vacation?

What is the law? We all know that this is the beginning of the legal research phase. Is there something in your employment policy/performance procedure that refers to salary review? Have you experienced a change in your Association that is a marked difference from the job you started (growth in membership, change or additional responsibilities, etc.)? Or, is this something that is long overdue but should be done prior to the call for annual budget submissions to LibraryCo and you need to start a business case process?

What do you need to prove? Can you use the CALL/TALL salary survey or proof of local job advertisement (e.g., partnershipjobs.ca) to see what the market will sustain (both public and private) with regards to salaries? Think quantum or sentences ranges. Where should you fit in?

How are you going to prove it? Can you provide your best evidence – have you tracked what has changed, can you provide stats, do you keep track of the accomplishments to prove your increased value? Even an accused offers letters of reference.

Be prepared for the best deal -- look at the aggravating amd mitigating factors -- are you overqualified for the position that you applied for or is the minimum position no longer a realistic option? Can your locale (location, membership) support a change? Do you live in an area where the cost of living and therefore salaries ares much lower than the GTA? Do they give you the time off between Christmas and New Year's with pay (add in Remembrance Day and Easter Monday and that is a free week)? Would you receive benefits at another job based on the hours you work (our benefits start at 15 hours for part time employees)? If they cannot offer you a raise, would they be willing to give you an additional week vacation or some other alternative (e.g., summer hours?).

Your final submissions – remember, you provide value to your Association; you are not their personal secretary or law clerk--no comparison. You are the employee of the Association. The percentage increase from LibraryCo is a cost of living increase, not a merit increase. Argue and be able to back up your case.   Good luck.

Library Tips

CanLII Connects is Now Searchable

CanLII has updated the search module to include results from CanLII Connects. View the search results under the "Commentary" tab. Click for CanLII's announcement.

AccessCLE ALL Available

Did you know? AccessCLE materials are now downloadable and printable--no matter how recent the program! No more 18-month wait to download CPD materials. Click to read the Great Library's blog post.

It's Summertime!

Time to regroup, renew, and relax...
and
SHELF READ!

The next issue

As with any newsletter, content is key. This is our newsletter, for us and by us. Send us Your Opinion, your Collection Corner and your Tech Tips. Please consider submitting something for the next newsletter to oclaaccesspoint@gmail.com.

And fair warning, the editors would like to pass the newsletter torch on to some new volunteers at the OCLA conference in October. The next newsletter will be our last.