

# Annual Report

April 2006—March 2007

## From the Director



This report covers the activities of the Legal Studies Program from April 1, 2005 to March 31, 2006. We are truly grateful for the core support of the LSP and the Access to Justice Network provided

by the Alberta Law Foundation. This year we also received funds from Alberta Government Services, Alberta Justice, the Alberta Real Estate Foundation, the Law Society of Alberta, and The Muttart Foundation. Without the continuing support of all of our funders, our work would not be possible. I thank our staff, contractors, and volunteers who successfully took on new challenges and reached new heights again this year. What an awesome team!

This is the last annual report of the Legal Studies Program. As of April 1, 2007 the responsibility for all the public legal education programs and services of the Legal Studies Program will be transferred from the Faculty of Extension, University of

Alberta to the Legal Resource Centre of Alberta Ltd. You can continue to keep up with the latest in legal information and educational resources by visiting [www.legalresourcecentre.ca](http://www.legalresourcecentre.ca).

It has been a tremendous privilege and pleasure to have served as the Director of the Legal Studies Program for the past 32 years. I've worked with a host of extraordinarily talented people, been involved in a range of exciting educational innovations, and found myself on the cutting edge of the development of our justice system in Canada. Few people are so lucky in their professional lives. My heartfelt thanks to all those with whom I have had the opportunity to engage over the years: It has been an honour to know you.

My best wishes and fondest regards to everyone at the Legal Resource Centre which has taken on the responsibility for continuing the work of the Legal Studies Program. There is so much still to be done!

Lois E Gander  
Professor & Director

## Highlights

- Over 1100 members of the public attended seminars or training sessions presented by Legal Studies Staff.
- Legal Studies sent out over 12,000 brochures, pamphlets, and bookmarks to members of the public and organizations.
- Over 540 members of the public received responses to their queries concerning the law.
- With the Association des juristes d'expression française de l'Alberta, we translated and published several of our resources in French.
- *Alberta Lawyers : A Tradition of Vision, Leadership, and Service* was published by LawNow in recognition of the 100th anniversary of the Law Society of Alberta.
- Bi-weekly updates on recent court decisions and legislation were sent to about 165 subscribers.
- ACJNet sent out monthly updates to 175 subscribers alerting them to new resources available on the site.
- A-Link sent out bi-monthly updates to 100 A-Link members alerting them to new organizations added to the directory, new programming, or changes to the site.
- Usability studies were completed for A-Link, ACJNet, and Laws for Landlords and Tenants in Alberta. A usability review was also done on the Charities Directorate donor site (Giving to Charity) as part of a contract with CRA.
- More than 5.6 million pages of information were downloaded from LSP websites by over 1.5 million users.
- Once again, LSP served as a practicum site for a Masters student from the University of Alberta.
- Two LSP staff members were recognized with the Premier's Award of Excellence as part of the Alberta Residential Tenancies Advisory Committee to the Minister.
- A transfer of assets agreement for the transition of the program from the University of Alberta to the Legal Resource Centre of Alberta Ltd. was successfully completed.

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"Making access to legal knowledge so widely available to all citizens through its many programs and services, the Legal Studies Program is exactly what Dr Samarasekera is referring to in "Dare to Discover", the University of Alberta's vision for its 2<sup>nd</sup> century.

These two cornerstones, the intertwined concepts of "Learning, Discovery, and Citizenship" and "Engaging with our Communities" to my mind sum up exactly what the Legal Studies program and LawNow have always been about."

Dr. Lynn Penrod,  
University of Alberta

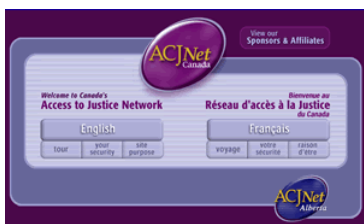
## Public Education Programs & Services

### Access to Justice Network (ACJNet)

ACJNet is Canada's access to justice portal. It serves as a clearinghouse of electronic resources that address a myriad of legal and justice matters. It includes sub-portals dealing with resources of particular interest to Albertans and with those available in French. The use of the site continues to grow with a 30% increase in activity over 2005/2006.

#### Highlights

- A visual upgrade and improvements to the organization and the search functionality of the site was completed.
- Over 10,000 live records are now in the ACJNet database.



- Close to 200 events added to the ACJNet listings.
- Over 200 new websites and resource links.
- Almost 1300 news items added to ACJNet, ACJNetAlberta, and ACJNetFrancaise.
- About 50 new websites or PLE services were featured on each of the three sites.
- Special topics resources were developed on Rent Controls, Canadian Security, Dual Citizenship, and Gangs & gang-related crime in Alberta.
- Monthly polls were run on ACJNet and ACJNetAlberta.
- The most common search topics included Criminal Law, Divorce and Separation, and Family Law followed closely by Common Law Relationships and Landlord and Tenant Issues
- New bookmarks and brochures printed and distributed to all participants in the mapping project of the Canadian Forum on Civil Justice.
- 548 queries answered.
- ACJNet Update sent to almost 200 subscribers.
- Ten electronic mailing lists were maintained for other PLE organizations.

#### User Response

- An online survey of its ACJNet and ACJNet Alberta users found that 92% of respondents felt they were either "very likely" or "likely" to return to the website and another 85% felt they were either "very likely" or "likely" to refer ACJNet to others. Over 50% of respondents said they were doing research for work while close to 20% said they were doing research for personal reasons and another 20% were just looking for general information.
- "I am a research lawyer in private practice and a legal author. I use ACJNet for general research, and especially to do cross-jurisdictional comparisons of legislation. It is an excellent web site – one of my most valued resources."
- "An excellent source of legal information, very easy to navigate your site ... THANK YOU"
- "This is one of the standard research websites we consult for current legislation."



#### ACJNet Website Statistics:

- Over 9.4 million hits
- Over 677,299 user sessions
- Over 2.1 million pages downloaded

#### ACJNetAlberta Website Statistics:

- 422,170 Hits
- 54,472 Pageviews

"I am a university professor in sociology, with a law background. I teach law and society at a 4<sup>th</sup> year level. There is no law school at my university and therefore, no law library. I use ACJNet to read SCC decisions, locate provincial laws, and I advise my students that it is a helpful research tool for their papers."

## A-Link: Alberta's Law-related Information Network

### Website Stats:

- 20,885 Hits
- 14,306 Page views

Jointly funded by Alberta Justice and the Alberta Law Foundation, A-Link is a searchable, online directory of public legal education and information organizations in Alberta. The online directory contains standard directory information, along with descriptions of services and programs offered; geographical areas served; and contact information. The directory also has a members-only component where organizations can update their records and add information.

### Highlights

- A newsletter was created to keep members of the A-Link directory abreast of developments and initiatives of the online directory and the activities of other A-Link members.
- An interactive geographic map was created and added to the homepage of A-Link directory to provide an alternative method of access to information available through the site. The map enables users to scroll and click over either their region or town, to obtain a listing of public legal education programs and service providers for that region or town, as well as to programs and services offered province-wide.
- The search was both improved and simplified to allow an enhanced user experience of the A-Link directory.
- A glossary of terms was added.
- See-also references were added to direct the user to other records with similar information.
- Almost 100 new members were added to the database.
- A-Link was promoted through presentations to librarians, university students and others around the province.

### User Response

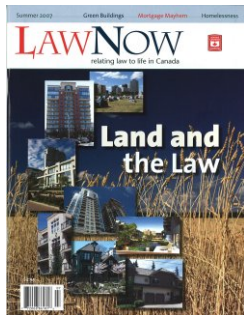
- Usability tests were conducted to determine the ease with which the site can be efficiently and effectively used.
- Overall, the findings of the usability tests showed that A-Link is easy to use and learn and has a professional, appealing look. The content was considered relevant, accurate, current and very authoritative. Most participants made positive comments on the general layout, consistency of the navigation and the organization of information.
- In terms of searching and browsing, the interactive map was considered helpful, functional and aesthetically appealing. The combination of search options was also positively appreciated.
- Areas for improvement were noted for further development.



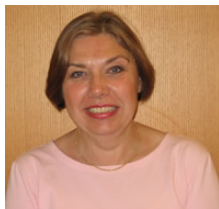
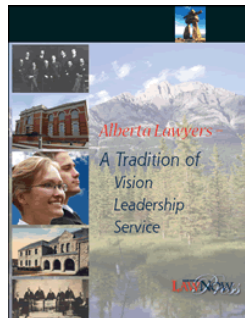
## LawNow

### Website Statistics:

- 1,023,130 Hits
- 422,480 Pages Downloaded
- 70,006 Users



### Special Issue Summer 2007



Teresa Mitchell,  
Associate Editor

*LawNow* strives to provide credible legal information, interpretation, and comment to help Canadians understand the law and its relation to everyday life. The publication team includes lawyers, writers, law librarians, educators, and editors. We are grateful to our contributors (over 45 lawyers and other professionals) who supported *LawNow* by article and column contributions. See appendix for list of volunteer contributors.

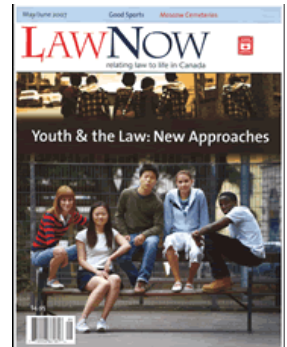
### Highlights

- A redesign of the magazine created a new, updated look for the magazine.
- *LawNow* staff designed and edited *Alberta Lawyers: A tradition of vision, leadership, service* in commemoration of the 100<sup>th</sup> anniversary of the Law Society of Alberta.
- A Special Issue on real estate law was published with support from the Alberta Real Estate Foundation.
- *LawNow* was taken by subscribers to training sessions in Africa, China, United Arab Emirates, Europe, and Hollywood.

### 2006/2007

#### Features

- Law and schools
- Justice Issues
- Canadian Lawyers Abroad
- Landmark Cases
- Family Law
- Older Adults and the Law
- Real Estate
- Youth and the Law



#### Special Reports

- After the courtroom door closes
- Report on Family Law
- Consumer Law
- Law and the Disadvantaged
- International Organizations of Justice
- Sports Law

#### School's In

- Courts, Parents, Adult Children: Sorting out Support
- Legal Trails— Travelling for Youth
- Law and Categories of Learning

“Using the lens of law to look at social issues or to challenge conventional legal thinking, *LawNow* generates new knowledge about issues of contemporary interest for readers both within and outside the legal profession.”

Lois Gander

**LAWNOW**  
relating law to life in Canada

## Canadian Legal FAQs

Canadian Legal FAQs provides short, clear answers to legal questions related to provincial law and to federal law applicable to Albertans

There are now 1,112 FAQs on 25 topics.



[www.law-faqs.org](http://www.law-faqs.org)

### Highlights

- The website underwent a major renovation with a new look and feel to the site.
- The search capacity and linking capability were also improved. All content was reviewed by a lawyer and updated accordingly.
- During the year, 215 new or revised FAQs were added to the site.
- There are now 1,112 FAQs on 25 topics.
- French translations were added for many topics. LSP worked with the *Association des juristes d'expression française de l'Alberta* to create translations for the site.

### User Statistics:

- 3.1 million hits
- 267,344 user sessions
- 1.12 million pages downloaded



## Not-for-Profit and Charity Law

The Not-for-Profit & Charity Law website provides information on not-for-profit, non-profit, and charity management; liability; directors, volunteers, and employees; fund-raising law; and tax law. Information is presented through the *LawNow* reprint series and Frequently Asked Questions (FAQs).

Links to other sites and opportunities for discussion are also included. The Not-for-Profit & Charity Law website includes over 85 pages of content. News items were posted to the site as needed.



[www.law-nonprofit.org](http://www.law-nonprofit.org)

### User Statistics:

- 372,683 hits
- 124,064 page views
- 43,562 user sessions

## Family Violence

### The Family Violence Suite

The Legal Studies Program developed a suite of web-sites dealing with family violence. The LSP also participates in collaborative projects that enhance the awareness and impact of those sites. The maintenance and upkeep of these sites is part of the core activity of LSP. The suite includes:

- **VIOLET:** Law and Abused Women;
- **RoseNet:** Law and Abused Immigrant Women; and
- **OakNet** (Older Adult Knowledge Network): Abuse of Older Adults.



[www.oak-net.org](http://www.oak-net.org)

#### Website Statistics:

##### VIOLET

- 612,773 hits
- 181,649 page views
- 85,288 user sessions

##### OakNet

- 188,723 hits
- 50,483 page views
- 29,716 user sessions

##### RoseNet

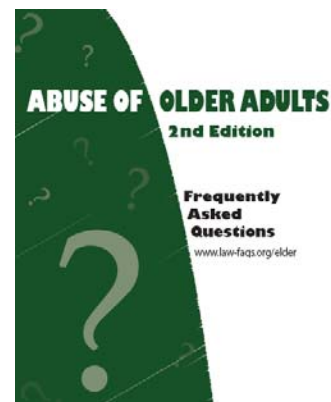
- 231,041 hits
- 120,043 page views
- 56,143 user sessions



[www.rosenet-ca.org](http://www.rosenet-ca.org)

### Highlights

- There were **4700 copies** of the Elder Abuse booklet distributed to individuals as well as to organizations and events such as the Elder Abuse Intervention Forum (City of Edmonton), The Canadian Association of Pre-Retirement Planners Conference, and to a lawyer in Italy specializing in medical/legal issues.
- **LSP** collaborated with the *Association des juristes d'expression française de l'Alberta* to create and print a French language version of the booklet.
- **RoseNet**, was reviewed by a lawyer to bring it up-to-date with new legislation in Alberta.



[www.violetnet.org](http://www.violetnet.org)

## Residential Tenancies

The Residential Tenancies program is funded by the Alberta Real Estate Foundation (AREF) with assistance from Service Alberta. During the year, staff concentrated on promotion and training initiatives. These initiatives were geared towards various sectors of the real estate industry and public legal education. Public libraries were specifically targeted.

### Highlights

- 'Hot Topic' information sheets covered issues of concern to Albertans, specifically on rent increases, shared accommodation, and moving to Alberta. These 'Hot Topic's are available in both print and electronic formats. All three 'Hot Topic' sheets are available both in French and in English.
- A new section for 'News' was created to both the Landlord and the Tenant sides of the website. News items were taken primarily from government news releases concerning legislative changes to the *Residential Tenancies Act*.
- The site was updated regularly to ensure all new legislative changes were accurately reflected on the website. Links were also checked and bad links corrected.
- Over 7500 items were mailed out to Albertans. Several thousand more were handed out at seminars and conferences conducted to train both the public and intermediaries on how best to use the web resource.



### User Response

- An assessment of what landlords and tenants still need was conducted through an online survey posted to the website as well as elsewhere on the Internet.
- Almost 90% of respondents felt they were either 'likely' or 'very likely' to return to the website while another 85% were either 'likely' or 'very likely' to recommend the site to others.
- Key areas of landlord and tenant law that users would like to see covered on the website included 'Emergency situations (and how to handle them)', 'Crime on premises', 'Resident Managers', and 'Best practices'.

### Website Statistics:

- Over 6.7 million hits
- 1.3 million page views
- 154,187 user sessions



RENT INCREASES

HOT TOPIC

May 2007

The law in Alberta does not control how much rent can be charged for any particular property. The law does control how often rent can be increased.

The Alberta government oversees and enforces the Residential Tenancies Act, the legislation that sets out the rights and responsibilities of landlords and tenants in Alberta.

PERIODIC TENANCY

If you have a periodic tenancy (e.g., week to week or month to month), the law allows the landlord to increase the rent. The law does not limit the amount of the rent increase, but the law does say when and how often an increase can take place.

TIME BETWEEN INCREASES

- In a periodic tenancy, a landlord can only increase rent after a certain amount of time since the last increase.

- For a weekly tenancy, a written notice of rent increase must be given at least 12 tenancy weeks before the date of the rent increase.
- For a monthly tenancy, a written notice must be given at least three tenancy months before the date of the rent increase.
- For any other period of tenancy, a written notice must be given at least 90 days before the date of the rent increase.

*In February of 2007, we were lucky enough to have Kirsten Wurmman, from the Legal Resources Centre in Edmonton, visit us at Calgary Public Library to offer training for library staff and customers on Landlord and Tenant resources. .. It was one of the most successful programs the library offered, with over 50 people attending. ..The training sessions were a resounding success and the staff at the Calgary Public Library feel much more confident when assisting customers with legal requests as a result.*

*—Jerry Fawcett, Reference Librarian  
Calgary Public Library*

## Theory and Practice of Public Legal Education in Canada

### Website Statistics:

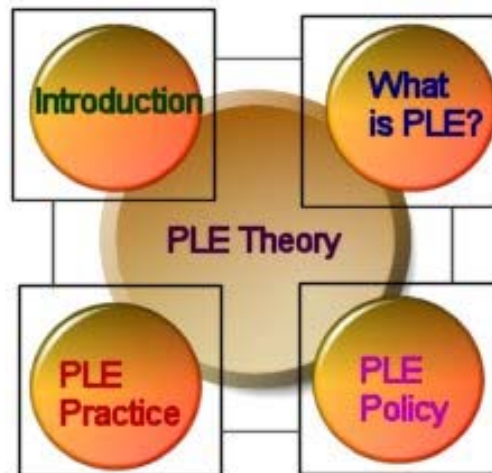
- 22,708 hits
- 8,991 user sessions
- 15,426 pages downloaded

As one of Canada's oldest public legal education organizations, and the only one located within a university faculty, the Legal Studies Program has assumed a particular mandate for carrying out research into the theory and practice of public legal education.

An important LSP objective is to provide leadership in the field of public legal education (PLE). A major initiative has been the Alberta Law Foundation-funded development of a website, online forum, and weblog (blog) for PLE providers, funders, and policy-makers. During 2006/07, we continued to add links and documents to this site.

### International Exposure

Web-based resources are a great way of spreading knowledge about the theory and practice of public legal education in Canada. As a result of our Theory and Practice of PLE in Canada website, we were approached by a graduating law student from the University of Idaho. He made a successful application for a Fulbright Scholar Program's Pre-Doctoral Fellowship which enables him to spend the upcoming year studying with the LSP. His research will position him to provide leadership in the development of PLE services in the United States, and to make a significant contribution to our own understanding of PLE's contribution to access to justice in Canada.



[www.plecanada.org](http://www.plecanada.org)



## Research & Community Engagement

### Articles / Publications

Rhyason, D., Sweeney, L. & Parish, L. (2007). *Integrating legal concepts into Grade Six Social Studies: Reference Guide*. March 2007.

*Designing websites effectively: Promising practices for providing legal information for the public*. (March 2007). A report prepared for the Charities Directorate, Canada Revenue Agency.

*Giving to Charity: Information for donors: Website Review*. (March 2007). A report prepared for the Charities Directorate, Canada Revenue Agency.

### Presentations

L'Heureux, S. *Women, Anger, and the Law*. Workshop presented at the Edmonton Institute for Women.

L'Heureux, S. *International Women's Day*. Panel member at the Edmonton Institute for Women.

Rhyason, D. *Keeping it Going*. Presentation to the Alberta Magazine Publishers Association Conference. Calgary.

Rhyason, D. and Wurmman, K. *Building from the Ground Up: Relating Law to Life* (April 2006). Presentation to the Alberta Library Conference, Jasper, Alberta.

Rhyason, D. and Wurmman, K. *Hearing Officers Training*. Residential Tenancies Dispute Resolution Service.

Wurmman, K. *Residential Tenancies Legislation Training Sessions*: (5 sessions in Edmonton, Calgary, and Strathcona County)

Wurmman, K. *Control – Alt – Delete: Alternative Librarianship in Public Legal Education* (May 2006). Presentation to the Canadian Law Libraries Annual Conference, Edmonton, Alberta.

Wurmman, K. Podcast Interview with Jim Milles – “Check This Out” Episode 028: Cool Jobs (May 2006).

Wurmman, K. *“I know they're out there”-Searching for legal resources online* (August 2006). Presentation to project staff at the Canadian Forum for Civil Justice, Edmonton, Alberta.

Wurmman, K. Invited guest speaker to EDBU 417-418 at the Faculty of Education, University of Alberta (February 2007)

Wurmman, K. Invited guest speaker to LIS 592 - Intellectual Freedom and Social Responsibility in Libraries at SLIS, University of Alberta (March 2007)

## Projects

Projects funded during the year included:

- Alberta Justice – A-Link project
- Alberta Justice – Grade six social studies project (3 year)
- Alberta Law Foundation – Law for Alberta Schools website (3 years)
- Alberta Real Estate Foundation – Library training project
- Alberta Real Estate – *LawNow* Special Publication
- Canadian Association of Law Librarians – Research project
- Canada Revenue Agency- Website review project
- Changing Together- Website development for Law for Modern Internet Brides
- Law Society of Alberta – Special publication
- Law Society of Alberta – Law for Alberta Schools website design project
- Muttart Foundation – Lobbyist Act review

## Staff

### Professional Memberships/ Affiliations

- Alberta Magazine Publishers Association
- Alberta Residential Tenancies Advisory Committee
- Association of Professional Librarians at the University of Alberta (APLUA)
- Canadian Library Association (CLA)
- Canadian Magazine Publishers Association
- Faculty of Extension Records Management
- Library Association of Alberta (LAA)
- Public Legal Education Network of Alberta (PLENA)
- Public Legal education Association of Canada (PLEAC)
- University of Alberta Trust Academic Negotiating Committee

### Academic Staff

- Lois E Gander (Professor), LL.M. – Executive Director
- Diane Rhyason, PhD – Associate Director
- Teresa Mitchell, LL.B. – Research Officer and Associate Editor, *LawNow*
- Kirsten Wurmman, MLIS – Web Librarian

### Non-Academic Staff

- Lesley Conley – Electronic Information Assistant
- Susanne L'Heureux – Production Assistant
- Stephanie Hawrylak – Projects Support
- Karen Klak—Editorial Assistant
- Tracie Teall – Accounting Assistant
- Shannon Thomas – Developer, Digital Strategies

### Contractors and Consultants

- Law Another Way Ltd
- MFS Consulting
- Redengine Inc.
- Some Production!

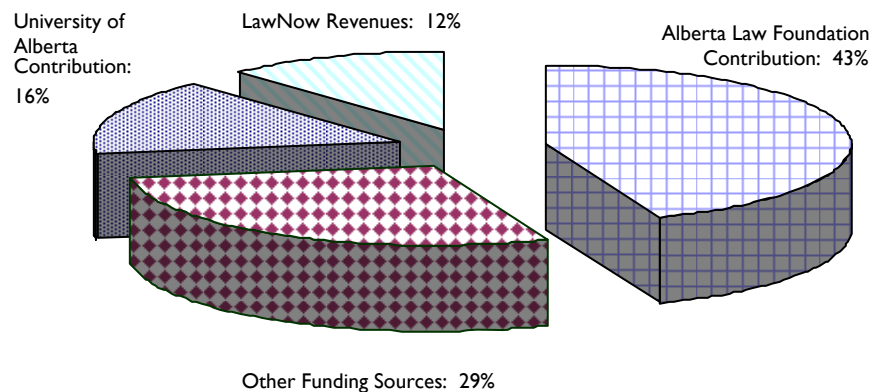
### Pro Bono

LawNow is grateful for its many volunteer contributors (over 40 writers!).

## Financial Summary



David Aucoin, Executive Director,  
Alberta Law Foundation



## Contact Information

**Lois E Gander**  
Tel: 780.492.1621  
[lois.gander@ualberta.ca](mailto:lois.gander@ualberta.ca)

**Legal Resource Centre**  
**Diane Rhyason**  
Tel: 780.451.5285  
[diane.rhyason@ualberta.ca](mailto:diane.rhyason@ualberta.ca)

## Appendix 1: Detailed Website Statistics

Website	Hits	Pages	Users
<b>ACJNet (includes A-Link)</b>	8,840,569	2,105,751	677,299
<b>Canadian Legal FAQs</b>	3,115,764	1,120,977	267,344
<b>Laws for Landlords and Tenants in Alberta</b>	6,741,537	1,269,417	154,187
<b>LawNow and LawNowOnline</b>	1,023,130	422,480	70,006
<b>Legal Studies Program</b>	466,681	74,228	46,136
<b>Not-for-Profit &amp; Charity Law</b>	372,683	124,064	43,562
<b>OakNet</b>	188,723	50,483	29,716
<b>Theory &amp; Practice of PLE in Canada</b>	22,708	15,426	8,991
<b>RoseNet</b>	231,041	120,043	56,143
<b>VIOLET</b>	612,773	181,649	85,288

22.5 million hits

5.59 million pages  
downloaded

1.48 million user  
sessions

## Appendix 2: Networking and Participation

Staff participated in the following committees and workshops

- JPAC (Justice Policy Advisory Committee), Sub-committee on Public Confidence
- JPAC Law-related Education Working Group
- PLEAC Law-related Education Committee
- ARTAC – Alberta Residential Tenancies Advisory Committee
- ARTAC Education Subcommittee
- LInC (Legal Information Centre) Planning Committee -Member
- PLENA Library Training
- Trust Academic Steering Committee- University of Alberta
- Transition Planning Team - University of Alberta
- Greater Edmonton Library Association
- Alberta Library Conference (April 2006, Jasper, Alberta)
- Canadian Law Library Association Conference (May 2006, Edmonton, Alberta)
- Canadian Association of Special Libraries and Information Services (CASLIS) – *Making the Business Case* (November 2006, Edmonton, Alberta)
- Web 2.0 for Faculty – Library Resources and E-Learning* (December 2006, University of Alberta)
- School of Library and Information Studies Professional Development Day – *Pathways to Advocacy and Access in Libraries* (February 2007, University of Alberta)
- Greater Edmonton Library Association - *Interviewing Strategies: The Other Side of the Table* (March 2007, Edmonton, Alberta)
- PLENA Annual Summit – November 2007

## Appendix 3: Community Connections

During the 2006/2007 staff at the Legal Studies Program worked with the following organizations on a variety of initiatives:

- Alberta Council of Women's Shelters
- Alberta Magazine Publishers Association
- Alberta Magazine Publishers Association
- Alberta Residential Tenancies Advisory Committee
- Association of Academic Staff at the University of Alberta (AASUA)
- Association of Professional Librarians at the University of Alberta (APLUA)
- Association des juristes d'expression française de l'Alberta
- Changing Together : A Centre for Immigrant Women
- Calgary Apartment Association
- Canadian Magazine Publishers Association
- Canadian Library Association (CLA)
- Canada Revenue Agency
- Canadian Forum on Civil Justice
- Changing Together - A Centre for Immigrant Women
- Chinook College
- Landlord and Tenant Advisory Boards (Edmonton, Red Deer, Wood Buffalo)
- Law Society Libraries
- Legal Aid Alberta
- Legal Education Society of Alberta
- Library Association of Alberta (LAA)
- The Muttart Foundation
- Public Legal Education Association of Canada
- Public Legal Education Network of Alberta

## Appendix 4: LawNow Travels Abroad

In addition to regular subscribers, copies of LawNow received attention in many other places

**East Africa** as part of a justice initiative on Access to Justice.

A NAIT instructor currently in **China** teaching business law uses LawNow articles on a regular basis for teaching materials.

Simmons & Simmons from **Abu Dhabi, United Arab Emirates** requested to have articles, "Making a Difference, One Project at a Time" and "Lawyering in a Lawless Land" to post on their website.

Permission was granted to **CSC(Corrections Services Canada)** to post *Who cares about women coming out of prison? We do.* (Vol.30, Issue 3 December 2005/January 2006) on their website.

Provided boxes of LawNow resource for presentations at '*Everyday Law*' with **Alberta Justice** – Nov/06

Permission was granted to **Pearson Education Canada** to reprint the chart 'Core Ethical Values Principles Table' for textbook called "*Business Law in Canada*" by Yates, Bereznicki-Korol and Clark. Print run 25,000.

**CAPDHE** (Canadian Association for the Prevention of Discrimination and Harassment in Higher Education) jasa requested numerous articles for their newsletter and course material (University of Calgary)

LawNow in **Hollywood!** Sony pictures requested permission to display copies of LawNow in one of their movies called, "RUNAWAY". The June/July 2006 Justice Issues was used as a prop/set dressing

Madam Justice Joanne B. Veit requested articles be sent to her in Europe.

## Appendix 5: Pro bono Contributions

Gordon Andreiuk  
 Peter Bowal  
 Marian E. Bryant  
 Kathryn Bullon  
 Carlee Campbell  
 Robert J. Campbell Q.C.  
 Margaret Capes  
 James Casey Q.C.  
 Cindy Chiasson  
 Michelle C. Christopher  
 Michael Clegg, Q.C.  
 Charles B. Davison  
 Mona Duckett Q.C.  
 Grant Dunlop  
 Laura Durrance  
 Leah Fitzgerald  
 Garrett A. Eisenbraun  
 Fred R. Fenwick  
 Sidney Fisher  
 The Honourable Catherine Fraser  
 Andrea Fugeman-Millar  
 Lois E. Gander  
 Beverly J. Gilbert  
 Robert G. Harvie  
 Teresa Haykowski  
 David Hiebert  
 Janet Keeping

Steven A. Kennett  
 The Honourable Adele Kent  
 Tim Kirby  
 Erin Langner  
 John Lemieux  
 Melissa L. Luhtanen  
 Connie L. Mah  
 Blair E. Maxston  
 Linda McKay-Panos  
 Marla S. Miller Q.C.  
 Judith Milliken Q.C.  
 Shaunna Mireau  
 Hugh Neilson  
 Robert Normey  
 Karen Platten  
 Michael S. Quinn  
 Mark Rieksts  
 William Ross  
 Sandra L. Schulz Q.C.  
 Brian Seaman  
 Allan Shewchuk Q.C.  
 Jim Silovs  
 Mary Stratton  
 Trevor Todd  
 Chantelle Washenfelder  
 The Honourable Allan Wachowich  
 Michael M. Wenig  
 John Winterdyk

## Appendix 6: Landlord and Tenant Library Training Project 2007

### FEEDBACK

This project was funded by the Alberta Real Estate Foundation for the purpose of updating public library staff about residential tenancies and how to locate information and services. Information sessions were also offered for the public, normally in the evening of the staff training day. LRC staff, along with subject experts, did the presentations.

Response was positive to both initiatives. Two examples of feedback are below.

#### Calgary Public Library

*In February of 2007, we were lucky enough to have Kirsten Wurmman, from the Legal Resources Centre in Edmonton, visit us at Calgary Public Library to offer training for library staff and customers on Landlord and Tenant resources.*

*We were able to offer the public an evening session in which Kirsten and a lawyer from Calgary shared their knowledge and information about practical legal resources with library customers. It was one of the most successful programs the library offered, with over 50 people attending. This is a large number, considering the fact that the session was hosted in winter, in the downtown east end and at night. The participants raised many questions, so the session went far beyond the allotted time. It would have been great to have Kirsten and her colleague here longer!*

*They also were able to offer training on important legal resources to Calgary Public Library reference staff during the day. Staff from 10 different branches across the city attended the training session. They were very excited to have the opportunity to learn from these experts and to take handouts and useful Web resources back to their specific community locations. The training sessions were a resounding success and the staff at the Calgary Public Library feel much more confident when assisting customers with legal requests as a result.*

*The staff from the Legal Resources Centre are a valuable asset to the citizens of this province. Their expertise should be shared with every community throughout Alberta.*

*–Jerry Fawcett, Reference Librarian  
Calgary Public Library*

#### Strathcona County Library

Strathcona County Library ran the program "Home Sweet Home: Laws for Landlords and Tenants in Alberta" in late January, 2007, hoping there would be interest in such a program for adults. We advertised it on our website and with posters and were fortunate to get a small article in the local paper. The response was overwhelming; we had 47 attendees, 35 of whom filled out an evaluation form. They asked for a repeat of the program, and also suggested the following topics for future programs: family law, child custody, child care maintenance for divorced parents, will and estates (3), small business, and a variety of other topics not related to law directly such as medical information, credit management, real estate, retirement planning and seniors housing. I suspect all these topics have a legal aspect, however.

Our program host attended the workshop and offered the following comments:

*The program was presented by Kirsten Wurmman of the Legal Studies Program and Dian Kuchtey, Director of Investigations, North Field Services for Service Alberta.*

*Kirsten and Dian made a very good team--even though it was only the second time they'd done a presentation together. Dian gave the audience info about tenancy law and then Kirsten showed them how to use the online resources on this topic. The audience was predominantly landlords and prospective landlords--had only one tenant in the room (Kirsten did a survey). The audience had many questions. The program was supposed to end at 8 pm, but Kirsten and Dian had told everyone that they'd answer any questions at the end of the presentation so it ended up running until 8:50 pm. We had a couple of people who phoned who couldn't make the program but requested that we run it again at a future time.*

*I would be very pleased to be able to run a series each year on legal matters of interest to the general public. There is no source for this type of learning yet many people are looking for information. They know they are uninformed or under-informed and they need a reliable and affordable way to learn. Public libraries are the perfect host for this type of adult education, and the Legal Resource Centre is the perfect source for this type of workshop.*

*–Heide Blackmore  
Supervisor, Adult Services  
Strathcona County Library*