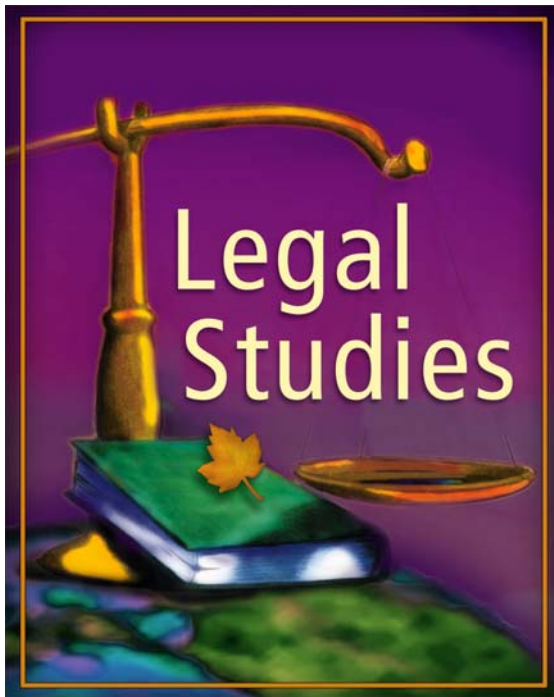


Annual Report Supplement



January 2004 —
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LEGAL STUDIES PROGRAM,
FACULTY OF EXTENSION,
UNIVERSITY OF ALBERTA



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Resources—Development and Delivery

Access to Justice Network (ACJNet) www.acjnet.org

The ACJNet team continued to add new information to the site:

- 979 News component records were added, including news items, feature sites, and special topics.
- Over 185 events were added for the year.
- Over 300 links to websites and full-text documents were added.

Quick Facts:

- 12 polls were run on the national site, averaging 162 respondents/poll. Polls were introduced to the Alberta site, with topics such as identity theft, teen curfews, restrictions for older motorists, and the consideration of a provincial police force.
- Top keywords included criminal law, divorce, family law, child support, and freedom of information.
- Special topics were created to coincide with special law-related events. For example, crime prevention week and family violence prevention month on the Alberta site and Restorative Justice Week and Women's History Month on the national site.



LawNow www.lawnow.org

The LawNow Online website was upgraded with the addition of a content management system which improved search results. Work began on converting the subscription database to one made available to members by the Alberta Magazine Publisher's Association.

Quick Facts:

- There were over 55 reprint requests.
- LawNow Plus subscriptions almost reached 100.
- 1,200 subscribers.
- 21 universities, colleges, libraries, government departments, and law firms maintain site licenses.
- Readership exceeds 15,000/issue.
- Revised LawNow promotional website received over 750,000 hits.



Canadian Legal FAQs www.law-faqs.org

Hits on the website have increased from 955,000 in 2001 to over 3.9 million in 2004. In 2001 the site experienced 108,000 user sessions, while in 2004 user sessions topped 305,000.



Residential Tenancies Legal Information Project

Quick Facts:

- The Laws for Tenants in Alberta site received over 2.8 million hits in 2004. (Over 10 times as many as it received in its first 6 months online!)
- Over 150,000 pages were downloaded in almost 60,000 user sessions.



www.landlordandtenant.org

Not-for-Profit and Charity Law www.law-nonprofit.org

The Muttart Foundation has funded the development of five workbooks to assist the boards of not-for-profit organizations in managing their legal obligations. In 2004, drafts of four workbooks from the Legal and Ethical Duties of Directors of Not-for-Profit Organizations series were developed:

1. *Creating an Organizational Binder*
2. *Understanding Your Corporate Documents*
3. *Getting Organized*
4. *Operating According to Your Policies*

Work also began on the 5th workbook in 2004.

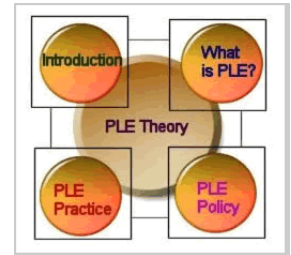
Creating an Organizational Binder was the focus of a presentation to 100 participants at the June 2004 Vitalize conference in Edmonton. Feedback received at this conference was analyzed and changes will be incorporated in the final version of the workbook.

The Canada Revenue Agency also funded the development of an engagement strategy planning framework for its new voluntary compliance initiative.

The Alberta Law Foundation funding supports the routine hosting and maintenance of the website and the general dissemination of information to both the public and the not-for-profit sector.

The Theory and Practice of Public Legal Education in Canada

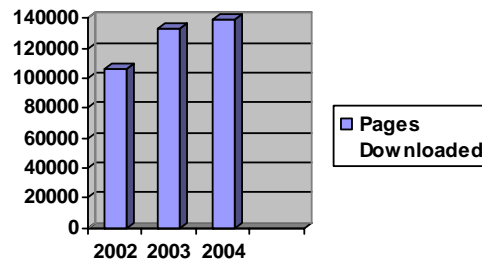
A team of researchers from the Legal Studies Program and British Columbia's Legal Services Society developed a research project titled Promising Practices and Unintended Consequences: Valuing Our Knowledge. Ethics approval was obtained for the research. Data will be collected and analyzed during the next year. The results of the study will be published on the PLE website and will be used to further develop the site.



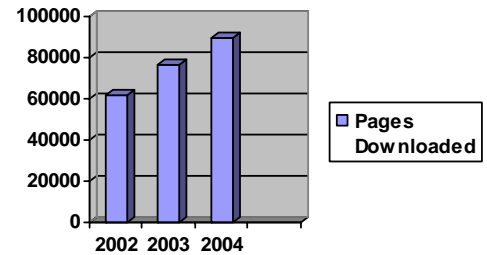
Family Violence

Websites in the family violence suite continue to experience growth. These include VIOLET: Law and Abused Women, RoseNet: Law and Abused Immigrant Women, and OakNet: Abuse of Older Adults. The regular maintenance and upkeep of these sites is part of the core activity of the LSP.

VIOLET



ROSENET



Smaller Initiatives

- A paper entitled “The History and Development of Unions in Canada” was developed, to be published in 2005. This paper served as a reference tool in developing FAQs for the Civic Service Union 52.
- Final report for the Diversity On-line Civil Participation Project was submitted to Heritage Canada.

Service, Networking, and Consulting

Lois Gander

Our Executive Director served as Associate Dean (Academic) until June 30 for the Faculty of Extension, and served as Chair of the Faculty Evaluation Committee. She served on Extension Faculty Council, EFC Executive Committee, Unit Directors Committee, Fund Development Committee, and Extension Evaluation Advisory Committee. Ms Gander was appointed to serve on Alberta's ministerial advisory committee on residential tenancies legislation in Alberta (ATRAC). She also served on the Education Sub-Committee of ARTAC, and was appointed Chair of this committee in November. She was elected to the board of the Public Legal Education Association of Canada (PLEAC) and to the chair of its Professional Development and Research Committee. Ms Gander is a member of the Law Society of Alberta and Canadian Bar Association; and board member of the Legal Education Society of Alberta.



Diane Rhyason



Our Associate Director served as Chair of the Trust Academic Steering Committee of the Association of Academic Staff of the University of Alberta. This committee is working to create the first employment agreement between the University of Alberta and its trust academic staff. She also sits on the Faculty of Extension Records Management Committee, the Conference Committee of the Public Legal Education Network of Alberta (PLENA), and is Vice-Chair of the Education Subcommittee of ARTAC (Alberta Residential Tenancies Advisory Committee) which advises the government on residential tenancies issues. Dr. Rhyason is a member of the Canadian Library Association and the Library Association of Alberta and attended annual conferences in Jasper and Victoria. During the year, she consulted with a variety of public legal education organizations in the province, including Student Legal Services of Alberta, and the Canadian Forum on Civil Justice.

Online Services

Legal Studies provided complimentary website maintenance to the Alberta Law Foundation, the Law Foundation of British Columbia, the Canadian Association of Provincial Court Judges, and Student Legal Services of Edmonton. Multiple copies of LawNow magazine were provided to support classroom teaching at The Legal Education Society of Alberta Mediation Program, the Faculty of Law at the University of Calgary, and the Canadian Institute of Resources Law at the University of Calgary.

In addition to providing a list service to staff, Legal Studies Program contributes to a variety of public legal education organizations by providing complementary hosting and maintenance of a list service for their members. These organizations include PLENA (Public Legal Education Network of Alberta), PLEAC (Public Legal Education Association of Canada), YJEP (Youth Justice Education Partnership) and the Alberta Law Foundation.

Research and Development

Civil Justice System and the Public

Lois Gander served as a co-principal research director of this study, the largest research project ever undertaken with respect to the administration of justice in Canada. The research team attracted an additional \$320,000 from the Social Sciences and Humanities Research Council to extend its research for another two years, and \$10,000 from the Alberta Law Foundation to include focus groups in the Alberta portion of the study.

Usability Testing (A-Link)

As part of the cooperative project to develop an online directory of public legal education services in Alberta, Legal Studies conducted a quality improvement research strategy to field test the quality of the new online service to be provided by ACJNet and Alberta Justice. Direct observation methods were used to test the efficacy and efficiency of search options, determine usage patterns, and identify design flaws. Changes were made to the site based on testing results.



Online Surveys (Canadian Legal FAQs, Laws for Tenants in Alberta)

An online survey was conducted to determine user profiles, use patterns, and observations with respect to the Canadian Legal FAQ website and Laws for Tenants in Alberta. Results will be used to inform the upcoming redesign and structuring of the site. The results also provided our funders with valuable information about how the sections they fund are being utilized by the target market. Assistance in the design of the survey was provided by Academic Technologies for Learning, in the Faculty of Extension.

Articles

- Gander, L., Stratton, M. & Lowe, D. (2004). *"The Canadian Civil Justice System and the Public: Highlights of the Alberta Pilot"*.
- Mitchell, T. (2004). *Bench Press*. LawNow.
- Mitchell, T. (2004). *Today's Trial*. LawNow, V28/29.
- Rhyason, Diane J. (2005). *Boundary Management as a Collaborative Skill for Outstanding College Student Service Practice*. Canadian Association of College and University Student Services: Communiqué, v. 5(2).
- Wurmman, K. (2004). *We've been busy... new & improved legal resources now online!* CTS Circular, Fall 2004.
- Wurmman, K. and Rhyason, D. (2004). *Albertans get A-Link to Public Legal Education*. Letter of the LAA, July 2004.

- Wurmman, K. and Rhyason, D. (2004). *Power to the People: The Legal Studies Program Pamphlet Collection, 1976 – 1995*.

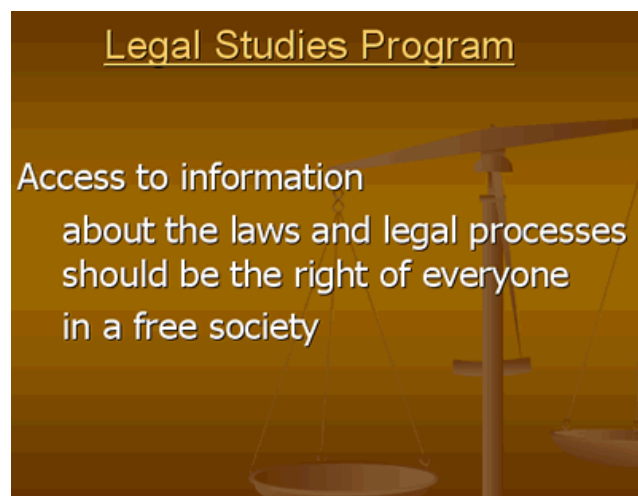
Publications

- Parish, L. and Gander, L. (2004). *Reference Guide to Landlord and Tenant Law in Alberta*. 3rd ed. (<http://www.acjnet.org/docs/landten/>)
- Parish, L. *History and Development of Unions in Canada* (December 2004).
- Sy, San San & Rhyason, Diane J. (December 2004). *A Selective bibliography on online engagement*. www.acjnet.org/bib.org
- Wurmman, K. and Rhyason, D., Gander, L. (December 2004). *Charity Law in Canada: An Annotated Bibliography of Selected Web Resources*. Prepared for the Canada Revenue Agency, Charities Directorate.



Presentations

- Gander, L. and Parish, L. (June 2004). Legal and Ethical Duties of Directors of Not-for-Profit Organizations. Presentation at Vitalize 2004 Annual Provincial Voluntary Sector Conference.
- Rhyason, D. and Wurmman, K. (February 2004). Presentation to visiting professor Kemal Kacapor from Sarajevo University. Content Management Systems and Public Legal Education. Edmonton, Alberta.
- Wurmman K. (2005). Presentation to Greater Edmonton Teachers' Convention Association Conference. *Law & Justice on the Internet: Where can I find it?* Edmonton, Alberta.
- Wurmman, Kirsten. *How do you find (the defendant)? Locating legal information on the web*. Presentation to the Alberta Library Conference, April 28, 2005.





Partners and Collaborators

- Alberta Government Services
- Alberta Justice
- Alberta Law Reform Institute
- Boardwalk Properties
- Boyle Street Co-Op
- Calgary Apartment Association
- Calgary Legal Guidance
- Canadian Association of Provincial Court Judges
- Canadian Bar Association
- Canadian Forum on Civil Justice
- Changing Together - A Centre for Immigrant Women
- Community Legal Education Association (Manitoba)
- Community Legal Information Association of Prince Edward Island
- Edmonton Apartment Association
- Edmonton Centre for Equal Justice
- Edmonton Institution for Women - Program Advisory Committee
- Edmonton Landlord and Tenant Advisory Board
- Environmental Law Centre
- Faculty of Law, University of Alberta
- Fort McMurray Landlord Tenant Advisory Board
- Justice Canada
- The Kirby Centre
- Law Courts Education Society of British Columbia
- Legal Aid Society of Alberta
- Legal Education Society of Alberta
- Legal Information Society of Nova Scotia
- Public Legal Education Association of Canada
- Public Legal Education Association of Saskatchewan
- Public Legal Education Network of Alberta
- Red Deer Landlord Tenant Board
- Red Deer Public Library
- Sandra Garvie Memorial Fund
- Status of Women Canada
- Student Legal Services
- Volunteer Alberta
- Youth Justice Education Partnership (YJEP)

Funders

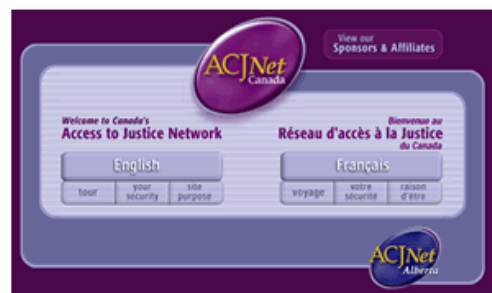
We gratefully acknowledge the contributions of our many funders, including:

- Alberta Government Services
- Alberta Justice
- Alberta Law Foundation
- Alberta Real Estate Foundation
- Canada Revenue Agency
- Civic Service Union 52
- Heritage Canada
- The Muttart Foundation
- Sandra Garvie Memorial Fund
- Social Sciences and Humanities Research Council

Websites

Access to Justice Network:

National www.acjnet.org/nahome
Alberta www.acjnet.org/abhome
Français www.acjnet.org/frhome
A-Link www.acjnet.org/plehome



Reference Room www.acjnet.org/naresources/default.aspx

Canadian Legal FAQs:

National www.law-faqs.org/nat.htm
Alberta www.law-faqs.org/ab.htm

LawNow www.lawnow.org

Laws for Tenants in Alberta www.landlordandtenant.org



Family Violence

OakNet: Abuse of Older Adults www.oak-net.org
RoseNet: Law and Abused Immigrant Women www.rosenet-ca.org
VIOLET: Law and Abused Women www.violetnet.org

Not-for-Profit & Charity Law www.law-nonprofit.org

Theory and Practice of PLE in Canada www.plecanada.org

Website Statistics 2004

	Hits	User Sessions	Pages Downloaded
ACJNet	11,280,876	579,093	1,562,686
Canadian Legal FAQs	2,991,559	228,264	872,117
Laws for Tenants in Alberta	2,831,178	45,897	163,262
LawNow	904,146	46,370	166,228
Legal Studies Program	416,218	32,885	56,806
Not-for-Profit & Charity Law	193,878	25,152	56,655
OakNet	133,532	19,900	39,520
PLE Canada	3,455	1,139	2,450
RoseNet	196,464	50,717	92,864
VIOLET	594,938	76,822	144,274
TOTALS	19,546,244	1,106,239	3,156,862