

## **ACJNet Library without Walls**

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## **Executive Summary**

The Library without Walls (LWW) is one of the four components of ACJNet, the other three being the Virtual Community, Electronic Publishing and On-Line Education. The common thread with all the components is that they have the same goals as stated in the Victims of Crime Initiative (TB submission #820659). ACJNet came to being in 1994 and has developed as a consortium consisting of the Department of Justice, WebNetworks, and the University of Alberta. The Department of Justice provides venture capita via contracts and the other members of the consortium provide in-kind support (e.g. databases, software, technical support, staff time and expertise.) The early network was proprietary and offered e-mail, databases and conferencing. In 1995, ACJNet launched its Internet site, a full public domain that offers free information on law and justice. The LWW plays a significant role in distributing documents, providing access to electronic texts, conferences, directories, and linking to other sites. ACJNet shares resources between its partners, to greater benefit of Canadians. In some cases, the sharing of resources has entailed a commitment to another organization, justice initiatives, programs and agencies in order to help achieve its goals and to help others attain their goals. An example of this is ACJNet's obligation to provide mail lists, conferences, WWW site and email to the NCPC members, in exchange for funding from the Crime Prevention Initiative.

The development of the LWW was an evolution in information provision for libraries in which sharing resources has always been a principal. Emerging technologies and shrinking budgets are driving forces that have led to an amalgamation of print and electronic material. The ACJNet LWW is a concept for facilitating and providing access to materials and resources in all formats. It is a "knowledge centre" in terms of knowing about existing materials and materials in development. It is a multi-layered, multimedia approach to information searching, retrieval and delivery and provides access to a myriad of services, organizations and materials that come together to create a super resource centre. In practical terms, the LWW is a group of libraries, organizations and people. It is an information kiosk, a leader, a guide, a compiler of Internet sites, a resource locator, a referral centre, a central coordinator, and a consultant for libraries. It consists of core partners who provide electronic access to their bibliographic databases. Members also include the ACJNet Virtual Community and the actual users. A new group of partners in the LWW is developing a network of mirror sites to distribute publications.

The LWW provides access to on-line library catalogues which are available on the Internet. The various bibliographic collections are managed locally. In response to shrinking resources, WebNetworks developed on-line WWW catalogues. The LWW has a commitment to document delivery and to providing access to the physical materials. Each resource centre determines its own access policies. As a move towards interlibrary loans, the National Clearinghouse on Family Violence will cooperate with the LWW to loan materials. The LWW makes a wide range of materials relating to law and justice accessible including electronic documents, Statutes and Regulations, Directories, Associate Sites, and educational materials for youth and teachers available in the Law Room on SchoolNet. Cataloguing and collection development are done at each resource centre, but with the policies of all resource centres taken into consideration.



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# 1.0. INTRODUCTION

## 1.1. Introduction

Defining ACJNet or one of its four components in one or two paragraphs is akin to using one or two words to describe a person. If we take one person, and look at all that that person is throughout the day and all the physical and psychological attributes that make up that person, the description would be very long. We would realize that the same person is defined by many words, mother, daughter, employee, supervisor, passenger, as all are words that can refer to the same person throughout the day. We would also realize that the same person does many things throughout the day, often at the same time: eats as she reads, walks as she talks etc. The same is true of ACJNet.

We cannot talk about one component of ACJNet without touching upon others. ACJNet is a community, a proprietary network, an Internet site, a distributed network, a library, a program and an innovator. We can start to define ACJNet by saying that it has four main components: Electronic Publishing, Education On-line, the ACJNet Virtual Community and the Library without Walls. These four components of ACJNet overlap and mingle and borrow from each other, their connectivity and relationships to each other can be illustrated as a true three dimensional matrix. For example, the teacher's curriculum that is developed as part of the Education On-line component of ACJNet also becomes part of the Library without Walls when a client of ACJNet requests materials. When this client interacts via a conference with the creator of the curriculum to provide feedback on the curriculum, then she is helping to develop the Virtual Community, while at the same time, adding to the Library without Walls, as the conference's contents become a reference source. The Virtual Community is also part of the Library without Walls when a client is referred to an ACJNet partner or to a home page. The Virtual Community is part of Electronic Publishing when a home page is created for a new partner. These four components are accessed by a variety of means, either on the proprietary network, or on the WWW, or by person to person contact. However, for all this, there is one commonality with all the components, segments, members and aspects of ACJNet. That commonality is the goals of ACJNet. They were stated in the workplan that formed part of the submission to Treasury Board in 1993 (TB 820659, Victims of Crime Initiative) in which the Department of Justice requested and obtained approval to reprofile victims of crime funding to create the ACJNet program. They five goals are:

1. to provide Canadians with opportunities to obtain a uniform level of legal, justice and justice related information;
2. to improve access to the justice system for Canadians with special needs (victims of crime, immigrant communities, youth, aboriginal people, women);

3. to improve and create cost effective communications and co-ordination among elements of Canada's justice system, create international links, and provide a mechanism by which the community and the justice system can share ideas, information and experiences;
4. to provide law and justice learning opportunities for the public, particularly for youth;
5. to create a bilingual national electronic communication and information network that provides access to the justice system and to Canadian law for the public.<sup>1</sup>

Although ACJNet has gone through many changes in the past few years, and will undoubtedly continue to change and evolve, the five goals remained its fundamental guiding principle.

This paper focuses on one of the more prominent components of ACJNet: the Library without Walls. The Treasury Board workplan referred to above is partially devoted to describing the vision of the Library without Walls. It is a "library without walls addressing the wider range of justice issues relating to victimization and prevention of victimization"<sup>2</sup> intended to be a "one-stop access to information"<sup>3</sup>. The Work Plan further states that the Library without Walls "will make use of PLEI Resource Centres, Clearinghouses and libraries in Canada and elsewhere." and that it will be "a node in the...Access to Justice Net"<sup>4</sup>.

These descriptions do not suffice to describe what the Library without Walls really is, nor do they give any indication as to the width and breadth that the Library has assumed. The Library without Walls has linkages to resource centres, databases and people from one end of the country to another. With its wealth of law and justice information, with its developing archive of historical material, with its service to the public and with its vision and mission to give all Canadians access to law and justice, the Library without Walls is an institution the likes of which have never existed before. Nowhere in the world is there anything like this. Libraries without Walls exist on the Internet, but none are devoted exclusively to law and justice, let alone **Canadian** Law and Justice. ACJNet's Library without Walls serves as a model for all libraries without walls.

It is a prime example of a vehicle that works towards creating an integrated justice system by delivering its services in a "cost-effective, citizen-centered and

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<sup>1</sup> "Work Plan: Access to Justice Clearinghouse, Access to Justice Network and Access to Justice Data Bases", p.1. This document will be referred to as the "Work Plan".

<sup>2</sup> "Work Plan", p.6

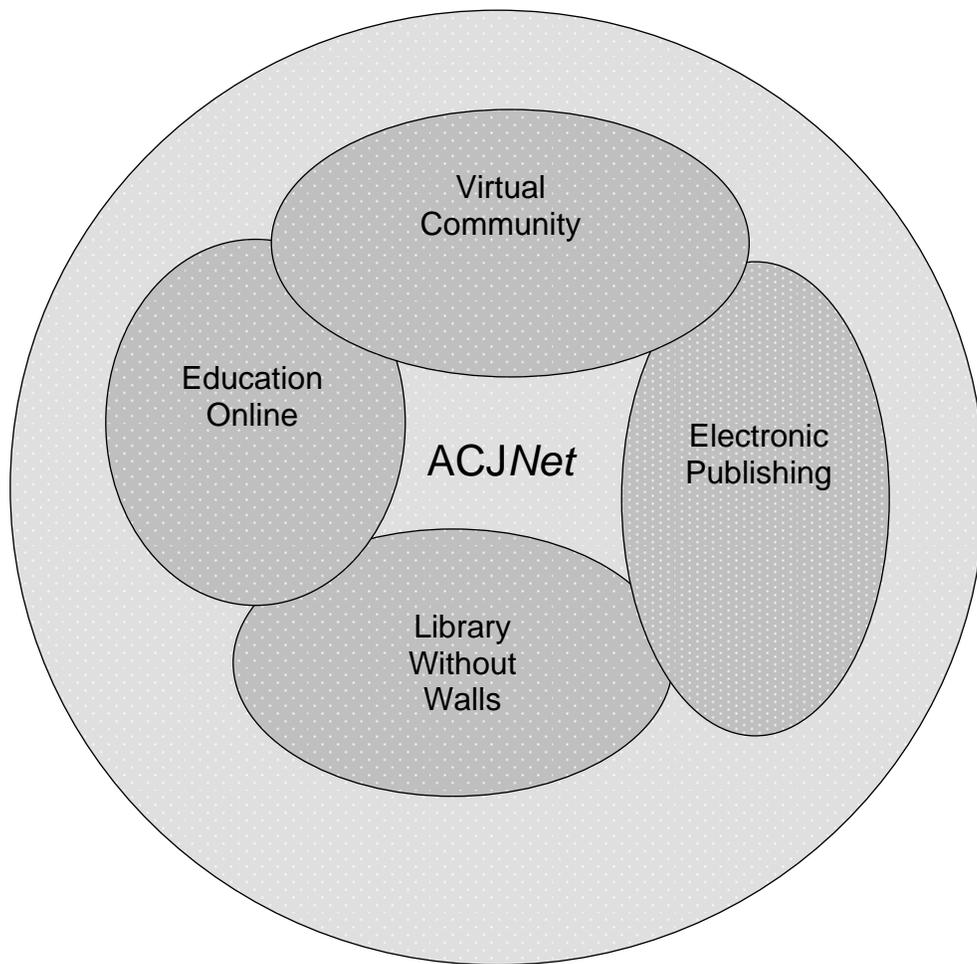
<sup>3</sup> "Work Plan", p.6

<sup>4</sup> "Work Plan", p.7

community-focused”<sup>5</sup> manner. It is truly a great achievement, and one of which all parties involved in its creation of should be proud.

In order to fully understand the Library without Walls and its context with ACJNet, it will be valuable for the reader to know about ACJNet and its development before delving into the particulars of the Library without Walls.

**Diagram 1. ACJNet**



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<sup>5</sup> “Proposed Directions of the Next 3-5 Years” Department of Justice

## 1.2 History of ACJNet

In 1992, the Department of Justice's Law Information section, which manages the Public Legal Education and Information (PLEI) program studied ways to provide improved public legal education and information services in a more efficient and cost effective manner. It also wanted to allow various stakeholders involved in public legal education and information to participate actively in a program by making communication and access between different participants easier. The result of this study was a recommendation to develop a computer network to be known as the Public Legal Education and Information Network (PLEI-Net). PLEI-Net was developed as a textbased system and was a success. Plans were then developed to expand the scope of PLEI-Net to include not just the PLEI community, but all players involved with law and justice issues. These plans were presented to Treasury Board in the workplan that accompanied a submission to Treasury Board in September, 1993, which allowed for the reprofiling of resources of the Victims of Crime program (TB #820659). This work plan included several instruments to improve access to the justice. The elements were the Access to Justice Clearinghouse, the Access to Justice Data Bases and the Access to Justice Network. It was the Access to Justice Network that was intended to be the "backbone which links the Access to Justice Clearinghouse and the Access to Justice Data Bases to service providers ... and the public at large."<sup>6</sup> The Access to Justice Network (ACJNet) came into existence in March 1994.

The early network was a proprietary network that offered electronic mail and public and private conferencing. ACJNet was accessible only to members who paid a subscription and who had an account and password. When ACJNet first started, it had approximately 50 member users. By early 1995, ACJNet features had expanded to include databases (three on-line library catalogues, activities, inventories databases, directories and indexed full text conferences) and Internet accessibility. By the fall of 1995, there were over 350 member users in the PLEI and broader justice communities across Canada. It was also in 1995 that the WWW portion of the Internet started to gain in popularity. ACJNet took full advantage of the ease, convenience and popularity of the WWW and developed a site for the Access to Justice Network.

ACJNet has now developed full public domain Internet capacity. This WWW site is the homepage of the distributed network on the WWW, a seamless connection and network of platforms and servers located throughout the country. The WWW site (URL: <http://www.acjnet.org>) provides free information on law and justice. For the most part, this is accomplished through the Library without Walls, which distributes documents, provides access to electronic texts, conferences, directories, and creates hypertext links to other law and justice sites on the Internet.

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<sup>6</sup> "Work Plan" p. 7

The site allows people to connect to the key players in the law and justice field, to download publications and to access unique educational materials, such as teachers' curriculums and plain language instructions. This information is made available to anyone interested in law and justice information and education. *ACJNet* is a one stop Internet site for accessing materials and connecting with people concerned with law and access to justice issues. The site is updated biweekly, reflecting the dynamic nature of Canadian law and justice information, and in response to user information needs.

The proprietary network features are still available on a fee-for-service basis through *ACJNet* membership and can be accessed directly through dial-up or telnet to Web Networks.

*ACJNet* has developed as a consortium consisting originally of the Department of Justice Canada, Web Networks, and the Legal Studies Program at the University of Alberta. Since its inception, *ACJNet's* consortium has grown to include the University of Montreal, the University of Ottawa, and Industry Canada. *ACJNet* is a true consortium, all members contribute to *ACJNet* by providing resources, and expertise. *ACJNet* is a prime example of what Treasury Board refers to as "sharing resources" and demonstrates how resources can be pooled between different departments, agencies, and institutions all of which work towards a common goal and all providing great benefit to Canadians.

- **Department of Justice Canada** - The goal of the Department of Justice Canada, through *ACJNet*, is "to provide the public with easy access to legal information and to promote the inexpensive exchange of ideas and resources about the law and the justice system."<sup>7</sup> This is in part accomplished by contracting for the services of the various *ACJNet* consortium members, but also by providing original law and justice information to *ACJNet*, such the "Inventory of Public Legal Education and Information", "Justice Theater '94 - Project Summary "Stalking: It's a Crime"", and "Domestic Violence and the Courts: Immigrant and Visible Minority Perceptions".
- **Web Networks** -Formally known as the NirvCentre, Web Networks gears its services to the needs of non-profit organizations and to people working for social change. They provide a variety of services such as WWW site development, document management and search systems, and WWW and Database hosting. Web Networks also develops on-line services for issue-based communities.
- **Legal Studies Program, University of Alberta** - The Legal Studies Program has over 20 years of experience offering a wide range of public legal education services through a variety of means such as courses, publications, and a multimedia library.

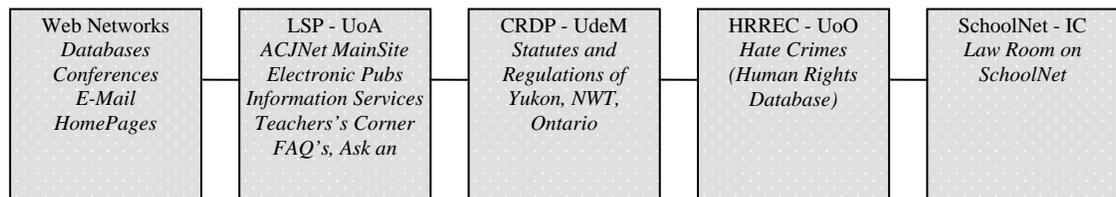
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<sup>7</sup> From a Department of Justice internal document, "Department of Justice Canada, the Access to Justice Network", 1995.

The LSP is the manager and developer of the ACJNet main web site including the on-line interactive services. It acts as an information broker for many of the ACJNet components and develops educational materials and interactive information services in the Law Room of SchoolNet. The National Coordinator for ACJNet is at the Legal Studies Program and serves as the main contact point for the public. As well, the LSP provides information products and services, coordinates the electronic library services, and promotes the network.

- **Centre de recherche en droit public, Université de Montréal** - The Centre undertakes research in public law and develops and maintains WWW sites dedicated to the law and to providing information on the law. The Centre develops, distributes and manages an ACJNet WWW site that provides access to the statutes and regulations of the territories, of Ontario and links to other provincial statutes.
- **University of Ottawa** - The Human Rights Research and Education Centre is a national centre devoted to the fields of equality rights, fundamental freedoms and social and economic rights. The Centre developed and maintains, in partnership with ACJNet and SchoolNet, the Law Room on SchoolNet, an interactive site where youth can learn about the law.
- **Industry Canada** - Industry Canada is the federal government's key department in charge of national economic issues. It is the leader in on-line initiatives at a national level and has been involved in Open Government and SchoolNet, two sites on the WWW. Industry Canada supports the development of the "Law Room".

One of the more vital contributions that each consortium member provides is a server or platform, for specific components of ACJNet. These servers or platforms are what create the physical distributed network.



ACJNet has also taken on various commitments with other justice initiatives, programs and agencies in order to help achieve its goals and to help others attain their goals. At the time of writing, these commitments include:

- **Victims of Crime Initiative:** Treasury Board Submission 820659, approved September 1993, provides resources for the creation of a Network, databases and Clearinghouse (referred to as a Library without Walls in the accompanying

Work Plan), provides resources for improving victims' access to the justice system through *ACJNet* and to meet the information needs of victims.

- **Crime Prevention Initiative:** Treasury Board Submission 822284, approved in December 1994, provides resources to *ACJNet* to ensure that the NCPC has access to private conferencing services, that databases are created, that the public on the Internet has access to Canadian crime prevention information and that international crime prevention responsibilities of the Department of Justice are supported.
- **Sentencing Initiative:** The Sentencing and Corrections Reform Public Education Strategy, approved in September, 1996, is providing resources to *ACJNet* to develop a Sentencing Game ("You be the Judge"), mock trials and teachers' curriculums for ESL and FSL programs, linked to SchoolNet, and to create an electronic conferences.
- **Minister of Justice's Confidential Electronic Conference with Women:** In November 1995, the Minister of Justice agreed to enter into consultation with women's groups across Canada, using electronic conferencing. *ACJNet* was the network chosen to host the conference, and as such, receives resources from the Department of Justice to underwrite the cost of Internet accounts of participants, to create and maintain the electronic conference and to provide training to conference participants.
- **Industry Canada:** A Memorandum of Understanding signed May 10, 1996, in effect until March 31, 1998, provides resources to *ACJNet* for the creation of the Law Room on SchoolNet, and four components: Ask an Expert, Lawyer Mentoring, Frequently Asked Questions, and Teachers' Curriculums. The components deal with many areas of law and justice including hate crimes and crime on the Internet.
- **Canadian Heritage/Multiculturalism:** Under a Memorandum of Agreement signed July 7, 1996, provides resources to *ACJNet* for the creation of a WWW site, mailing list and conferences for the Canadian Heritage's Citizen Participation Initiative.
- **Government of Ontario:** A Letter of Agreement was signed July 16, 1996 in which *ACJNet* agreed to provide access on the *ACJNet* site to the Statutes and Regulations of Ontario is in effect until March 31, 1998.
- **Government of the Yukon and the Government of the Northwest Territories:** *ACJNet* has agreed to provide access to Statutes and Regulations of the Yukon and the Northwest Territories.
- **Canadian Council of Law Deans:** The Department of Justice, in its meeting with the Law Deans on November 20, 1996, announced an electronic mailing

list on *ACJNet* to facilitate communications between the Department of Justice and the Council.

- **Canadian Firearms Centre:** *ACJNet* provides the Centre with private electronic conferencing.
- **Child Support:** *ACJNet* provides the Child Support Initiative with a bibliography that is maintained and updated regularly.

Future commitments may also be forthcoming with the Child Support Initiative to provide electronic conferencing, bibliographic database and a WWW site to disseminate Public Legal Information on the new Child Support Guidelines, with the Conflict Resolution Office, to create an Associate Page, and with Law Reform to create an Associate Page and mail list.

### 1.3. Accessing *ACJNet*

There are three ways in which the public can access *ACJNet*: through the proprietary network, the *ACJNet* WWW site, and person-to-person.

#### 1.3.1. *ACJNet* WWW Site

*ACJNet* has taken advantage of the popularity of the Internet's WWW by creating a site dedicated to providing information and education on law and justice. The *ACJNet* WWW site (URL: <http://www.acjnet.org>) was launched in April of 1995. Access to this WWW site is free to anybody on the WWW, one does not have to be a member of the *ACJNet* Proprietary Network to use the site. The daily number of accesses has steadily increased from 168 on August 3<sup>rd</sup>, 1995 to a high of 11,118 on November 13<sup>th</sup>, 1996, with a total of 1,288,733 hits in 1996. Also, as of December 1996, the site had been accessed by users in 80 countries.

The *ACJNet* WWW site is divided as follows for the convenience of users:

1. **What's New** - A listing of new publications, services and links that have been added to the *ACJNet* WWW site for the biweekly update.
2. **Join Us** - Information about how to subscribe to *ACJ-Update*, the free *ACJNet* WWW site updating mailing list is provided here. Biweekly, releases are sent to the subscribers' electronic mail addresses that describe what's new with *ACJNet*, such as new links, new publications and new associates.
3. **Associates** - Associates include organizations whose homepages are, for the most part, supported by *ACJNet*. The intent of the Associate homepage is to

develop on-line information on emerging justice and law issues and to provide information in areas of law and justice not already covered by *ACJNet*. Associates are sites that complement *ACJNet* by providing in-depth information in specialized areas.

**ACJNet Victims Associate Home Page:** A site dedicated to helping victims of crime find information by providing access to relevant publication, information about events, and organizations.

**Canadian Association of Provincial Court Judges (CAPCJ):** A site dedicated to providing information about the operation of the busiest courts in Canada. This site provides extensive information about the jurisdiction, size, and operations of Canada's 14 courts of first instance.

**Canadian Institute for the Administration of Justice (CIAJ):** A site that provides information on the progress being made to foster improvements in the administration of justice throughout Canada, to broadening public knowledge and understanding of our system of justice, and to preserving the integrity of a strong and independent judiciary

**Canadian Legal FAQs:** A site contenting frequently asked questions and answers intend for general legal information only. These questions and answers were developed by the Legal Resource Centre, University of Alberta.

**Canadian Statutes and Regulations:** A site whose primary purpose is to give Canadian citizens access to Canadian federal provincial and territorial statutes, regulations and legislative information. Information is in electronic format and downloadable.

**The City of Prince Albert - Bylaws:** A site containing some of the bylaws/consolidations of the City of Prince Albert, available in electronic format.

**DIAL-A-LAW:** A site containing transcripts of the legal questions provided on pre-recorded telephone messages. Dial-a-Law's general information can help someone decide whether they have a legal problem requiring a lawyer or other legal service provider. Jurisdictions include Alberta, British Columbia, Ontario, Nova-Scotia and Québec.

**International Centre for the Prevention of Crime (ICPC):** A site to showcase the products of the ICPC and includes the Resource Bureau of Best Practices.

**The Law Connection:** A site that provides teachers and students in British Columbia with up-to-date information about the law.

**Legal Resource Centre Library (University of Alberta):** A site containing information on and providing access to the Resource Centre library, the largest Canadian collection of law-related materials of interest to the public.

**National Crime Prevention Council:** A site that profiles the work of Canada's National Crime Prevention Council, and other initiatives which take a proactive approach to the problems of crime, disorder, and insecurity.

**PAJLO: National Program for the Integration of both Official Languages in the Administration of Justice:** A site providing information organizations with an interest in the integration of both official languages in the administration of justice in Canada.

**Plain Language On-line Centre:** A site that provides information and soon education on how to write texts in plain-language, focusing on plain language in legal documents.

**Towards World Change:** A site providing a forum for crime prevention practitioners around the world. This site also includes access to a mailing list on crime prevention.

**Youth Justice Education Partnership (YJEP):** A site profiling the work being done by YJEP, a network for building partnerships to provide education about youth justice in Canada.

ACJNet applies screening criteria to evaluate home pages in order to decide to which pages to link. Consequently, as a minimum, associate home pages must be aimed at the Canadian public, have information other than a collection of links, and must be regularly updated and easy to navigate.

4. **Conferences** - The conferences have been available via the *ACJNet* WWW site since January 1996. The link takes *ACJNet* members to the text-based conference on the proprietary network where they sign on as usual using their account and password. Only the public conferences are available via the WWW site.
5. **Databases** - The various textbase databases have been made available via the *ACJNet* WWW site since June 1996. WWW-based interfaces have been

developed in order to simplify the search process. All library catalogues are available for searching either individually or concurrently. The Access to Justice Directory and the *ACJNet* Federal Crime Prevention Activities Inventory are also available.

6. **Directories** - Listings of organizations and/or people involved in legal and access to justice issues are provided. The emphasis is to include those directories which are compiled by *ACJNet* and its Associates or directories of non-profit law and justice organizations.
7. **Events** - Events that deal with law and justice issues are posted on the *ACJNet* WWW site. Event listings contain date, title, description, location and contact information.
8. **Information Services** - Information Services is where visitors to the *ACJNet* WWW site can ask questions in an open forum. Information Services is the electronic version of a library reference desk where patrons can ask questions and have them answered by an information specialist or others in the field. Currently, the Crime Prevention Information Services Forum is activated. "Ask an Expert" (Law Room on SchoolNet) was made available in February, 1997. The General Information Services Forum will be up and running in the near future. This service is discussed in detail in Section 7.
9. **Legislation** - Legislation contains links to primary legal resources such as the statutes of Canada, Ontario, the Yukon and the Northwest Territories, regulations, bylaws, hansards, status of bills, and precedents. Any such Canadian resources that have been made available over the Internet are included.
10. **Law and Justice Links** - Links to Canadian sites that are useful to anyone living and functioning in Canadian society as a citizen. Organized by subject, the links are browsable. As with the associate pages described above, all links must meet a minimum of criteria. As a minimum, links must be aimed at the Canadian public, and be developed and managed by a reputable organization or professional.
11. **Mailing List** - Various mailing lists that are maintained by *ACJNet* or its Associates are included. Descriptions as to the purpose of the mailing list as well as instructions for subscribing are provided.
12. **Publications** - Any full-text electronic publications for which *ACJNet* has secured copyright permission from the author are available under this section of the *ACJNet* WWW site. The publications are organized by the same subjects as the Law and Justice Links with the additional feature of a search mechanism.

13. **Sponsors** - Sponsors are those organizations that are consortium members of *ACJNet*. They provide resources or in-kind support to *ACJNet*. Links to the sponsors' WWW sites are provided.
14. **Feedback** - This button allows for user comments to be forwarded to the *ACJNet*.
15. **Search** - This button enables the user to search the entire *ACJNet* WWW site for sections of interest using keywords rather than browsing through it.

### 1.3.1. Proprietary Network

The Proprietary Network is basically comprised of the initial *ACJNet* system mentioned above. In order to access the proprietary network, users must pay for a membership. The network is in a text-based computing environment and has several components:

1. **Conferences** - These electronic discussion groups can be either public or private. Most conferences are public which means that all *ACJNet* members can follow and contribute to the discussions. If the need for a private conference has been demonstrated, access can be restricted to certain accounts. This option enables confidential or sensitive discussions for business purposes. Conferences are usually based upon broad themes. Some examples of conferences are: young offenders (*acj.yoa*), multiculturalism (*acj.multi*), *acj.pleilang* (plain language), and the women's consultation conference with the Minister of Justice. Conferences allow asynchronous conversations to take place in an open forum where many people can observe and participate in discussions.
2. **Electronic Mail** - With each account, members to *ACJNet* also receive an email address. The email function on the proprietary network allows *ACJNet* members to send and receive electronic communications privately.
3. **Textbase: Full-Text Database Search Service** - There are several databases of information on the Proprietary Network of *ACJNet*. The library bibliographic databases or catalogues are: National PLEI Resource Centre, Access to Justice Documentation Centre, Community Legal Information Association of PEI, National Crime Prevention Council PREVENT database, and Public Legal Education Society of Nova Scotia. The other databases are the Access to Justice Directory and the *ACJNet* Federal Crime Prevention Activities Inventory. These databases are searchable with a search engine using Boolean logic to create queries.

4. **User Directory** - This directory allows *ACJNet* members to conduct keyword searches to locate contact information (including email addresses) for other members who have the same interests.

Although the proprietary network created by Web Networks was the building block for the success that *ACJNet* has become, it is slowly being replaced by the more popular *ACJNet* WWW site.

### **1.3.3. In Person - University of Alberta**

*ACJNet* has an office at the Legal Studies Program, at the University of Alberta, 8303-112 Street, Edmonton, Alberta, T6G 2T4. Clients can call *ACJNet* staff at 403-492-5060.

## **3.2 Who Uses *ACJNet*?**

There are now over 400 members of the proprietary network and there are literally thousands of visitors to the *ACJNet* WWW site. *ACJNet* users are “people who have a general interest in law and justice issues, public legal education and information organizations, multicultural and immigrant serving agencies, victims organizations, federal, provincial and territorial governments, research institutions, judges and lawyers, educators, librarians, social workers and consultants”<sup>8</sup>. They participate in the network as users and as will be discussed later, as contributors, adding value with their communications, comments and consultations.



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<sup>8</sup> *ACJNet* brochure, 1994.

## 2.0 BACKGROUND - LIBRARIES

### 2.1 Library Resource Sharing<sup>9</sup>

The development of the *ACJNet* Library without Walls was the logical progression in the evolution of libraries. The sharing of resources has always been a fundamental principal upon which libraries have been based. “Indeed, libraries exist to share resources so that individuals don’t have to develop their own collections”<sup>10</sup>. Libraries have traditionally looked beyond the walls of their own physical library to resource sharing strategies as a way to improve service and cut costs. Through the sharing of resources, including materials, cooperative collecting, and management, with other groups, an individual library is able to enhance and develop its range of services without paying the full costs for these services.

Sharing of existing collections, including the interlibrary loaning (ILL) of materials from one library to another, is a major resource sharing technique which has been used in libraries for decades. ILL has emerged into the concept of “document delivery” which includes selective photocopying, faxing and now the electronic delivering of documents. The need and the ability to share collections was known when the Work Plan was developed: “Along with the legal and justice information provided by the on-line data bases, other resource centres will offer access to PLEI collections”.<sup>11</sup>

Cooperative collection development is another resource sharing technique, in which libraries consider the holdings of other libraries when developing their collections. This development was considered when the Work Plan was developed. The Work Plan states that the PLEI resource centres were to be linked, so that “each (resource centre) can specialize and still have access to the resources of the entire network, avoiding duplication and freeing limited resources to better serve the public.”<sup>12</sup> Partnerships or cooperative arrangements allow member libraries to specialize or focus on their individual resource strengths, yet ensure an overall collection strength. Libraries rationalize ownership or development of their own library collections according to the needs of their organization weighed against alternate service and resource availability within the cooperative or network. This is essentially a balancing of the costs and benefits of resource ownership versus resource access.

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<sup>9</sup> This section “Library Resource Sharing” and the following section “The New Library: The Library Without Walls” are taken from Nancy Moynihan’s paper entitled “ACJNet’s Electronic Library”, March 31, 1996.

<sup>10</sup> McDonald, David R. “The philosophical and practical dimensions of resource sharing”, Publications of Essen University Library, Vol. 17, p. 165, 1994.

<sup>11</sup> “Work Plan”, p. 12

<sup>12</sup> “Work Plan”, p. 8

Similarly, cooperative management enables libraries to work together on joint initiatives to the benefit of the individual library and the cooperative. This is currently the case, for example, with the Child Support collection, where the NPRC is cooperating with the ACJDC and the Child Support Initiative to maintain a collection dealing with Family Law, as a main resource for the Child Support staff, but also for the benefit of other resource centres of the Library without Walls and their clients.

## 2.2. The “New” Library: The Library without Walls

Emerging technologies and shrinking budgets are driving forces in the evolution of libraries. Libraries want to take advantage of the benefits that information technology provides and be able to respond to user demands for these new technologies. The increasing competition for available money has also forced libraries to become more resourceful in order to meet user requirements for information. As evidenced in the past, initiatives such as resource sharing have become integral to the operation of libraries. However, the new formats and necessary equipment to use these formats have added another ingredient in the equation. Libraries must now make more decisions as to which format to own as they can no longer afford to purchase all formats. Unfortunately, not all users favour one particular format thus the library staff has to make difficult choices.

The concept of the “new” library has been referred to in many different ways in library literature over the last fifteen years, as the “electronic library”, the “e-library”, the “electronic doorway library”, the “virtual library”, the “networked library”, the “library without walls” or the “information mall”. The terms embrace the concept of remote access to the contents and services of a wide range of libraries and other information resources, and access to electronic materials. Collections located in different parts of the country appear to the user as just another “room” or “floor” in the Library without Walls. The actual physical proximity of the collections is irrelevant.

In the 1980’s advances in electronic technology brought on-line access to remote databases provided by numerous indexing and abstracting services and a wave of automation to libraries. This technology enabled library networks to share automated systems such as union catalogues and integrated library systems. The 1990’s brought electronic publishing (beginning with directories, handbooks and encyclopedias and later expanding to include electronic journals and full-text documents), electronic document delivery, and end user searching to offices and homes across the country and the world. An important leap is being made from the physical to the electronic: access is gradually going beyond the citation to the full-text of the document itself.

Computer and communications technologies are sufficiently developed that the basic concept of the electronic library is now viable.

A Library without Walls, like any library, is concerned with making information available to its users. From a practical viewpoint, library users want to know if the information they need exists, and, if it does exist how they can get their hands on it. The library must collect the resources that its user group needs, it must describe them and make them easily available for use and consultation.

In the ideal Library without Walls, the user has desktop access to universal knowledge without delay: total real time accessibility and availability. The doors of the Library without Walls are always open, electronic material is always available, without transmittal or printing costs for the user. In actuality, it is unlikely that a Library without Walls will be able to match this ideal model. It is unrealistic to expect a Library without Walls to be entirely electronic, as not all published material is being made accessible electronically, and library users may choose a non-electronic mode of interaction or require assistance navigating the electronic resources available. As well, not all libraries have sufficient connections to electronic resources; that is, connection on demand<sup>13</sup>. Rather a Library without Walls will be an amalgamation of print and electronic books, journals, databases, audiovisual materials, images, and other resources. It may be necessary for these Libraries without Walls to charge user fees, such as membership fees, telecommunication charges or printing charges. Many elements of the Library without Walls allow enhanced accessibility beyond that found in a traditional physical library, but it is an accessibility which publishers and users are adopting at varying speeds.

The Library without Walls must be continuously broadened and enhanced. Established collections and links must be maintained and strengthened. New collections, new materials, and new resource links must be sought to provide an enticing portfolio of selections or options for users. Users are attracted to services which are relevant, deliver the information they need and continue to engage their interest. As new technological developments become available, the Library without Walls must embrace them and demonstrate competence in technological application and use, while at the same time not completely abandoning non-technological modes of interaction. Continuing communication and responsiveness to feedback from users is an essential element for success.

Some of the movement towards the Library without Walls has been cost driven with the thought that electronic availability is a more cost-effective medium for the delivery of information than traditional in person transactions.

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<sup>13</sup> Slow modem access, not enough Internet accounts, not enough networked computers in the organization, or lack of formal computer training are some of the impediments for libraries and resource centres.

## 3.0. THE ACJNET LIBRARY WITHOUT WALLS

### 3.1. What is the ACJNet Library without Walls?

The ACJNet Library without Walls is a component of ACJNet, yet it has its own identity. To expand on the description of the Library without Walls that was given in the Treasury Board Work Plan, the Library without Walls is a concept for facilitating and providing access to materials and resources in all formats. It is a “knowledge centre” in terms of knowing about existing materials and materials in development. It is a multi-layered, multimedia approach to information searching, retrieval and delivery. It is a myriad of services, organizations and materials that come together in such a way as to create a super resource centre.

In practical terms, the ACJNet Library without Walls is a group of libraries, organizations and people who have pledged to work together to ensure the best service and resources for their users in the area of law and justice information.

The ACJNet Library without Walls is:

#### **An information kiosk**

- ACJNet Library without Walls is a one stop site for all formats of Canadian law and justice information.

#### **A leader**

- ACJNet Library without Walls organizes participating libraries in the development of collective policies that can be efficient and maximize existing financial resources.
- ACJNet Library without Walls seeks out new ways of accessing and delivering information and services.
- ACJNet Library without Walls participates in the development of the concept of the Library without Walls in the general library environment by adding knowledge gained through its experiences.

#### **A travel guide**

- ACJNet Library without Walls acts as an assistant for users navigating the Internet in search of law and justice sites.
- ACJNet Library without Walls can advise users how to search for law and justice materials both electronically and traditionally.
- ACJNet Library without Walls provides annotations within some of its available library catalogue records.

### **A compiler of Internet sites**

- ACJNet Library without Walls regularly searches the Internet for sites that deal with Canadian law and justice information.
- ACJNet Library without Walls classifies Internet sites using the ACJNet subject headings.

### **A resource locator**

- ACJNet Library without Walls can recommend where specifically to locate the desired information.
- ACJNet Library without Walls can locate identified materials.
- ACJNet Library without Walls can verify the existence of materials.
- ACJNet Library without Walls provides access to unique materials that other institutions or organizations have either discarded or not collected.
- ACJNet Library without Walls provides access to many bibliographic catalogues and databases.

### **A referral centre**

- ACJNet Library without Walls can provide contact information for legal assistance.
- ACJNet Library without Walls can refer users to experts in the law and justice field.
- ACJNet Library without Walls can answer reference questions on law and justice matters in WWW forums.

### **A central coordinator of library policies, practices and procedures**

- ACJNet Library without Walls is aware of library policies of member libraries thus ensuring that users are directed to the library that can provide the most appropriate services.
- ACJNet Library without Walls attempts to standardize practices and procedures as much as possible as most member libraries have developed unique systems to meet local resources (i.e. both staffing and finances).
- ACJNet Library without Walls acts as a consulting body for those smaller libraries and resource centres who do not have the opportunity or resources to develop expertise in library or technological matters.

### **A consultant for libraries and resource centres**

- ACJNet Library without Walls with its many databases and library catalogues acts as a shortcut for cataloguing locally as library staff can simply copy and make simple modifications to records and then import them into their local library catalogue.
- ACJNet Library without Walls saves local library staff from repeating work done by others elsewhere in the country.

- *ACJNet* Library without Walls can assist with library management problems including those dealing with library software. Resource centres such as those in PEI, N.S., Ontario, B.C., and the Yukon have all benefited from this aspect of the Library without Walls.

Subject to agreement of members, there are also potential roles for the *ACJNet* Library without Walls to fulfill on a more formal basis. These include:

#### **An interlibrary loan centre**

- *ACJNet* Library without Walls could loan to either member libraries, non-member libraries, or individuals regardless of their physical proximity to the collection.

#### **A historical collection**

- *ACJNet* Library without Walls could maintain early editions of PLE products which assist in tracing the development of the PLE movement in Canada. The establishment of a historical collection and archiving electronic material is a matter of concern in the library and government community, and *ACJNet* would like to position itself as a leader in this field.

### **3.2. Members of the *ACJNet* Library without Walls**

The group of libraries, resource centres and organizations that provide some of the information in the *ACJNet* Library without Walls are in fact partners in an information network who provide information in the field of law and justice issues. This group of partners is another concrete example of sharing resources to obtain the maximum efficiencies in delivering a program. Through these partners, who are also part of the Virtual Community, the *ACJNet* Library without Walls provides access to on-line library catalogues, full-text electronic documents, associate pages, information and referral services and other resources relating to law and justice issues. The *ACJNet* Library without Walls partners share their information resources and assist in the cooperative management and development of the library network resources as a whole.

The core partners of the Library without Walls are the Library and Resource Centre Partners. These partners consist of various non-government organizations, PLEI organizations and documentation centres of other government agencies who provide electronic access to their bibliographic database. They provide details regarding their services, hours of operations, accessibility, target audience, subject concentrations, databases, staffing, and collection in a document that each user can access before consulting the databases.

All present and future core partners of the ACJNet Library without Walls are encouraged to participate to the fullest extent that they are able and to take advantage of the many services and resources that are available. Each library has different strengths and abilities and thus is able to contribute its own unique perspective to the Library without Walls. There has always been a concern in legal matters of not getting information pertinent to a specific jurisdiction. With the Library without Walls core partners, this concern is addressed.

The partners and a brief description of their collection follows:

1. **National PLEI Resource Centre / Centre national de ressources de VEIJ** - Based in Edmonton, Alberta, the National PLEI Resource Centre houses over 6600 items. The Centre collects materials relating to access to justice programming, research, publications and administration. Particular areas of concentration are: law-related education, samples of legal information materials, and program development and evaluation. The collection contains books, videos, pamphlets and audiovisual materials. The emphasis is on Canadian materials, but there are publications from the United States, the United Kingdom, Australia, and other countries.
2. **Access to Justice Documentation Centre / Centre de documentation accès à la justice** - Based in Ottawa, Ontario, the Documentation Centre contains over 6200 items. The Documentation Centre collects materials relating to access to justice programming, research, publications and administration. Particular areas of concentration are: victims of crime, crime prevention and community safety, legal aid and public legal education, young offenders and youth violence, community mobilization, restorative justice, aboriginal justice, multiculturalism, child support and family law, alternate dispute resolution and gender equality. The collection contains books, videos, pamphlets, and audiovisual materials. The emphasis is on Canadian materials, but there are publications in the collection from the United States, the United Kingdom, Australia, and other countries. The Documentation Centre has three subcollections: Access to Justice Documentation Centre, Social Policy Collection and Research Collection.
3. **National Crime Prevention Council Secretariat** - Based in Ottawa, Ontario, the National Crime Prevention Council Secretariat maintains the PREVENT database. It began as a small resource centre in support of the Council and has grown to a collection of over 500 documents, reports, and articles.
4. **Community Legal Information Association of Prince Edward Island Resource Centre** - Based in Charlottetown, PEI, the PEI Community Legal Information Association Resource Centre has plain language legal information on most areas of the law. Clipping files from newspapers are maintained. The Atlantic Region Office of the Solicitor General of Canada donated their resources upon its closure. It contains over 2000 items.

5. **Public Legal Education Society of Nova Scotia Library** - Based in Halifax, Nova Scotia, the library of the Public Legal Education Society of Nova Scotia comprises public legal education materials, including material from other provinces, reference material, periodicals, and teaching resources. The library is mainly used as a resource for legal information line and other staff and as a resource for teachers. The library is maintained and updated under the supervision of volunteers who are law librarians and by students from the Masters of Library and Information Studies Program, Dalhousie University. It contains over 2000 items.
6. **Legal Resource Centre Library** - Based in Edmonton, Alberta, the Legal Resource Centre library contains the largest Canadian collection of law-related materials of interest to the public including almost 25,000 books, periodicals, pamphlets and audio visual materials. The library functions as a working law library, as a definitive collection of materials of interest to the public and as a support collection for other libraries particularly public libraries in Alberta. Because of its unique nature, the library is of considerable significance as a research library. Although the collection and related services are most appropriate to the needs of those engaged in educational or service activities, the library is available to anyone. It is used extensively by members of the public to meet their personal legal information needs.
7. **Community Legal Education Ontario Library** - Based in Toronto, Ontario, this library is in the process of making its database available via *ACJNet*. It contains over 1700 items. CLEO maintains a resource collection of public legal education materials. Most are government publications or materials developed by other legal clinics for their clients. A resource collection bibliography is available and CLEO staff can direct readers to the source of specific materials.
8. **National Clearinghouse on Family Violence** - Based in Ottawa, Ontario, this collection is also in the process of making its database available on ACNet. It contains 8,000 items. It works in cooperation with the NCPC, the International Centre for the Prevention of Crime (ICPC) and the Library without Walls to offer loans, copying (within copyright limits) and print copies of documents on the subject of Crime Prevention to *ACJNet* users.

Other members who constitute partners in the Library without Walls (and who are also part of the Virtual Community) are those organizations that received financial support from the Department of Justice for providing public legal education and information from 1984 to 1996.<sup>14</sup>

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<sup>14</sup> These organizations have received funding from the Department of Justice Canada has helped defray costs related to the provision of public legal education and information services in Canada since 1984. One organization is designated as the recipient for funding within each provincial or territorial jurisdiction. Tangible benefits to the Department of Justice include participation in *ACJNet*.

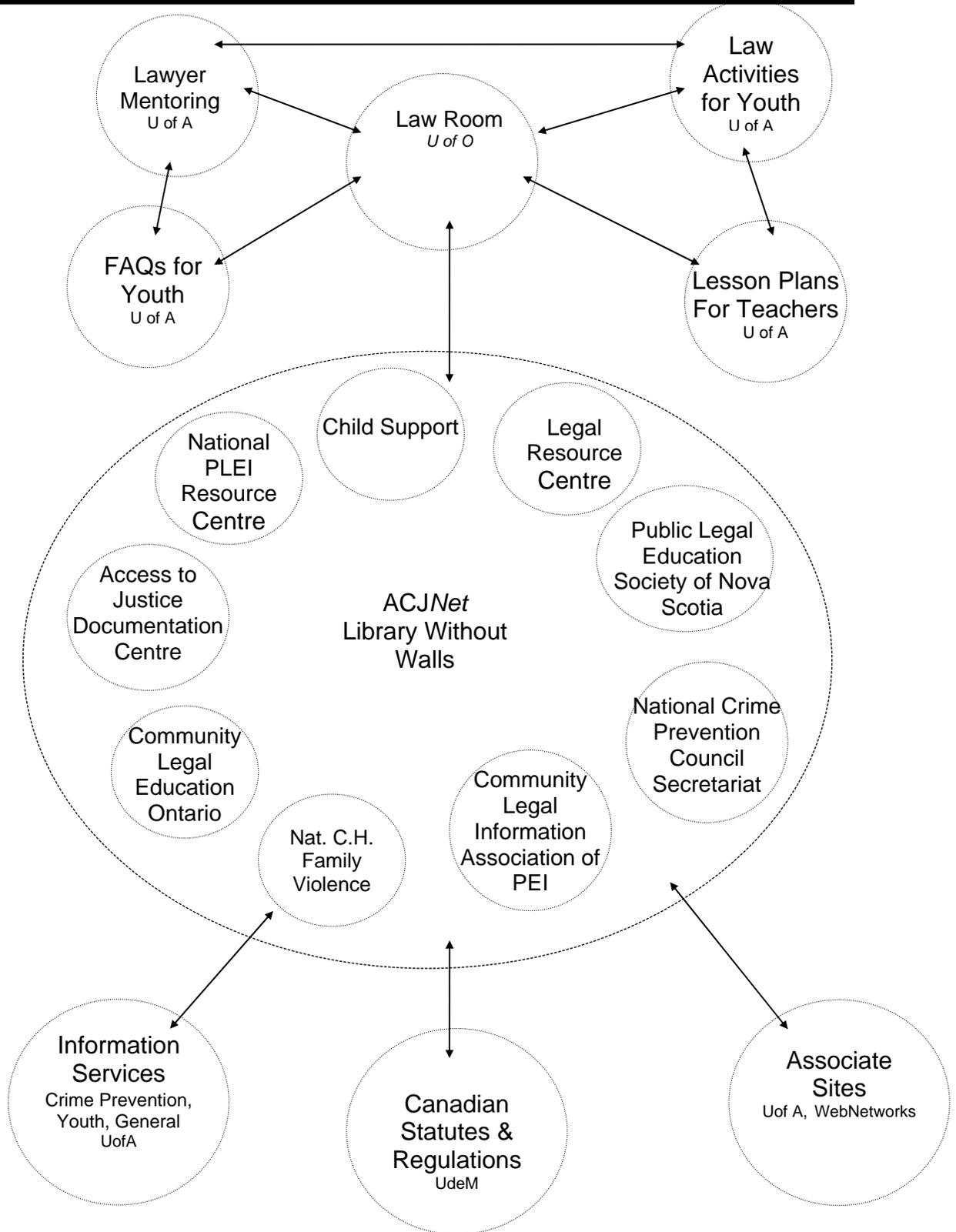
These recipients contribute to information and resource sharing through email communications, conferencing communications, resource material development and distribution, and reference and referral services. These organizations contribute to the *ACJNet* Library without Walls through the provision of PLEI materials (in print, audiovisual and electronic formats) and on-line library catalogues. Print and audiovisual copies of materials developed under agreements with the Department of Justice are added to the National PLEI Resource Centre (one of the collections in the *ACJNet* Library without Walls). Whenever possible, electronic copies of materials are made available on *ACJNet* as full-text documents.

A third group of partners in the Library without Walls are the actual users. Individuals, such as students, researchers, teachers, volunteer lawyers and *ACJNet* staff, will be contributing to the Library each time they participate in the “Ask an Expert” project and the “Lawyer Mentoring” project on SchoolNet’s Law Room and each time someone uses the various Information Services forums, such as the Crime Prevention Information Service, or the soon to be launched “Ask an Expert” and “General Information Services” (see section 7). By placing questions or answers to any one of these projects, the users will be adding content to the Library without Walls, as the content of these will be incorporated into Frequently Asked Questions, or they will be archived for future reference.

A new group of partners in the Library without Walls is being established as this paper is written. They are the agencies and universities that are involved in establishing a network of mirror sites on the Internet to distribute electronic government publications, particularly the Federal, provincial and territorial statutes and regulations. The sites will also be used to archive electronic documents that are no longer current but have a historical value.

All partners have so far shown a strong commitment to coordination and cooperation in developing the Library without Walls. Any organization with resources, electronic, audiovisual, or print, that deal with law and justice issues are encouraged to join the *ACJNet* Library without Walls, as each time an organization becomes a partner, the Library without Walls is enriched. This enrichment is manifest not only by the document resources that are added to the Library without Walls collection, but also by the intellectual resources of each partner, and by their participation in various projects of the Library without Walls, such as the Law Room on SchoolNet and the Crime Prevention Information Services.

**Diagram 2. ACJNet Library without Walls**



## 4.0 ON-LINE LIBRARY CATALOGUES

The *ACJNet* Library without Walls provides access to the on-line library catalogues of the Library and Resource Centre partners listed in the previous sections.

All of the Libraries and Resource centre partners, except for the Legal Resource Centre, periodically provide updates to the database that are accessible in the Library without Walls. Therefore, the information in the catalogues is valid up to the date of the update.

Considerable effort has been spent developing bibliographic database standards to ensure compatibility and transportability of bibliographic data independent of the library management system used.

On the proprietary network, the catalogues are available through the “Textbase: Full-Text Database Search System” option on the main menu. An instruction manual “Guide to searching the library bibliographic databases” has been developed for assistance in searching using the proprietary network. It provides detailed instructions and tips on how to get to the library bibliographic databases, how to conduct a search, view or preview results, save the search results and exit from the library bibliographic databases. The manual can be viewed on-line or downloaded for printing.

On the WWW, the catalogues are accessible by clicking the “Database” button on *ACJNet*'s Table of Contents. On-line library catalogues are grouped together and can be searched individually or as a group by means of a user friendly search engine. On-line help is planned. Catalogue databases can be searched individually or as a group. These features make the site an increasingly popular one.

Each library on-line catalogue has its own introductory policy screen. The introductory screens describe the collections and scopes of coverage.

**Table 1. Library Catalogue Availability**

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<b>Name</b>	<b>Catalogue available via proprietary network to ACJNet members</b>	<b>Catalogue available via ACJNet WWW site to the public</b>
Access to Justice Documentation Centre	May 1995	June 1996
Community Legal Education Ontario (CLEO)	In progress	In progress
Community Legal Information Association of PEI	November 1995	June 1996
Legal Resource Centre Library		November 1996
National Crime Prevention Council Secretariat	April 1995	June 1996
National PLEI Resource Centre	May 1995	June 1996
Public Legal Education Society of Nova Scotia	April 1996	June 1996
National Clearinghouse on Family Violence	In Progress	In Progress
Child Support		February 1997

Altogether these libraries provide access to approximately 40,000 records.

In the future, ACJNet may provide access these electronic database catalogues:

- Yukon Public Legal Education Association
- Legal Services Society of British Columbia
- Centre for Criminology, University of Toronto
- Alberta Arbitration and Mediation
- Department of Justice Canada Conflict Resolution
- Human Rights Centre, University of Ottawa
- Plain Language Database, National Literacy Secretariat

These collections are being looked at to ensure that they will enhance and broaden the scope of coverage of the library collections as a whole and thus make the ACJNet Library without Walls more valuable and useful to users. Collections which complement one another, rather than duplicate one another, will provide the greatest benefit to clients.

The scope of coverage of the collections can be considered from several viewpoints: geographic coverage (provincial, national, international, etc.), subject coverage (law and

justice in general, special topics such as crime prevention, child support, family violence, human rights etc.), material format coverage (books, articles, videos, etc.), language coverage (English, French, bilingual, other languages, etc.), periodic coverage (historical, current, etc.), and targeted audience level coverage (general public, low literacy, advanced, etc.). While all of these aspects will influence the ability of the collections to meet the information needs of users, at the individual collection level and as a group geographic and subject coverage are the most influential.

The on-line library catalogues that are included in the *ACJNet* Library without Walls represent libraries and resource centres from across the entire country (geographic viewpoint), that improve collection content relevance and accessibility to *ACJNet* users. The *ACJNet* Library without Walls will continue to expand its on-line catalogues by seeking links to or integration of collections throughout the country. It is expected that material relating to a specific geographic area or jurisdiction will have the most relevance to the users within that jurisdiction, though such material is often used as a model or guide within other jurisdictions.

The on-line library catalogues represent a broad range of law and justice issues. This range is constantly being broadened by actively seeking out library collections to cover existing gaps and deficiencies of the grouping as a whole and actively encouraging organizations to participate in the *ACJNet* Library without Walls. The strengths and weaknesses of each collection must be discussed and enumerated in order to get a big picture of the entire *ACJNet* on-line library catalogue grouping.

When developing the subject coverage of the larger collection, the availability or accessibility of the library catalogues much influence what is added. Potential partners with available library catalogues in electronic format will more easily be able to have their collections added to the *ACJNet* Library without Walls.

Collections and on-line library catalogues relating to very specific subject areas can be developed to meet very specific needs at very specific times such as a resource collection developed to meet a specific research or policy thrust or any “hot topic”<sup>15</sup>. These collections can add real value to *ACJNet* with comprehensive in-depth specialized subject coverage.

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<sup>15</sup> Examples of specific subject collections could include child support, human rights, victims of violence, sentencing, model justice system, restorative justice, children at risk.

## 4.1. Library Management Systems and Catalogue Search Engines

The various bibliographic catalogue collections are managed locally as well as being available over the proprietary network and the ACJNet WWW site. Increasingly most libraries and resource centres do this with the aid of computer software. It is more efficient in the creation, storage, access and modification of bibliographic records. Of the seven ACJNet Library without Walls current members, six use the software of Inmagic. Inmagic is popular with small, special libraries and law firms because of its flexibility. Unfortunately, not all libraries and resource centres can afford to keep buying all of the upgrades. Therefore, some libraries have better capabilities to manage their collections, records, and services.

**Table 2. Library Management Systems Locally Used, December 1996**

<b>Name</b>	<b>Software</b>
Access to Justice Documentation Centre	Inmagic DB/Textworks 2.0
Community Legal Education Ontario (CLEO)	Inmagic Plus
Community Legal Information Association of PEI	Inmagic Plus
Legal Resource Centre Library	Inmagic DB/Textworks 2.0
National Crime Prevention Council Secretariat	Edibase
National PLEI Resource Centre	Inmagic DB/Textworks 2.0
Public Legal Education Society of Nova Scotia	Inmagic Plus 7.2

Inmagic's software (all versions) are integrated packages meaning that there are several modules which allow different library functions to be tracked and stored. Actual modules available depend on the version of software owned by the library. Not all libraries have implemented all modules into their maintenance.

All versions have:

- Catalogue module
- Serials module
- Interlibrary loan module
- Loans module
- Supplier module

Some adapted versions also have:

Reference module (created by National PLEI Resource Centre staff)

Document delivery module (created by National PLEI Resource Centre staff)

## 4.2 On-line Catalogues

In response to shrinking resources, on-line WWW catalogues were developed by Web Networks. As resource centres and libraries get on the Internet, the catalogue is the easiest most logical "substance" item to put on Internet pages. They are already structured and relatively mistake free and they offer valuable, useful information to patrons. They allow people from any geographic location (they don't have to be IN the library) to see what holdings the library has. As the *ACJNet* Library without Walls is committed to making its collective resources as widely available as possible, it provides the on-line library catalogues of its partners on the Internet. Thus, the on-line catalogues of the Library without Walls are searchable by anyone anywhere and at anytime; can be searched all together or one at a time if the user chooses; are free to search; are searchable on all fields or specific fields; are searchable by jurisdiction (an anomaly in the library world); are searchable by level or language (also rare); and 25% contain annotations describing the documents in the collection. The on-line catalogues can be accessed on the Proprietary Network using the textbased version of *ACJNet*, or on the WWW site of *ACJNet*. The information is the same, only the presentation of the information is different.

## 4.3. Textbase: Full-Text Database Search Service

As mentioned at the beginning of Section 4, the database catalogues on the proprietary network are searchable, however, the steps to conduct a search are somewhat complicated. To begin with, a knowledge of Boolean logic is necessary. For this reason, the "Guide" was developed to help people use the search features of the catalogue database. The search engine used is not user friendly, and the users must repeatedly type in commands to fine tune a search. Consequently, enhancements are needed to the search engine, but due to the popularity of the WWW on-line catalogues, these enhancements will probably not be necessary, for lack of use.

## 4.4. WWW On-line Library Catalogues

In response to the popularity of the WWW and by problems posed by the Textbase system, on-line WWW catalogues have been developed. Both Web Networks and the Legal Studies Program have developed or are in the process of developing searchable catalogues via the WWW. The URLs are included in Appendix B: Internet Addresses and Appendix C: *ACJNet* Library without Walls Profiles.

## 5.0. DOCUMENT DELIVERY

The *ACJNet* LWW has a commitment to document delivery. Document delivery, simply stated, is the transfer of the information from the originating source to the requesting source. Until recently, this has meant the loaning of books from one library to another (interlibrary loan). However, technology has gradually meant a shift to electronic exchange of information. First, the requests were automated. Next, the ability to search the catalogues of other libraries was developed. Then citations to resources were transferred. Currently, full-text articles are being delivered to the user's desktop subject to proper authorization. New technologies are allowing users to directly request and receive their needed information quickly and efficiently.

Although the National Library of Canada defines document delivery as “the provision of non-returnable materials by a library or a commercial document supplier”, the *ACJNet* Library without Walls is expanding the definition to encompass the following:

- the loaning of materials from library collections
- the distribution of print materials such as pamphlets
- the electronic delivery of full-text materials or citations
- the transfer of information from one party to another regardless of cost to either one.

With respect to access to the physical materials represented in the on-line library catalogues, the levels of accessibility for individual collections will be very much influenced by the mandate of the organization and by resourcing levels. As such, there may be considerable variability from one collection to another. Some of this information is already available as part of the lending policy statement for each on-line library catalogue. It may be necessary to indicate intent to participate based on sufficient resources. The choice to loan or circulate an item or the number of copies to circulate must be determined at the local level to meet organization needs and group needs. One organization may not loan out the unique last copy of an item so in order to maintain a circulating collection to meet their comfort level, at least two copies of each item must be kept in the collection. Each organization is encouraged to participate in group level initiatives while at the same time ensuring their local needs are met.

Each library or resource centre determines its own access policies and invites the *ACJNet* user to make direct contact with the resource centre. The lending policy is stated prior to entering the searching area. The lending policy statement gives information on who to contact concerning loan or access to resource material. Contact can be through email, mail, fax, telephone or direct contact. Access ranges from on-site use of material, photocopying of material (within copyright guidelines), provision of distribution copies, electronic availability, borrowing privileges and ILL.

Factors to be considered that will effect document delivery are the different levels of service according to type of material, type of user, availability of material elsewhere, user

relationships, and ability or willingness to pay. Any expansion or enhancement of access will have costs associated with it and any coordination must ensure even distribution and sharing of benefits and responsibilities.

At the present time, *ACJNet* does not coordinate or guarantee access to the physical materials in the resource centre collections. There is currently no standard minimum level of access offered to *ACJNet* users and there are no reciprocal loan agreements between the resource centres. Each resource centre determines its own access policies, advises *ACJNet* users of access options and invites the *ACJNet* user to make direct contact with the resource centre.

However, as a move toward providing an interlibrary loan centre, as mentioned in the end of Section 3.1, the National Clearinghouse on Family Violence will cooperate with the *ACJNet* Library without Walls partners to loan actual paper copies of documents to *ACJNet* users. The material, for the time being, will be limited to Family Violence and Crime Prevention. This type of cooperative arrangement is being tested as a model for future document delivery. In exchange, the *ACJNet* Library without Walls will offer access on the WWW to the Clearinghouse's collection.



## 6.0. COLLECTIONS

Collection refers to both the electronic documents and the physical documents. Each format has its own particular traits which require special handling. The emergence and integration of full-text electronic documents within a collection are relatively new phenomena whereas the maintenance of traditional print and audiovisual documents have been given a new twist with the increasing demands of resource sharing.

Organizations that received financial support from the Department of Justice for providing legal information and education signed agreements that had a “use of results” clause. This clause enabled the Minister of Justice to “produce, reproduce or publish in any form or by any means the original work or any adaptation in any language for use within the federal public service and for non-commercial distribution or dissemination”. A great deal of original material has been obtained in this way and is contained in the collections of the National PLEI Resource Centre and the Access to Justice Documentation Centre.

### 6.1 Electronic Documents

*ACJNet* Library without Walls is actively involved in making a wide range of electronic documents relating to law and justice accessible on the Internet. This involvement ranges from collecting and converting information into electronic format (which is Electronic Publishing) to pointing or directing users to electronic materials elsewhere on the Internet and development of Associate pages.

*ACJNet* encourages those organizations that receive funding from the Department of Justice to undertake public legal education and information work to forward electronic versions of any print materials developed by recipients under their agreements. The *ACJNet* Library without Walls makes efforts to collect electronic as well as hard copies of documents and products that these organizations produce. The number of electronic documents available and scope of coverage increases each month. *ACJNet* will continue to seek out opportunities to add to this electronic collection.

Although library staff are not necessarily involved in the technical aspects of making the electronic documents accessible, they have major responsibilities in ensuring that users are aware of their existence and in the promotion of their use. Over time, the collection of electronic documents will continue to grow and this collection must be managed like any other collection. The electronic documents on the *ACJNet* WWW site should represent the most recent and current editions or versions of the item. Electronic media is perceived to be an up-to-date medium for information and resources.

*ACJNet* monitors the electronic publications and ensures that only the most current editions of publications are present on the *ACJNet* WWW site. Library staff advise how to organize, present and index the electronic documents on the *ACJNet* WWW site. Easy accessibility is the foremost concern.

In conjunction with the historical collection that the *ACJNet* Library without Walls may undertake to collect (see Section 3.1), the *ACJNet* Library without Walls must also look into issues surrounding the archiving of its electronic collection. Archiving an electronic collection is necessary in order to preserve those documents which although important, have now been replaced by more up-to-date documents. The archive of electronic documents will be a valuable historical asset documenting the progress not only of PLEI but also of the Library without Walls. However, archiving will necessarily mean that the Library without Walls will have to acquire more servers to host and distribute the archived documents along with its current electronic collection. One way to accomplish this will be by setting up a network of mirror sites to host elements of the Library without Walls. This project can be accomplished through new partnerships with agencies such as the Depository Library Service and with universities throughout the country.

## 6.2. Specific Electronic Documents

### 6.2.1. *ACJNet* Publications

*ACJNet* is actively involved in the collection and conversion of information into electronic format. Canadian public access electronic documents are collected by *ACJNet* on access to justice issues and made available through the *ACJNet* WWW site. As part of the Electronic Publishing component of *ACJNet*, *ACJNet* converts Department of Justice Public Legal Information and Education materials into HTML. Copyright releases for all documents are on file.

The introductory materials actively request users to notify the *ACJNet* coordinator if the users have electronic documents they would like to include in the collection.

Documents are arranged by broad subject category, are searchable and can also be printed by the user. There are currently over 300 electronic documents available, primarily materials prepared by national, provincial and territorial PLEI organizations (materials from 12 Canadian jurisdictions are presented). The materials contained on the Department of Justice homepage as well as the Law Room on SchoolNet also fall into the category of *ACJNet* publications. These electronic documents are also available in print format and are held in the National PLEI Resource Centre.

### 6.2.2. *ACJNet* Canadian Statutes and Regulations

ACJNet is actively involved in making Canadian legislative materials accessible through the ACJNet WWW site. This includes the laws of Canada as well as other legislative material from the Department of Justice Canada (such as the Constitutional Laws of Canada 1867-1982, Criminal Code, Consolidated Statutes, etc.). This material is available in FolioViews and can be downloaded. ACJNet also provides access to selected laws and regulations from Canadian provinces and territories. The Statutes of the Yukon and Northwest Territories are available and presented in alphabetical order. Users have the option to download either a MSWord version or WP5.1 version (Yukon also has a text version). The Statutes of Ontario are available to the user in a FolioViews format. This allows easy searching and viewing of material on-line. The user also has the option of downloading files. Currently, part of the Regulations of Ontario are also available (A-H) and in March, all the Ontario Statutes and Regulations will be on. Work is underway to add new jurisdictions, such as Québec and Nova Scotia. Other various provincial laws and legislative material are available on this site. Some jurisdictions charge the public to access their Statutes and Regulations. ACJNet points to these sites, namely Alberta, Manitoba and Saskatchewan, although it does not derive any income from them. Alberta is planning on having a non-searchable version of their statutes available for free in the near future. Negotiations are always continuing with other jurisdictions to encourage them to make their statutes available to the public.

### **6.2.3. ACJNet Directories**

ACJNet directories are a collection of electronic listings of organizations. Some of the directories are searchable by keyword. Background information and contact information is provided in most circumstances. Some examples of the available directories are: ACJNet and its users, Canadian PLEI organizations and Canadian law firms.

### **6.2.4. ACJNet Associate Sites**

ACJNet Associate home pages listed in Section 1.3.2 are by virtue of their content a valuable component of the electronic documents available in the Library without Walls and for this reason, are part of the ACJNet Library without Walls collection. These home pages provide law and justice information and education that have been identified as filling a gap in the Canadian law and justice content on the Internet. The Associate sites are supported by the Department of Justice Canada or other ACJNet partners.

These Associate home pages are reviewed and approved before they are uploaded by the ACJNet National Facilitator and staff. They are developed in conjunction with at least one partner, moderated for completeness and accuracy and protected, to the extent technology permits, against interference from hackers.

### **6.2.5. Law Room on SchoolNet**

ACJNet has worked with the University of Ottawa's Human Rights Research and Education Centre and the Legal Studies Program, University of Alberta, to develop the content of the Law Room on SchoolNet. This interactive WWW site provides law and justice education geared specifically to youth. The site content itself, like the content of the associate home pages mentioned above, is a valuable electronic document in the Library without Walls collection. The Law Room has connected sites: Frequently Asked Questions designed for youth on the topic of law and justice; a reference forum called "Ask an Expert", (as mentioned in Section 1.3.2 part 8, and as will be discussed in Section 7); a Lawyer Mentoring Project site, that will pair real lawyers with selected schools on-line to help them understand the law and justice, and a series of teacher's curriculums designed to facilitate the teaching of law and justice to students. These four sites are or will become electronic documents that will be added to the ACJNet Library without Walls collection.

### 6.3. Collection Development and Physical Documents

Both electronic and physical documents must adhere to collection development procedures. This includes collection policies which direct staff in the selection and removal of documents.

Members describe their own collections, indicate their development plans and share this information. Coordination and information sharing between partners undertaken by the Library without Walls will ensure collection development initiatives involve the best use of available resources, individually and as a group. The scope and development plans for individual collections will be very much influenced by the mandate of the organization and there may be special requirements which are not relevant to the larger group. There will always be core material and duplicate material in the collections as a group. This duplication of material is desired as some materials, such as legal dictionaries, will always be needed in each library. However, as much as possible, partners work together to develop their collections so they complement rather than duplicate one another. One organization might decide to stop collecting a certain type of material once they are aware that an excellent collection of the material is easily available elsewhere.

The ability of the partners to follow an agreement may be very much influenced by resourcing levels, which will vary over time, so it is more realistic to indicate intent to participate based on sufficient resources rather than obtain consent over formal contracts.

Another collection initiative involves the redistribution of materials from one collection to another or disposal of material. Material not needed for one collection (and its organization) may be very useful to another. Guided by descriptions of collection characteristics, at the individual and the group level,

organizations can weed their collections (dispose or redistribute material) with confidence.

Information on collection use and non-use (circulation tracking and information service tracking) indicate areas for improvement of collections individually or as a group. It may be necessary to provide additional copies of materials or have materials distributed geographically in order to adequately serve the user base.

The choice to hold an item or the number of copies to hold must be determined at the local level to meet organization needs and group needs. Care must be taken that each organization maintains a collection that meets the comfort level for their own organization and participates as fully as possible in any group level initiatives.

## 6.4. Cataloguing and Processing

As with collection development, each library or resource centre must receive, process, and catalogue and classify materials according to their resourcing levels. Each library must visibly indicate ownership of their items in anticipation of lending to organizations or individuals.

For the most part, the bibliographic records making up the on-line library collections follow standard library conventions for the cataloguing of materials. A number of the collections required record upgrading to ensure consistency and standardized application of cataloguing rules.

There is less coordination with respect to subject access, as indicated by broad subject groupings, subject terms/headings and abstracts. There has been discussion about a “common thesaurus” but it has not yet been universally applied. As the number of players involved increase and the breadth of coverage of the collections increase, it will be harder to find a specialized thesaurus suitable for all users, especially one that is bilingual.



## 7.0. LAW AND JUSTICE INFORMATION SERVICES

One comment received repeatedly by *ACJNet* library staff is that there is no guidance available to Internet users on how or where to find material.<sup>16</sup> *ACJNet*'s Library without Walls is taking an active approach to satisfying this need by developing the Law and Justice Information Services. This service invites users to submit questions they might have when trying to find law and justice information. It is the "virtual" version of a library reference section.

Since its inception, the Library without Walls has always offered an information and reference service to its clients by virtue of the fact that each *ACJNet* Library without Walls partner has always provided information services to its local organization and population. The information services that each *ACJNet* Library without Walls partner provides are wide ranging and include reference, current awareness, extended research, guidance, and referrals. As the Library without Walls develops, a more expansive and global (re: national) Information and Referral Service is developing, with the National PLEI Resource Centre as the core partner responsible for disseminating information through the service.

The scope of this service is broad. At a basic level, the service includes responding to questions and inquiries submitted to *ACJNet* either by clients or other partners. Although the questions may be relatively simple to answer by referring the client to a bibliographic database, an electronic publication, an Internet site, or by providing hard copy material, some questions will be more complicated to answer. The cooperation of other partners may be required to satisfy a clients need, or a question may demand more extensive research. The service also includes providing referrals to another organization or site that might be better suited to satisfy the clients need. Another facet of the service is the monitoring of forums (discussed below), and conferences on *ACJNet*, to respond to queries, and also pursuing new sources of information for clients, and posting lists of newly catalogued items in the National PLEI Resource Centre. Access to the services is very available by a variety of means, such as in person, by telephone or fax, by private electronic mail, electronic conferences and WWW Information Services Forums.

### 7.1 Information Services Forums

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<sup>16</sup> Typical comment: "I would like again to say thank you very much for your interest and very fast help. I realize, as you said that is what you are there for but not everyone does their job like this. I have been frustrated many times in just trying to get information and you have just given me a little bit of positive feelings. As you probably can imagine there is a legal mess happening and it is a difficult process trying to find anything out in such a complicated system. My spirits were raised a little by your actions. Thank you again and I will get to those reference materials."

An emphasis in the Library without Walls has been placed on Information Services that use a WWW based technology usually referred to as discussion forum. The discussion forum acts much like an electronic bulletin board system where messages or postings can be viewed by anyone who uses a web browser and know the URL. These Information Services forums are public and therefore are accessible by anyone who uses the WWW. Forums allow administrators to control the content of a conference, thus eliminating all threats of irrelevant or unwanted postings. Another great advantage to Forums is that the contents can be saved, and referenced for future use. Answers will be provided by the Library without Walls through the core and other partners, or by visitors to the site. In the course of answering a question, the partners will direct questioners to sites on the Internet or to print resources, make appropriate referrals to agencies or organizations, and whenever possible, identify local sources of materials. All resources and components of *ACJNet*, including the resident librarian, the electronic publications, links, associate sites, partners, the virtual community will come into play to help the client find what he or she is looking for or to directly answer the clients question. Thus, the forums become not just a service to clients, but also a resource, a publication for the Library without Walls, and a concrete example not just how users enrich the Library without Walls, but also show how all the components of *ACJNet* intertwine, the Virtual Community, the Library without Walls and Electronic Publishing.

#### **7.1.1. Crime Prevention Information Services**

The Crime Prevention Information Service is the first information service being offered on the *ACJNet* forums. It was launched in November, 1996, and is a partnership effort specifically with the Library without Walls, the NCPC, the ICPC and the National Clearinghouse on Family Violence. Clients are invited to ask or post questions, in this case, on crime prevention. Answers will be provide by referring to the NCPC's PREVENT database, the ICPC Resource Bureau and the vast resources of the Library without Walls within 10 days. The National Clearinghouse on Family Violence will deliver actual documents to *ACJNet* users, when electronic formats are not appropriate. The service is available in English, French and Spanish.

#### **7.1.2. General Law and Justice Information Services**

A forum is also being initiated that will be used for general law and justice information inquiries. This forum will compliment the existing information services offered by more traditional means mentioned above. As with the Crime Prevention Information Service, clients will be able to post questions, to which answers can be expected within 10 days.

#### **7.1.3. Ask an Expert**

This forum, to be called “Ask an Expert” will be part of the Law Room on SchoolNet, and as such, will be intended for students. The subject focus will be on law and justice issues in general. Its purpose is to assist Canadian elementary, junior and senior high students in accessing law and justice information. Priority is given to questions relating to schoolwork.

It is important that clients using the ACJNet Library without Walls, whether they are downloading an electronic document, or asking a question to an information provider, realize that they are being given legal information, not legal advice. All parts of ACJNet: the Library without Walls, the Electronic Publishing, the Virtual Community and Education on-line cannot and will not provide legal advice or opinions. To make this aspect clear, people using ACJNet will find statements such as:

***“This service is not intended to provide legal advice. If you have a personal legal question that requires legal advice, consult a lawyer.”***

and

***“Materials in this section provide general information only. If you need legal advice, consult a lawyer.”***

which are prominently displayed though out the ACJNet site whenever there is a possibility that a client might think he or she is getting legal advice or legal opinions. All ACJNet staff, partners and members are aware of this issue and the consequences entailed if ACJNet were to be perceived as giving legal advice. Those who provide information services are aware of the distinction between advice and information, and make this distinction clear to ACJNet clients.

Statistics are also being kept by many partners. These statistics monitor and track information requests and the ability or inability of library staff to fulfill user needs. They provide useful information for the future development of the network. Request tracking information should relate to the number of requests, type of requests, origin of requests and servicing costs as well as the specific request and response information. Organizations that collect this information should keep it in a database, for future reference. Indeed, the Reference database created by the National PLEI Resource Centre could be used by individual organizations as this would help individual organizations and the network to manage information services delivery and enable them to compare and contrast information requests and statistics.



## 8.0. FEES

There are costs associated with circulating material related to loaning out the item and ensuring its return. Personnel costs include staff time spent verifying, retrieving, charging out and tracking loans. Material costs include copying charges, supplies (such as envelopes) and delivery/mail charges. As of April 15, 1997, the Legal Resource Centre and the National PLEI Resource Centre, two of the largest collections in the country, have instituted document delivery fees to offset some of these expenses. The question of to charge or not to charge is not easy to answer, as many factors must be taken into consideration.

Users of the proprietary network currently participate in a fee for service model by virtue of their *ACJNet* membership and usage charges. The fees paid do not go to *ACJNet*, but to Web Networks who act as the Internet Service Provider. Since *ACJNet* was developed with resources from the Department of Justice, there are policies imposed by Treasury Board that prohibit *ACJNet*, in its current form, from receiving revenue. In consideration of receipt of these fees, Web Networks discounts its services to *ACJNet* as do other partners. However, as the WWW site gains in popularity, and as the proprietary network diminishes in importance, this model will no longer be a means of obtaining revenue.

*ACJNet* and the Library without Walls will have to investigate other means to cover costs associated with its operation. A user-pay model should be considered to ensure that the individual users of the services and features pay for services, rather than the user group as a whole. However, it is difficult at this point, to determine if costs to administer a user-fee system will be greater than the revenues collected. Another option to consider will be the use of sponsor-advertising. As the number of “hits” or people who visit *ACJNet* increases, the site becomes more appealing to agencies and organizations who might want to advertise their services and products on the site. Revenue from advertising could off-set costs associated with the Library without Walls.

The current legal form of *ACJNet*, and its association with the Department of Justice will have an impact on whether *ACJNet* can collect revenues. In order to avoid the restrictions placed by Treasury Board, and to allow *ACJNet* to collect revenues, it was always intended that *ACJNet* would become a stand alone corporate entity. This fact is clearly stated in the Treasury Board submission Work Plan<sup>17</sup> and it is stated as a deliverable in the contracts that the Department of Justice has with two major consortium members, Web Networks and the Legal Studies Program at the University of Alberta.

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<sup>17</sup> “Work Plan”, p. 13

## 9.0. CONCLUSION

The issue that *ACJNet* must address on user-pay is one of many challenges that lays ahead for the Library without Walls. There are other equally important concerns to be addressed, such as developing policies and procedures that can be applied to all partners or contributors. These concerns include issues of document delivery, cataloguing, acquisitions, archiving, mirror sites and providing physical access. However daunting these issues may seem, they are manageable.

Some of these issues will be solved as they manifest themselves. For example, the issue of providing physical access to collections is slowly being addressed. As mentioned, the National Clearinghouse on Family Violence has agreed to distribute documents on crime prevention in cooperation with the Crime Prevention Information Service. The ACJ Documentation Centre in Ottawa, which is being moved to a new building, will soon provide physical access to its collection.

Technology will play a major role in resolving some issues. As more and more original documents are being produced in electronic format, and as more and more people and organizations are connecting to the Internet, many issues will solve themselves. For instance, the more documents there are in electronic format, the issues regarding delivery have less importance because documents can be delivered electronically almost effortlessly. At the same time, delivery cost will be addressed. Of course, to have a library of documents in electronic format will only be possible if there is some place to keep and archive the information and if access is not jeopardized due to heavy traffic on a server as people try to retrieve these documents.

The establishment of mirror sites is one way to deal with this issue of heavy traffic and archiving. A mirror is a server that duplicates the programs and content of other servers, thus distributing the load of information and making access easier, while at the same time, providing more space to store or archive electronic documents. Mirror sites, established and managed in cooperation with industry experts such as the Depository Services Program, and with Universities across the country, is one way in which *ACJNet's* Library without Walls would like to develop. Mirror sites will allow the *ACJNet* Library without Walls to expand in other directions, such as developing Information Services provided by jurisdiction, developing a historical collection, making greater use of dynamic distance learning providing real-time public legal education to remote communities, and increasing its electronic publications section.

The Library without Walls, in its role of coordinator, has gone a long way to resolve similar issues in the past. It will be able to develop solutions that will work and that will stay true to the goals of *ACJNet*, all while recognizing that the primary client of *ACJNet* is the Canadian public.

In order for the Library without Walls to grow and develop and to take advantage of the benefits that technology offers the future of *ACJNet* must be considered in light of a citizen-centered Justice policy and the tax payer's investment in *ACJNet* to date.

The future form of *ACJNet* is undetermined. By the end of fiscal year 1996-97, the consortium members of *ACJNet* were to have hosted a Visionaries Conference. This conference would have been attended by key players in public legal information and education, in informatics and educational technology, in education and in law and justice. It was intended to be a forum where these key players could share their thoughts on where *ACJNet* should and could go in order to satisfy the law and justice information and education needs of Canadians. From this conference, the future members of the Board of Directors of *ACJNet* would have been able to develop a business plan. All of these efforts were to be undertaken under the assumption that *ACJNet* was to become a "Stand Alone Corporate Entity". The development of *ACJNet* into a "Self-supporting network" was made clear in the Work Plan submitted to Treasury Board.<sup>18</sup> As well, the final deliverable in contracts that the Department of Justice signed with Web Networks and the Legal Studies Program (University of Alberta) is the development of *ACJNet* as "stand alone, corporate entity".

The incorporation of *ACJNet* has been stalled. However, this planned development for *ACJNet* is imperative if *ACJNet* is to grow along the lines approved by Treasury Board. Incorporation is important for *ACJNet* for the following reasons:

- *ACJNet* must find resources in order to invest in technology and to sustain itself. For projects such as the establishment of mirror sites, modest investments in software will be necessary. As well, *ACJNet* will have to be alert to new ways of delivering its services and to new technologies and to new partners. As a stand-alone non-profit corporate entity, *ACJNet* will be better positioned to approach other governments and private sector organizations for funding and *ACJNet* will be better positioned to allocate its resources to projects that meet the needs of the public.
- *ACJNet* must forge new partnerships. Even now, *ACJNet* sees the needs and benefits of new partners, especially with regards to mirror sites and document delivery. This need will intensify as *ACJNet* develops new projects which will require new partners to contribute to the resource base. As an independent organization, *ACJNet* will be able to set its policies regarding the choice of partners based on its goals and business plans, and not solely the policy initiatives or mandates of contributing partners.
- *ACJNet* will have to change its goals and strategies as required by the changing Canadian environment. Technology, demographics, society are all in constant movement. It is inefficient not to revisit plans and make changes as needed to respond to the needs of one's clients. As an independent agency, *ACJNet* will be able to react more quickly to changes than it would if it had to seek authorization from supporters before it could change direction.

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<sup>18</sup> "Work Plan, p. 13

It is therefore hoped then, that the original Treasury Board Submission will be respected and that ACJ*Net* will be able to continue its work in some form.