



# LibraryCo e-Newsletter

NOVEMBER 2012

## Introducing Sandra Castillo

Sandra Castillo is the new benefits contact for Library Co employees at the Law Society of Upper Canada. Please contact Sandra for any questions or changes relating to benefits administration. This includes new benefit enrolments, changes in employment category, hours of work, salary and adding or removing a dependent. Sandra can be reached via email at [scastill@lsuc.on.ca](mailto:scastill@lsuc.on.ca) or by telephone at (416) 947-3481.

## SPOTLIGHT ON . . . American Association of Law Libraries Conference

This month's Spotlight column focuses on the American Association of Law Libraries (AALL) conference, which was held in Boston from July 21 to 24. This year's theme was "Learn, Connect, Grow". AALL is a large, U.S.-based organization of law libraries that is headquartered in Chicago. Most of its members are American, but there are a number of Canadian and overseas members as well. AALL is recognized for its dedication to the profession of law librarianship and for the high quality of its annual conferences.

As part of LibraryCo's initiative to enrich the educational opportunities for staff in the county and district law libraries, a bursary was created last year to send one person to the AALL conference. This year's recipient was Gabrielle Gignac, Library Assistant at the Victoria-Haliburton Law Association. Gabrielle was very enthusiastic about her conference experience.

Attendees at AALL must choose between several concurrent sessions. This is not always easy given the high quality of the programs and speakers. Gabrielle highlighted those that she felt were the strongest and gave her reasons for choosing them. We have summarized her comments here: "iCan! Empowering Librarians with iPads and Other Mobile Devices" explained how these devices have become critical in a world that specializes in knowledge and research. "Are E-books the Future?" focused on technology trends in libraries. "Riding Solo: Legal Research Competencies for the Solo Practitioner" was particularly applicable to the county and district law libraries, where a high percentage of practitioners are either sole practitioners or members of small law firms. "What Makes a Librarian Worth a Million Bucks: Valuing Staff, Resource and Services When Dollars are Scarce" gave an interesting perspective on the budget process and reasons to keep libraries staffed."

This is a small selection of the programs that Gabrielle attended. As she commented, "It was an unbelievable learning and networking experience. . . . this was my first AALL conference and it was nothing less than fantastic."

## COLAL 2012 – Future Ready

The 2012 Conference for Ontario Law Associations' Libraries (COLAL) was held from October 24 to 26 at the Metropolitan Hotel in Toronto. The theme was "Future Ready". This conference received particularly high evaluations from attendees, who said that it was the best COLAL LibraryCo has organized. Our keynote speaker, Stephen Abram, delivered a strong presentation called "The Challenge: Law Library Evolution". Other speakers included Rebecca Jones, who spoke about relationship building, Steven Lowden, who talked about how to effect change, and Joan-Rataic-Lang and myself, who discussed how to aligning ourselves to be future ready.

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The five recipients of special LibraryCo bursaries – for CALL/ACBD's New Law Librarians' Institute, the Special Libraries Association and the American Association of Law Libraries – discussed how their experiences have helped them to become Future Ready. We also held an opening reception at the Metropolitan Hotel on Wednesday evening and a very enjoyable reception and dinner the following evening at the Law Society of Upper Canada.

In addition to the educational sessions and networking events, we held the annual Board of Directors question and answer session, with Alan Silverstein and Michael Drake as the speakers. Alan also held the first-ever Relevance Forum, in which he led a lively discussion with the library staff about the value and relevance of the county and district law libraries.

Links to the presentations are now available on LibraryCo's web site at <http://www.libraryco.ca/news/colal>

## Finance Notes – A Column by Gary Cheong



### Common Expense Report Questions (Part 1)

#### Do I submit the restaurant bill or my credit card slip?

Submit both if the tip is on your credit card slip. If you like to keep your slips then make a copy for yourself but submit the original as LibraryCo only reimburses original receipts.

#### Why do I need to submit the restaurant bill if I have given you my credit card slip?

We need to ensure that all of the items purchased are reimbursable.

#### I tipped cash for my meal. How do I get reimbursed?

Write the cash amount on your restaurant bill and put 'cash tip' in brackets. Then take the entire amount including tip and put it on your expense report.

#### I took the bus/subway while in Toronto but do not have a receipt. May I claim this?

If you are entitled to reimbursement of your travel expenses, then the answer is yes. Just list the amount, date and where you were travelling to/from.

#### I lost my receipt. What should I do?

List the expense and put "lost receipt" in brackets. The amount will be reviewed by Finance and a decision about reimbursement will be made.

#### How often does Finance actually approve reimbursement for receipts that were lost?

Think of how most people like their prime rib cooked. Try to be organized so that receipts are not lost. Also, the magic of technology should be used where possible. For instance, many restaurants can email a copy of their bill to you as long as you have the date, time and approximate amount before tip.

## News About Group Benefits

*GroupNet Mobile – Now available for Android and BlackBerry*

You can now access Great-West Life's GroupNet™ Mobile app on your BlackBerry® or Android™ device. Launched earlier this year for the iPhone and iPod touch, GroupNet Mobile lets you quickly and easily:

- Submit claims online with Member eClaims – part of Great-West's industry-leading GroupNet online services.
- Access personalized coverage information about benefits, claims and more.
- View card information, such as member ID, Drug and Global Medical Assistance.
- Locate the nearest provider who has access to Provider eClaims, using a built-in GPS mapping tool.

To use GroupNet Mobile, you need to be registered for GroupNet for Plan Members. Registering is easy; just go to [www.greatwestlife.com](http://www.greatwestlife.com) and click GroupNet for Plan Members to begin the process. You'll need your group benefits plan number and your plan member ID number. To use the app to submit claims, you must also be signed up for Direct Deposit of claim payments and eDetails (email or text notification when your claims are adjudicated).\*

### GroupNet Mobile video and download

Go to <http://www.greatwestlife.com> or [GroupNet Mobile video](#) to download the app and view a demo of GroupNet Mobile's features.

### For more information

If you have questions about GroupNet Mobile, or questions related to benefits or claims, please call Great-West Group Customer Contact Services at 1-800-957-9777.

\* The availability of GroupNet Mobile features depends on your plan design. Please contact your plan administrator with questions about access to Member eClaims.

## LSUC CPD

### Just a Reminder...

Only programs containing Professionalism hours are listed in the Portal. Programs containing only substantive hours must be entered into the Portal under "Update my CPD Program", select "Substantive Content" and enter the program information.

### These new Video Replay programs are Now Available:

[The Six-Minute Environmental Lawyer 2012](#)  
[13th Annual Employment Law Summit](#)  
[Torts - The Laws of Causation, Foreseeability, and More](#)  
[Practice Check-up for Lawyers and Paralegals](#)

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[The Six-Minute Debtor-Creditor and Insolvency Lawyer 2012](#)  
[Immigration Law for Criminal Lawyers](#)  
[Estate Litigation Practice Essentials 2012](#)  
[Social Media in Litigation](#)  
[Mediation for Employment Actions and Wrongful Dismissal](#)

**For a listing of upcoming programs, descriptions and accreditation, please visit our [website](#).**

**View our entire legal education resources library at <http://ecom.lsuc.on.ca/resources>**

### **Roving Law Librarian - A Report from Marilyn Elkin**

During the last month, I visited the Algoma Law Association library. Amanda Ward-Pereira and I did a shelf read of the collection and weeded as we went along. Shelving space is limited. We were able to create open space and a more organized and pleasing appearance to the collection. I offered some suggestions for dealing with future space issues as well as ways to make browsing the collection more efficient.

I also attended COLAL where I was able to chat with several county law library staff, offer suggestions on operational issues, provide some library supplies, and meet with four staff who have joined the system in 2012. Over lunch with these four staff, I gathered feedback on ways that the Great Library could expand on the services that they currently provide to the counties.

Next week, I am travelling to the Thunder Bay Law Association library to meet with Helen Heerema.

If you have a project that you would like assistance with or have any questions, please contact me at [melkin@lsuc.on.ca](mailto:melkin@lsuc.on.ca) or 1-800-668-7380 x2433.

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