



## PD Learnings Roundtable – Sept. 19 2023

Welcome – We are excited to hear about your learnings from conferences, webinars, etc.!

We are pleased to announce that we will be hosting Irwin Law author [Natasha Bakht](#), author of [In Your Face](#) at our conference! Ms. Bakht will join us via Zoom for an informative talk with time for Q&A.

Her book analyzes niqab bans in Canada while also drawing on interviews with niqab-wearing women to reveal their complex identities and multiple motivations for dressing in this way. Join Pia Williams (WLA) and Laura Dobbie (PLA) who have read her book and will start the discussion with time for your questions too.

[BONUS offer for LiRN network from Irwin Law to purchase a print copy of \*In Your Face\*!](#) The offer will expire on November 30. Details on our on Programme page.

Other topics will include Hor Druma, Alexsi who will speak about educating your lawyers about using reputable AI.

Vicki Whitmell will host a brainstorming session to help generate ideas for the **LFO Innovation Sandbox**. Please bring your ideas to share with your colleagues and hopefully you will also be inspired to decide to apply for a LFO Innovation Grant for your library. Many other sessions so please visit the programme webpage to learn more.

Please don't forget to both [register for the conference and your hotel room](#) since we need to have those booked by Sept. 27th to take advantage of the substantial LIRN discount for the Hotel. Our first 30 rooms have already sold out and we have added more but cannot do so after Sept. 27<sup>th</sup>.

### Future FALL *Learn with LiRN* dates

<b>LiRN Quarterly Update</b>	TL will do a Budget on her submission to LSO	Tues. Sept 26 @ 11 – <b>DATE to be changed</b>	T. Leitch
<b>Conflict Management</b>	The Art of Managing Conflict – LifeWorks	Tues. Oct 3 @ 11	Lifeworks
<b>Learn with LiRN Conference</b>	<b>Oct 19 - 20<sup>th</sup></b>	Oct. 19 - 20	LiRN
<b>Change Management</b>	Managing Resistance to Change - Lifeworks	Tues. Nov. 7 @ 11	Lifeworks

<b>Researching Ontario Laws</b>	How to use Ontario's eLaws and OntLA for Ontario Statutes, Bills, Noting up.	<b>WED Nov. 22</b> 11 am EST	B. Lauritzen (CCLA)
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### **Accounting How To session for LiRN Network – Coming Soon!**

As many of you know, Theresa has been actively working with our accountants to do a session to help you with filling in the financial reporting forms for LiRN

We had a meeting with our accountants yesterday and to help them prepare for this session, they have asked for some information to help them prepare for this session.

A short [ANONYMOUS Google Form](#) will be coming your way this week and one of the questions is to fill in ANY QUESTIONS you may have. **PLEASE COMPLETE THIS so that we have the information to show them what is needed.** The turnaround time will be a week since we would really like to have this done as quickly as possible but not sure about the accountants' timelines.

### **Roundtable Discussion**

We hosted our first PD Roundtable last year and we received a lot of feedback about how helpful it was.

LiRN's [PD Memo](#) was published in February this year which created PD guidelines for library staff as well as to encourage knowledge-sharing to enrich everyone in the network. Please review it if you have not had a chance to.

While many of you attend CALL, not everyone attends the same sessions or has the same interactions so it's helpful to have this session to share this knowledge with everyone.

AALL is a very expensive conference to attend though chocked-full of helpful sessions. We are looking forward to hearing about learnings from this since not many of us can attend this conference due to expense and other logistics.

When I was with various firms or the OSC, we were expected to do a 1 hour session to share knowledge with our colleagues after conferences.

For the Roundtable we are looking for examples of something that you learned that you found helpful, could be a website you learned about, a webinar you attended, or some good advice or a best practice.

## **AALL conference**

### **AALL 2023 Session notes by Cynthia Simpson (Middlesex)**

The 2023 American Association of Law Libraries conference had a record over 1700 attendees (28 from Canada), with 65 programs and 61 exhibitors. It was on a scale not seen in Canada.

#### **Opening Keynote - Charles Vogl- The Art of Community**

Charles has written extensively on the topic of community and spoke on the importance of building a real community, not just contacts. Social media is fantastic at connecting us to people who don't care about us. We have fewer confidantes than before: 1/2 of Americans do not have 4 friends. A real community consists of individuals who have a mutual concern for one another as opposed to a mirage community which is often just a list or an audience, not a community.

#### **Takeaway:**

We need to invite individuals actively and personally because a direct invitation, as opposed to a general social media post, implies that someone cares if they show up. It doesn't matter if the invitation isn't accepted or can't be accepted - they still feel a connection because they were invited. Personalized emails to new members/students?

#### **Hunting and Gathering on the Legal Information Savannah**

This session was a panel of publisher reps (the bigwigs) from Bloomberg, TR, LN, vLex/Fast Case who were all excellent and engaging speakers.

Difference between Large Language Models (LLMs) and search engines - LLM is more of a conversational interface and not a database from which info is drawn. For example: Jack and Jill...we complete this phrase with a plausible sounding ending - how a LLM works. But we haven't met J&J and the premise of going up a hill to get water is weird. You'd need a search engine to figure out the reason to do so.

Primary source materials are the biggest part of a database and secondary sources are smaller. Sometimes people have access to the information but don't know they do. Pop ups are often ignored and the little "i" (the information link) even more. The devil is in the defaults because that's what 80% of users are going to use.

Power users vs first time users - have to default to basic and let power users modify  
Boolean search is deterministic - you got the answer because of the formulation of search, same with natural language, but a LLM search result isn't really clear. Novice users are more likely to gravitate to it and that's worrisome.

Duty to supervise - lawyers duty - applies to use of artificial intelligence - you still have to read the cases you are presenting to the court. Don't submit a chatgpt memo to court full of fake cases (this reference came up a LOT throughout the AALL conference)

Authority is critical - what do you do to ensure generative AI is finding good authority. The death of the treatise is greatly overrated. Secondary sources are still the fastest way to find an answer (and we always suggest people start with a "book" here at the MLA), but should have a

citator connected to it. Perhaps using LLM for what it's good for but tying it to a powerful search engine and good database - Retrieval augmented generation (RAG)

Ground up build tied to proprietary information vs using a chatGPT entry into the information.

### **The Impact of Generative AI for Access to Justice by Ciara Ward (Northumberland)**

Speakers: Pablo Arredondo, Jeffrey Pfeifer, Michael Semanchik

Began this session by speaking about Walter Pitts, who was the first person to map a neuron. AI came from that simple mathematical model of neurons, started by Walter Pitts. As long as there has been AI there have been computers trying to learn. AI asks "what's smart" and tries to program/retrain/encode to replicate human brains.

Touched on the upcoming Google Gemini, which is coming out to challenge GPT-4. Ultimately these are all similar versions of large language model searches that are essentially reinforced learning through human feedback (RLTH) – a fancy way of saying "how we train AI models".

GPT-4 will be making more use of Retrieval Augments Generation (RAG). It will have hallucinations so real that is can convince you that you're wrong. RAG, when coupled with search engines, can filter out/control hallucinations (which is frightening; it will gaslight you into believing the wrong things when you already know what's right). Two different types of AI: extractive (finding what is relevant), and generative (creating new content). The motto for using AI should be "Trust, but verify"; AI is a tool, but if used incorrectly can be dangerous.

California Innocence Project

It takes an average of 16 years to get innocent people out of jail in the US. The questions professionals are now asking themselves are: how can AI be leveraged to improve intake/investigation? And how can it be leveraged to provide better representation?

### **Incarcerated People are Patrons Too: Improving Legal Information Services for Incarcerated People**

Speakers: Liz Reppe, Kurtis Tanaka, Jeanie Austin

The ALA is introducing a bill to allow incarcerated people access to libraries; right now, in the US, there are 1.9 million people locked up. They used an example of Darnell Epps, who was incarcerated, and now he's in his third year at Yale, thanks to his work in his prison library and the assistance he received from the librarian there. The main issue is of access - how do prisoners access law databases/digital literacy, when they have no computers? Also limited time is given to prisoners in the library.

Barriers to Providing Info Sessions to Incarcerated People

Inmates have no access to the internet and technology changes fast, so digital literacy is a huge problem (on top of the fact that there are no budgets for this). The DOC unwilling to look at technical structures to support this, and also prison lockdowns – court deadlines are strict.

### So, What Works?

Core collections list provided to prison libraries to ensure there is a basic set of info available. State access to resources for the prison librarians would be helpful; as would making sure patrons aren't cut off from the public library. Some prisoners can be in their cells up to 23 hours a day because of covid. The expertise of librarians and legal professionals is especially important for people in limited information places. San Francisco Public Library developed a re-entry resource guide for people trying to get back on their feet.

You need to have multiple tools, and no one has everything, so they enrich each other as they learn from others. Recognize your power as teacher of law students - invest in your values. Support the law publishers and use your power to make them better and matter

Challenge for pro se litigants because they cannot interpret the results like a lawyer - even a lawyer got duped by it - 80% of litigants don't have a lawyer so publishers need to consider this.

### **Takeaway:**

This was more of a general interest session but interesting to hear from these speakers together.

### **Cultural Humility**

No professional is immune from bias. We need to be humble about them. For example: Black-sounding names don't get the same service, or as more in-depth answers. A good user experience says there isn't one good way to do research and access a library so we need to accommodate all We need to have a lifelong commitment to self-evaluation and critique to develop beneficial and non-paternalistic partnerships.

Key issues:

Diversity - how many BIPOC people are in leadership position

Inclusion - do we create an environment that allows BIPOC individuals to thrive at work

Equity - how do we create structure to promote BIPOC people to leadership roles

Cultural humility is de-centering yourself and accepting that learning never ends. Competency isn't enough because it implies an end whereas humility is actively practiced throughout life.

Keys to practicing cultural humility: Defuse your defensiveness; Be curious about other perspectives; Decenter yourself; Practice critical self-reflection and self-honesty - be as critical of yourself as you are of others. This is difficult work!

Self-aware people: Accurately perceive their own emotions, thoughts, feelings; Understand how they tend to respond in certain situations; Recognize own intentions send priorities; Combat unconscious bias and beliefs

How to improve: Have an accountability partner; Journal; Practice mindfulness and reflection; Complete self-assessments

**Takeaway:**

We must actively and consciously think about how we interact with others and what words and phrases we use. I had a private conversation with someone recently who had repeatedly used “pow-wow” instead of “meeting” with a group of us, but I know I have other biases that I am projecting and it’s a continual work in progress.

**Betty Dykstra (York)**

AALL is like looking in the future in terms of developments that take a few years before they are available from Canada.

Sessions to look for: **Greg Lambert** – [3 Geeks & a podcast](#)– GL is charming and outgoing techie nerd. When planning for AALL a year in advance, they created a session that they thought they would call: If you build it they will come: the plan was for a robot to create the programme. However Chat GPT blew it out of the water. *View Recording for more details.* Time: 25:38 A good illustration of why that Screen Actors Guild and Writers Guild are on strike due to fears about how AI can put them both out of a job.

Many sessions like CALL had an AI focus and copyright/ownership discussions. For example LexisNexis does not want their materials uploaded into AI and have that liability or create AI ghost cases.

Good chance for networking across the US and pick their brains and see what they are doing in their libraries. She finds her head is spinning with all the ideas it generates!

AALL registration – do you have to be a member to attend their conference?

No, but if you are a member of CALL, they offer a sister-organization rate for AALL. Sometimes the annual membership is beneficial to use their website materials and for access to the all of the Recordings after the conference since you cannot possibly attend all the sessions.

For information about funding for any conference, please consult LiRN’s PD Memo.

**CALL Conference**

**Brenda Lauritzen (Carleton)** has found Chat GPT is useful for things like – marketing, emails, brainstorming, summaries, coding in Excel/VBA for reports, things like that. She highly recommends that people try it out for everyday tasks and get familiar with what it does well!

Jo-Ann from Peel mentioned that the slide decks are not yet available. I have contacted CALL and they will be posted to their website by the end of the week under the [CALL 2023 Conference page](#).

### **Laura Dobbie (Peterborough)**

*Access to Justice* session at CALL, as discussed in our LiRN zoom last week:

"One of the most inspiring sessions at CALL 2023 was Dr. Jennifer Leitch's plenary session *Access to Justice: Legal Information and Participation*.

The statistics regarding civil law that Dr. Leitch presented were eye opening. 69% of SLRs started off with a lawyer, but could not continue on with a lawyer due to cost. She pointed out that the majority of people earning an average salary would not be able to afford a trial, which can run from \$50,000 to \$80,000 in costs.

Dr. Leitch stated that SRLs are hugely disadvantaged, making the analogy that a SLR is a boxer entering the ring with one hand tied behind their back. They are outsiders in a system of insiders, facing challenges like hard to figure out legal procedures, trying to find legal answers and then deploying the answers correctly, and the at-times negative attitude towards them.

And that could be any of us - average people, making an average salary. If we faced a legal challenge, could we retain a lawyer? Could we pay for a trial? The statistics suggest that most people would not be able to.

Dr. Leitch suggested that we, law librarians and other legal information professionals, can play a part in alleviating the current access to justice crisis by looking at how we can help within our own communities. Maybe we can partner with the public library, or create a flyer with resources that the public can access, or add a section to our website with information on resources for the public, or work with our local Legal Aid clinic.

Her final thoughts were that the Access to Justice crisis will not be solved nationally, or globally, but rather by focusing on our own communities."

**Michelle Gerrits (Lambton)** shared that she found the **pre Conference workshop** a good investment of time and the extra cost.

**"Becoming a Resonant Leader: Develop Your Emotional Intelligence, Renew Your Relationships, Sustain Your Effectiveness"** by Annie McKee, Richard E. Boyatzis, Fran Johnston \*\*

<https://www.amazon.ca/Becoming-Resonant-Leader-Relationships-Effectiveness/dp/1422117340>

<https://www.callacbd.ca/preconference> there is a short video and description as to what Vicki Whitmell planned for the session at CALL/ACBD if you are interested in some background.

Vicki Whitmell is a well-known speaker about leadership and also happens to be a LiRN Board member.

**Barb Alcock (Huron)** mentioned that Plenaries are always amazing. The Retirement session was very helpful and enlightening in terms of succession planning and asked that LiRN also put on a session for the network.

**Jo-Ann McQuillan (Peel)** – attended the self-represented litigants session – very inspiring and shared it with her Board to be more proactive and maybe collaborate with her public library instead of building something new. Also helpful since we cannot serve the general public in courthouse library space.

Visual-ping – inexpensive way to track changes in websites. A tool that does that checking for you, you can set up the frequency as well. \$ 10 / month. Can save staff time so money well-spent.

Asked about CALL slidedecks – JF followed up and they will be posted next week to the CALL website.

## **Other Contributions after the Roundtable**

### **Derek Drake (Lincoln)**

I have ran into false results generated by AI search on two occasions. The first time was when we received a request to find three cases from the 1860's and 1870's. The first two cases were easy to track down, as we had citations to work with. The third case was where things got interesting. We had the case name, the name of the presiding judge, and the date of the judgement, and the province and court. That would normally be more than enough to locate the case without too much trouble. After spending almost 3 hours trying to locate the case, going through all of our available electronic sources, and combing through decades of table of cases from a number of reports, there was still not so much as a reference to the case, let alone a copy of the case itself. After going back to the person that made the request, to inquire where they had found the case referenced, I was told the cases they had requested were the results from an AI search, and they had no further information. I ended up concluding that it was a false result generated by the AI. The lesson was, if you're struggling to find something that

should be simple to get, check where the information provided to you came from, rather than wasting time chasing a ghost.

A month or so after that, I received another, similar request from the same person. This time it was for three leading expropriation cases out of Australia. Once again, the first two came up easily enough. The third ended up being a really interesting and somewhat comical search. The third requested case, put forth as the definitive leading case in regards to expropriation law in Australia by the person requesting it, turned out to exist, not as an actual legal case, but as a fictitious expropriation case from a 1997 Australian comedy/mockumentary called "The Castle". After providing a link to an article about the movie, which explained that there was never such a case and it was not 'based on a true story', the requester was still not entirely convinced that the case did not really exist.

**Gena Lowe (Perth)** shared with us her conference trip of an expandable bag for attending conferences

<https://www.mytravelshoes.com/post/foldable-travel-bag>

### **Lynda Cavanagh (Leeds & Grenville)**

I wanted to say that I found the AI sessions to be the most interesting. I knew AI was just around the corner but did not realize it was that close. In terms of ChatGPT, I was amazed at the power and challenges it will present to the legal community.

I purchased the book ['The Legal Singularity; How Artificial Intelligence can make Law Radically Better'](#) by Abdi Aidid after attending the session. Many of my lawyers have borrowed it and found it very interesting. Great for summarizing, but not for facts.

I did enjoy the vendor's presentations.

### **Other Sessions**

**Betty Dykstra (York)** attended an LSO conference on Self-Represented Litigants, and she found this highly informative. Now virtual and free. Done by TAG – action group for A@J York uses a lot of these sessions and promote to lawyers as free CPD.

Thank you to all those who shared their PD Learnings with their colleagues. We hope that next year we will have even more voices at the table since it is important to share your knowledge gained from these conferences with your colleagues.