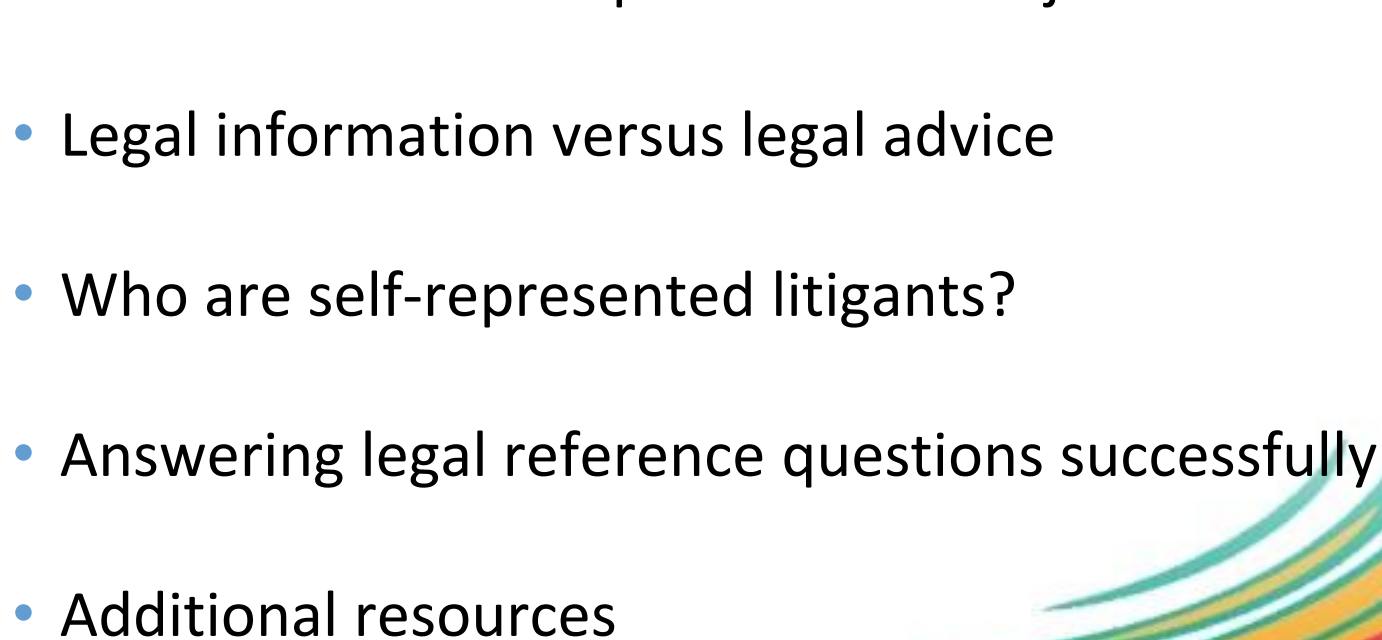


Legal Resources for Librarians



Alan Kilpatrick, Reference Librarian
Law Society of Saskatchewan Library
(Regina)

Overview

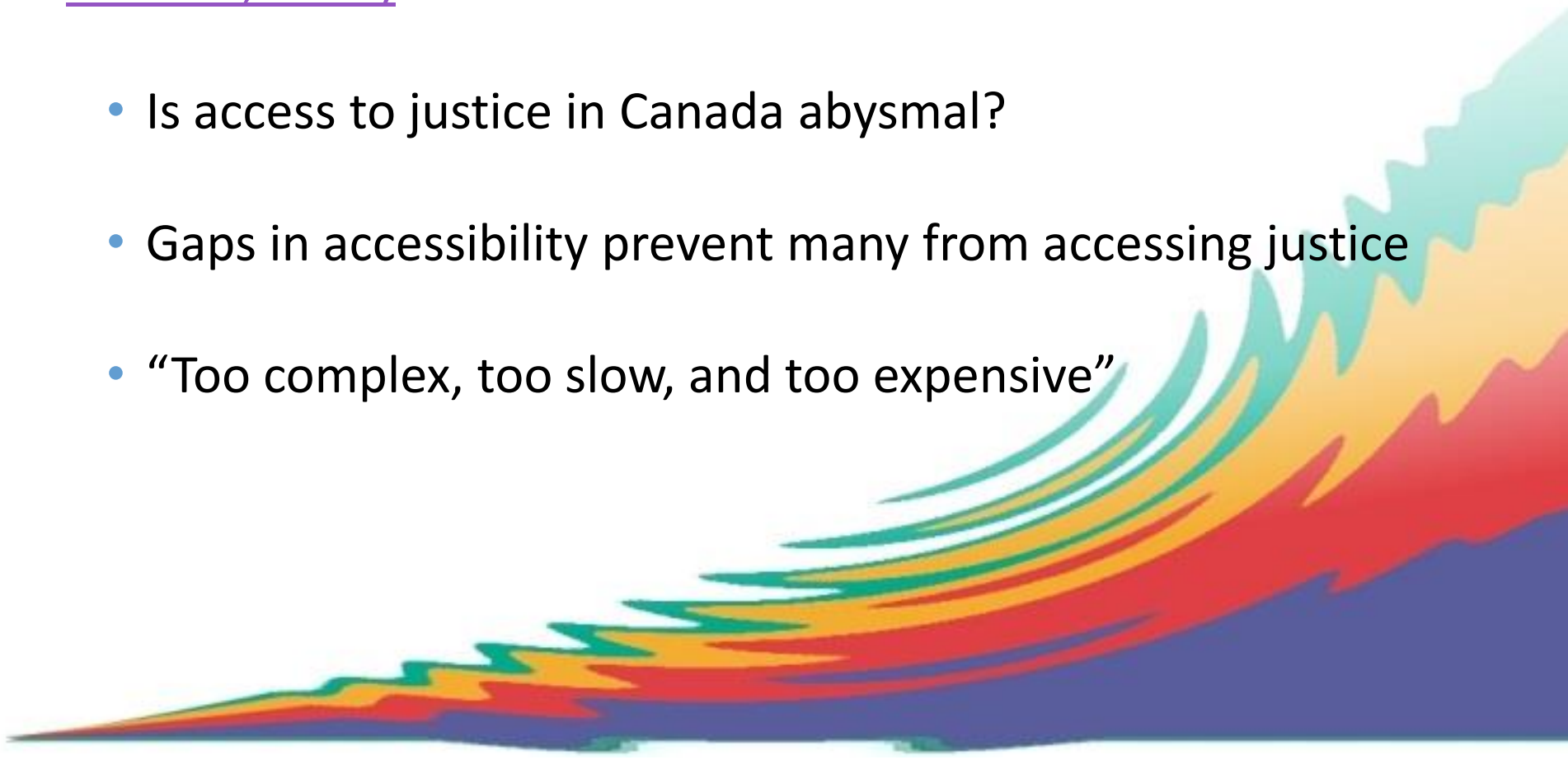
- Access to justice in Canada
 - How can libraries improve access to justice?
 - Legal information versus legal advice
 - Who are self-represented litigants?
 - Answering legal reference questions successfully
 - Additional resources
- 

Access to justice in Canada

- *Connecting Across Language and Distance: Linguistic and Rural Access to Legal Information and Services, (Law Foundation of Ontario, 2008):*
 - “Information so that they can understand the legal problem and identify next steps”
 - “Services of legal practitioners, such as lawyers, community legal workers, or paralegals, so that they can understand how the law applies to their situation, consider legal options, or obtain legal representation”

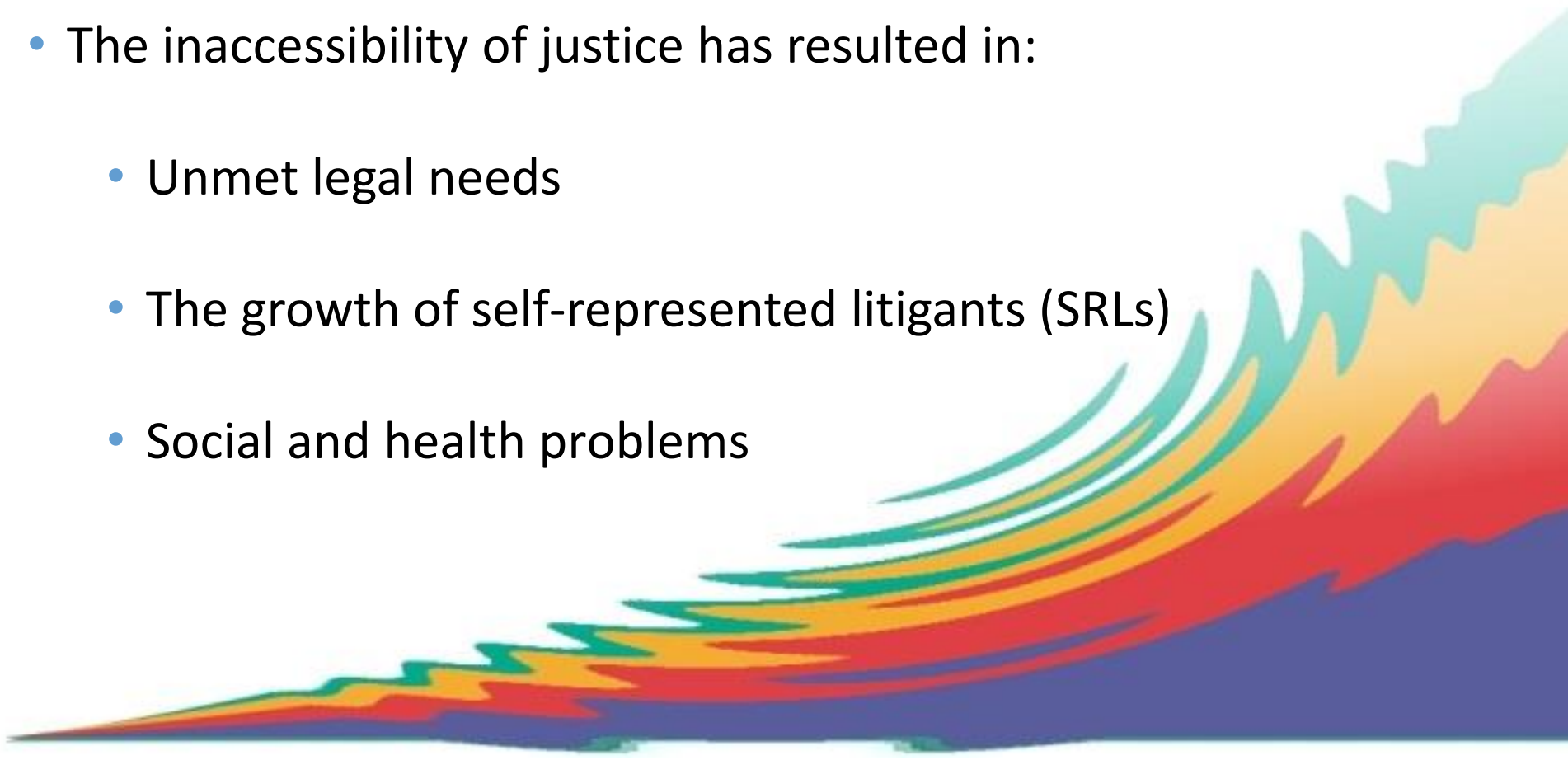
Access to justice in Canada

- *Access to Civil and Family Justice: A Roadmap for Change, (Action Committee on Access to Justice in Civil and Family Matters, 2013):*
 - Is access to justice in Canada abysmal?
 - Gaps in accessibility prevent many from accessing justice
 - “Too complex, too slow, and too expensive”



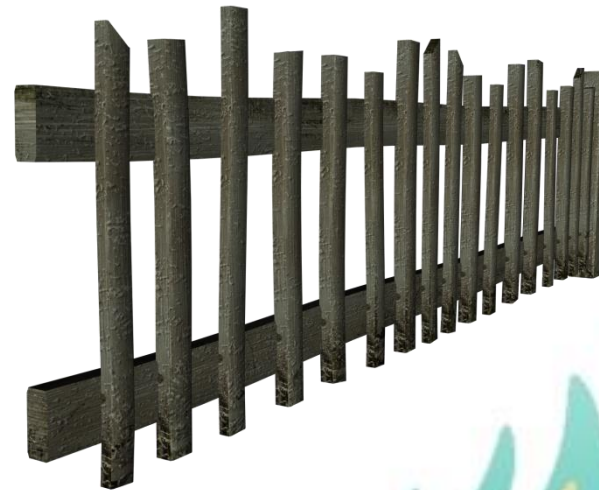
Access to justice in Canada

- Nearly 12 million Canadians will face at least one legal matter within a 3-year period
- The inaccessibility of justice has resulted in:
 - Unmet legal needs
 - The growth of self-represented litigants (SRLs)
 - Social and health problems



Access to justice in Canada

- Build a fence at the top of the cliff?
 - Focus on the public
 - Focus on education
 - Focus on prevention



How can libraries help?

- Libraries can improve access to justice:
 - Libraries put the public first and facilitate access to information
 - Libraries are key intermediaries for the public when it comes to locating credible legal information
 - Libraries can make accurate referrals to organizations that provide legal assistance

How can libraries help?

- The [LawMatters](#) program:
 - A Courthouse Libraries BC (CLBC) project
 - Estimated in 2010 that public libraries in BC received at least 35,000 legal questions per year
 - Works with public libraries to provide British Columbians with access to legal information
 - Legal reference question training and collections development guidance

Librarians and Access to Justice in Ontario

Legal issues at the library



Access to government benefits



Housing



Separation or divorce



Employment



Wills, estates & powers of attorney

Where librarians refer patrons

- » Legal clinic
- » Government office or agency
- » Their own lawyer or paralegal

Access to justice challenges facing librarians



Time



Digital Divide



Knowledge

Librarians are listening

Librarians most commonly learn about a legal problem because a patron brings it up in conversation or presents a formal document (e.g. eviction notice, statement of claim) for discussion



83% of librarians surveyed would like training to improve access to justice for their patrons



Typically patrons turn to librarians after consulting with friends, family, government offices or another intermediary such as a healthcare professional

Locations of Librarians Surveyed

Over 165 librarians were surveyed across Ontario in 2016



The Action Group on Access to Justice (TAG) is catalyzing solutions to Ontario's access to justice challenges by facilitating collaboration with institutional, political and community stakeholders. TAG is funded by the Law Foundation of Ontario with support from the Law Society of Upper Canada.



@theactiongroup
theactiongroup.ca

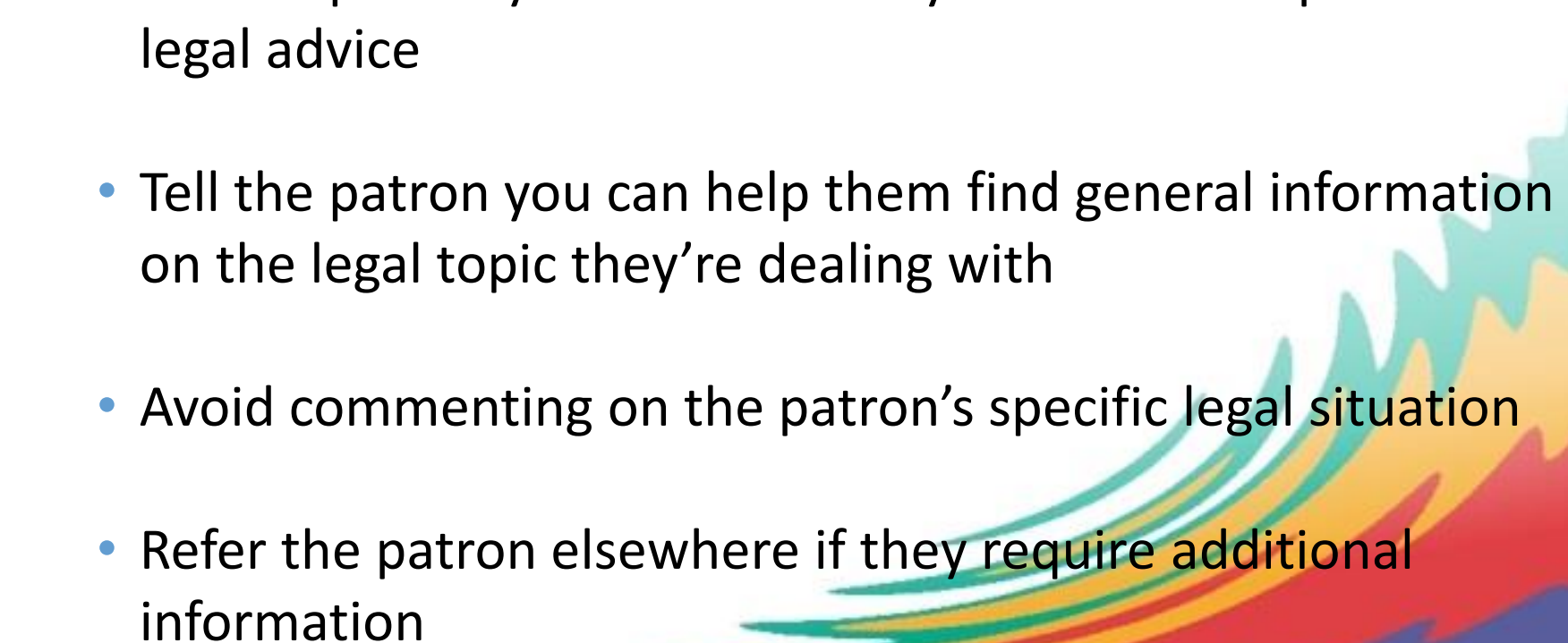
Information versus advice

- You can provide legal information, not advice
- What is the difference?
 - Legal information is general information concerning the law that is publicly available and not tailored to a specific case
 - Legal advice involves interpreting and applying the law to a particular individual's legal situation

Information versus advice

- What does legal Information in the library look like?
 - Help a patron identify and understand the legal issue they encounter
 - Help a patron locate general legal information
 - Encourage a patron to seek the assistance of a lawyer
 - Tell patrons about organizations that provide free advice

Information versus advice

- Tips for the reference interview:
 - Tell the patron you are not a lawyer and cannot provide legal advice
 - Tell the patron you can help them find general information on the legal topic they're dealing with
 - Avoid commenting on the patron's specific legal situation
 - Refer the patron elsewhere if they require additional information
- 
- A decorative graphic consisting of several overlapping, wavy, horizontal bands of color. The colors include shades of blue, green, yellow, orange, red, and purple, creating a rainbow-like effect that curves upwards from the bottom left towards the right side of the slide.

Information versus advice

- Additional resources:
 - *Legal Information is Not the Same As Legal Advice,*
(Community Legal Education Ontario (CLEO) Centre for
Research & Innovation, 2014)
 - *Legal Information vs Legal Advice: What is the Difference?,*
(Centre for Public Legal Education Alberta (CPLEA), 2015)
 - *Guide to What is Legal Information and What is Legal*
Advice, (CLBC, 2014)

Who are SRLs?

- The [National Self-Represented Litigants Project \(NSRLP\)](#) conducted a [survey](#) of SRLs in 2013:
 - 50 % are women
 - 40% reported an income less than \$30,000
 - 60% are dealing with family law issues
 - Financial reasons are largest motivation
 - Information overload is common
 - Present unique challenges for the library

Answering legal reference questions

- How can you successfully help patrons visiting the library with legal reference questions?
 - Building legal collections
 - Plain language legal information resources
 - Making accurate referrals
 - CanLII



Answering legal reference questions

- How can you successfully help patrons visiting the library with legal reference questions?
 - **Building legal collections**
 - Plain language legal information resources
 - Making accurate referrals
 - CanLII

Answering legal reference questions

• Bu

LBL 2016 - Law Books for Libraries: Recommended Titles for Public Libraries 2016

LawMatters Program, March 2016 - Program Coordinator contact: smcleod@courthouselibrary.ca

NEW EDITION - Updated Edition since August 2015

NEW TITLE - New title Added to List since August 2015

Library Sizes: E- Essential S - Small M -Medium L - Large

Size	Aut	Title	Ed	Publisher	Date	ISBN	Price	Upd	Publisher Page	Subject 1	Subject 2
M		Braha, <i>Annotated BC Human Rights Code (updates)</i>		Carswell		1480-3445	\$312.00	\$232	http://www.carswell.ca	Rights and Citizenship	
					2015	978-0-7798-6614-4	\$119.00		http://www.carswell.ca	Wills, Estates & Personal Planning	
M		Gordon <i>Annotated BC Incapacity Planning Legislation, Adult Guardianship</i>		Carswell		0-88804-	\$317.00	\$182	http://www.carswell.ca	Vehicle and Transportation Law	
M		Muir, D. <i>Annotated BC Motor Vehicle Act (updates)</i>		Carswell		1480-1248	\$189.00	\$124	http://www.carswell.ca	Housing, Property & Tenancy	
M		Wother <i>Annotated BC Residential Tenancy Act (updates)</i>		Carswell	2012	0-88804-	\$297.00	\$186	http://www.carswell.ca	Not-For-Profit Organizations	
M		Mangai <i>Annotated BC Society Act (updates)</i>		Carswell		2015 978-0-7798-	\$155.00		http://www.carswell.ca	Employment & Labour Law	
M		Snyder <i>Annotated Canada Labour Code (annual)</i>		Carswell	2015	978-0-7798-	\$159.00		http://store.lexisnexis	Pensions, Benefits & Welfare	
M		Kileen, <i>Annotated Canada Pension Plan and Old Age Security Act</i>	15th	LexisNexis	2016	978-0-433-	\$121.00		http://www.carswell.ca	Rights and Citizenship	
M		Tolens <i>Annotated Canadian Human Rights Act</i>		Carswell	2015	978-0-7798-	\$133.00		http://www.carswell.ca	Rights and Citizenship	
M		Goslett <i>Annotated Citizenship Act (2015) + CD ROM</i>		Carswell	2014	978-0-7798-	\$218.00		http://www.carswell.ca	Copyright & Intellectual Property	
M		Tamarc <i>Annotated Copyright Act (annual)</i>		Carswell	2015	978-0-7798-	\$125.00		http://www.carswell.ca	Business	
M		Prabhu <i>Annotated Customs Act</i>		Carswell	2015	978-0-7798-	\$133.00		http://www.carswell.ca	Family Law	Divorce & Separation
M		MacDo <i>Annotated Divorce Act (annual)</i>		Carswell	2015	978-0-7798-	\$154.00		http://www.carswell.ca	Employment & Labour Law	
M		Lavend <i>Annotated Employment Insurance Act</i>		Carswell	2015	978-0-7798-	\$102.00		http://store.lexisnexis	Criminal Law	
M		Brunet, <i>Annotated Firearms Act & Related Legislation</i>		LexisNexis Co	2013	978-0-4334-	\$151.00		http://www.carswell.ca	Immigration	
M		Goslett <i>Annotated Immigration and Refugee Protection Act of Canada SC + Annotated Indian Act and Aboriginal Constitutional</i>		Carswell	2015	978-0-7798-	\$120.00		http://www.carswell.ca	Aboriginal Law	
M		Imai, S <i>Provisions (2016)</i>		Carswell	2015	978-0-7798-	\$81.00		http://www.carswell.ca	Employment & Labour Law	
M		Marsha <i>BC Employment Standards Act: Quick Reference (annual) Canada and Quebec Pension Plan and Employment</i>		Carswell	2015	978-0-7798-					

Answering legal reference questions

- Building legal collections:
 - Law Books for Libraries (LBL) selection guidelines:
 - Jurisdiction
 - Currency
 - Practical
 - Legal
 - Reference
 - Varied

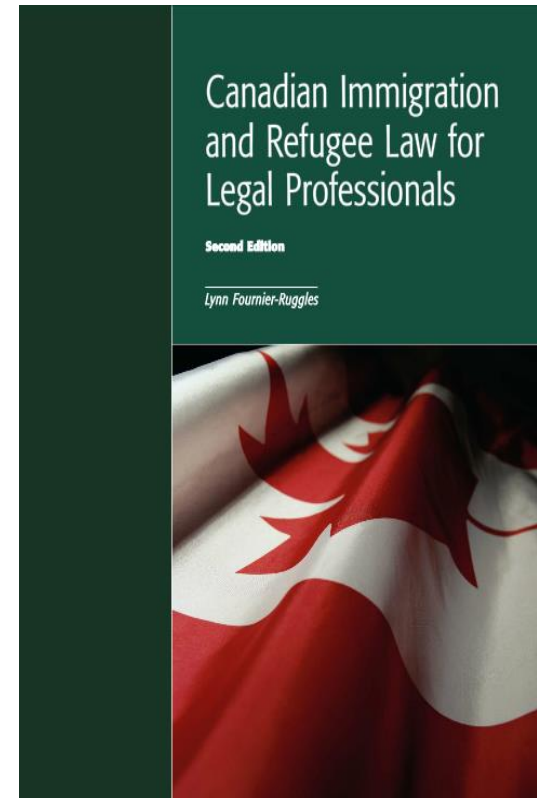
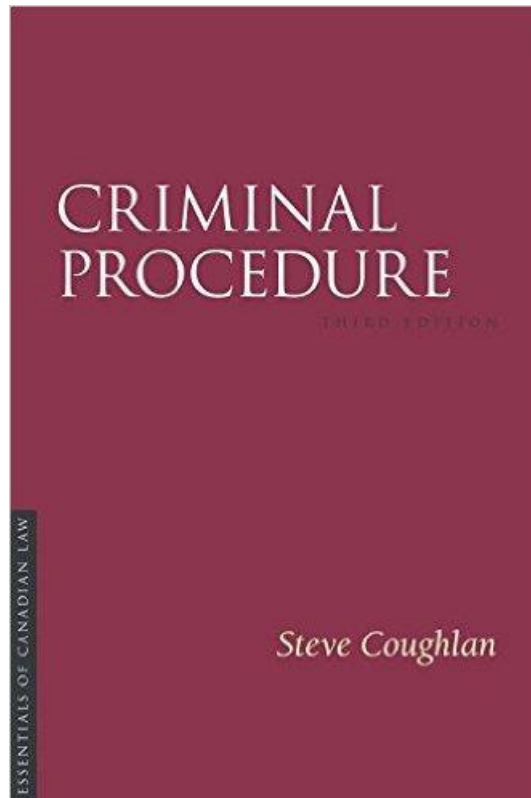


Answering legal reference questions

- Building legal collections:
 - Law Books for Libraries (LBL) resources from [LawMatters](#):
 - [Program Overview](#)
 - [LBL list \(Current to March 2016\)](#)
 - [Selection guidelines](#)
 - [Weeding guidelines](#)

Answering legal reference questions

- Building legal collections:
 - Carswell, LexisNexis, Irwin Law, Emond Publishing



Answering legal reference questions

- How can you successfully help patrons visiting the library with legal reference questions?
 - Building legal collections
 - **Plain language legal information resources**
 - Making accurate referrals
 - CanLII

Answering legal reference questions

- Sources of plain language legal information:
 - *Plain Language Legal Writing: Writing as a Process*, (Canadian Bar Association, 2014):
 - “Plain legal language is language that is clear and comprehensible to its intended reader”
 - Typically, plain language legal information will be the most helpful to your patrons

Answering legal reference questions

- Sources of plain language legal information:
 - Directing patrons to plain language legal information resources is a key component of answering legal reference questions
 - Official public legal education and information organizations (PLEI) exist in every province

Answering legal reference questions

- Sources of plain language legal information:

Alberta:

[Centre for Public
Legal Education
Alberta \(CPLEA\)](#)

New Brunswick:

[Public Legal
Education and
Information
Service \(PLEISNB\)](#)

**Prince Edward
Island:**

[Community Legal
Information
Association of
PEI \(CLIAPEI\)](#)

**British
Columbia:**

[People's Law
School](#)

Newfoundland:

[Public Legal
Information
Association of NL
\(PLIAN\)](#)

Quebec:

[Éducaloi](#)

Manitoba:

[Community Legal
Education
Association of
MB](#)

Nova Scotia:

[Legal
Information
Society of NS
\(LISNS\)](#)

Saskatchewan:

[Public Legal
Education
Association of
Saskatchewan
\(PLEA\)](#)

Ontario:

[Community Legal
Education
Ontario \(CLEO\)](#)

Answering legal reference questions

- Sources of plain language legal information:
 - [CLEO](#) develops, “clear, accurate, and practical legal rights education and information to help people understand and exercise their legal rights”
 - Plain language legal resources, covering a variety of common legal topics, in print and online formats
 - Ideal tool for Ontario public libraries

Home

About

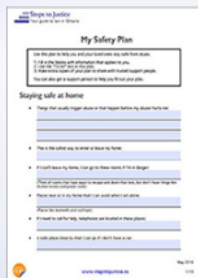
Resources and
Publications

Research and
Projects

Feedback

Workshops and
Webinars

Order
Publications



New! My Safety Plan

This **new resource** helps people in abusive relationships create a safety plan to keep themselves and their children safe at home, at work, and online. It also includes an emergency bag checklist.

[Read more](#)

Subscribe to CLEO's email list

Share CLEO's Your Legal Rights on your website

What's New

On the Radar

New rules about tips and gratuities.

[Read more](#)

CLEO Resources and Publications

Legal Resources Catalogue 

CLEO produces clear resources that help people understand their legal rights.



Abuse and Violence



Family Law



Legal Rights

cleo.on.ca

[Browse by language](#)

[Employment and Work](#)

[Immigration and Refugee](#)

[ESL Resources for Teachers](#)

Youth Criminal Law

A website for mobile or desktop for young people accused of committing a crime.

[Visit Youth Criminal Law](#)



Refugee Rights in Ontario

A website for front-line workers who help refugee claimants, including Your Refugee Hearing, an online tour of a hearing room.

[Visit Refugee Rights](#)

[Visit Your Refugee Hearing](#)



Steps in a Family Law Case

Three interactive flowcharts to help people understand and work through the family law process.

[Visit Steps in a Family Law Case](#)



your legal rights

Free legal information on a wide range of topics, in a variety of languages, produced by hundreds of organizations.

[Visit Your Legal Rights](#)

Get Ready for the ONCA



A partnership with the Ontario Nonprofit Network to support nonprofits as they make the transition to the ONCA.



A network that supports organizations in developing and delivering effective public legal education (PLE).



CLEO CENTRE FOR RESEARCH & INNOVATION

Building capacity in the community sector to reach marginalized communities with effective legal information



A collaborative project to provide reliable and easy-to-understand online information for people in Ontario about the



New! My Safety Plan

This **new resource** helps people in abusive relationships create a safety plan to keep themselves and their children safe at home, at work, and online. It also includes an emergency bag checklist.

[Read more ▶](#)

Subscribe to CLEO's email list

Share CLEO's Your Legal Rights on your website

What's New

On the Radar

New rules about tips and gratuities.

[Read more](#)

CLEO Resources and Publications

[Legal Resources Catalogue](#) 

CLEO produces clear, accurate and practical legal information to help people understand and exercise their legal rights.



Abuse and Family Violence



Consumer Law



Criminal Law



Employment and Work



Family Law



Health and Disability



Housing Law



Immigration and Refugee



Legal System



Social Assistance and Pensions



American Sign Language Resources



ESL Resources for Teachers

Youth Criminal Law

A website for mobile or desktop for young people accused of committing a crime.

[Visit Youth Criminal Law ▶](#)



Refugee Rights in Ontario

A website for front-line workers who help refugee claimants, including Your Refugee Hearing, an online tour of a hearing room.

[Visit Refugee Rights ▶](#)

[Visit Your Refugee Hearing ▶](#)



Steps in a Family Law Case

Three interactive flowcharts to help people understand and work through the family law process.

[Visit Steps in a Family Law Case ▶](#)

your legal rights

Free legal information on a wide range of topics, in a variety of languages, produced by hundreds of organizations.

[Visit Your Legal Rights ▶](#)

Get Ready for the ONCA



A partnership with the Ontario Nonprofit Network to support nonprofits as they make the transition to the ONCA.



A network that supports organizations in developing and delivering effective public legal education (PLE).



Building capacity in the community sector to reach marginalized communities with effective legal information



A collaborative project to provide reliable and easy-to-understand online information for people in Ontario about the

Choose a legal topic you'd like to learn more about....



Abuse and Family Violence



Employment and Work



Housing Law



Legal System



Consumer Law



Environmental Law



Human Rights



Social Assistance and Pensions



Criminal Law



Family Law



Immigration and Refugee Law



Wills and Estates



Education Law



Health and Disability



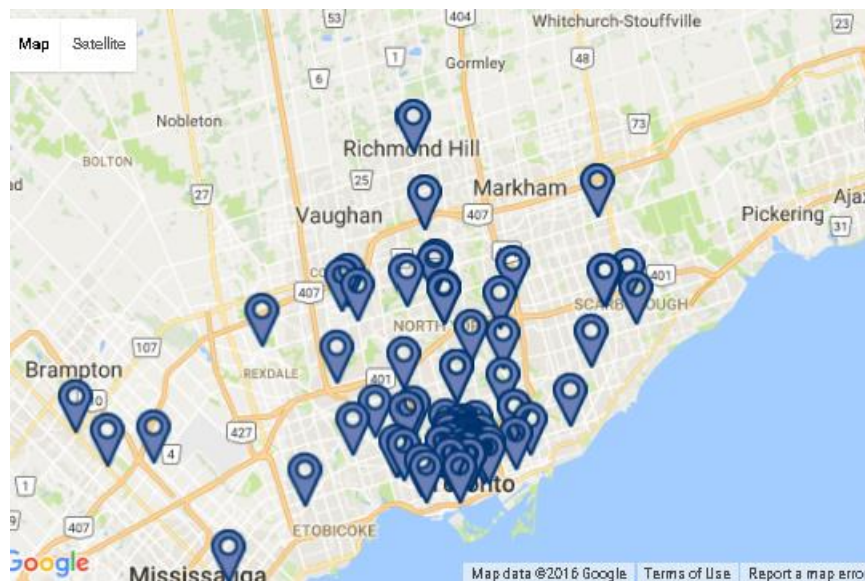
Steps to Justice

Your guide to Ontario law



Where can I find legal support if I have experienced partner abuse?

In Abuse and Family Violence



We're not married: who gets to stay in our home if we separate?

In Family Law > Property and debts – common-law couples



What if I'm being harassed at work for reasons that go against my human rights?

In Employment and Work > Human rights at work



What can I do if my partner doesn't show up for access visits with our child?

In Family Law > Child custody, access, and parenting



Steps to Justice

Your guide to Ontario law

Reliable and easy-to-understand step by step information about legal



Training

Public legal education training webinars for service providers

[Find training >](#)



News and Events

The latest headlines and community events about the law and access to justice

[Find news and events >](#)



Consumer Law

Get updates from this section

Collection agencies	➤	Door-to-door sales	➤	Identity theft	➤	Prepaid services	➤
Consumer complaints	➤	Energy contracts	➤	Motor vehicle sales and repairs	➤	Online and telephone sales	➤
Credit records	➤	Home repairs and renovations	➤	Payday loans	➤	Other consumer protection issues	➤



Common Questions



I ordered something online and it still hasn't arrived 2 months later...
In [Consumer Law](#) > Consumer complaints



How can I avoid being taken advantage of when I bring my car in to be fixed?
In [Consumer Law](#) > Motor vehicle sales and repairs



Can I cancel a pay day loan agreement?
In [Consumer Law](#) > Payday loans



I have to bring my car in for repairs, but I'm afraid of getting ripped off. What are my rights?
In [Consumer Law](#) > Motor vehicle sales and repairs

[Find more questions on this topic](#) ➤

[Find common questions on all topics](#) ➤



Featured Resources

Payday loan: your rights

This web page outlines the rights that Ontario law gives to people who use payday loans. Topics covered include: How it...

I owe money... I am having trouble paying my bills

Owing money is called being in debt and it can be stressful. This guide gives an overview of options if you are having...

Unfair practices: When sellers break the rules

In Ontario, it is illegal for sellers to use "unfair practices" to get consumers to buy their goods or services. This...

[Find more resources on this topic](#) ➤

[Find resources on all topics](#) ➤



Related News and Events

September 21, 2016

Tell the Ontario Government They've Got it Wrong on Payday Loans
ARTICLE SOURCE: Ontario Project for Interclinic Community Organizing (OPICCO)

September 14, 2016

When payday lending leads to poverty, it's time for intervention
ARTICLE SOURCE: The Globe and Mail

September 13, 2016

Ontario promises electricity bill rebates in throne speech
ARTICLE SOURCE: Government of Ontario - ServiceOntario

[Find more news on this topic](#) ➤

[Find news and events on all topics](#) ➤



Related Services

Credit Counselling Canada

Small Claims Court Duty Counsel services
(Law Help Ontario)

Connect Legal

[Find more services for this topic](#) ➤

[Find services for all topics](#) ➤

Answering legal reference questions

- Sources of plain language legal information:
 - For a more in-depth look at CLEO:
 - [Helping Library Users Find Good Legal Information: A Webinar for Library Staff, \(CLEO, 2016\)](#)



Answering legal reference questions

- How can you successfully help patrons visiting the library with legal reference questions?
 - Building legal collections
 - Plain language legal information resources
 - **Making accurate referrals**
 - CanLII

Answering legal reference questions

- Making accurate referrals:
 - PLEI lawyer referral services
 - Legal aid providers
 - Pro bono assistance
 - Community clinics
 - Government agencies
 - Law libraries
 - Law Societies of Canada



Answering legal reference questions

- Making accurate referrals:
 - Why not host a legal clinic in your library?
 - [Walk-in Wednesdays](#)
 - Free family law assistance
 - Volunteer-run by local lawyers
 - One morning a week

Answering legal reference questions

- How can you successfully help patrons visiting the library with legal reference questions?
 - Building legal collections
 - Plain language legal information resources
 - Making accurate referrals
 - **CanLII**

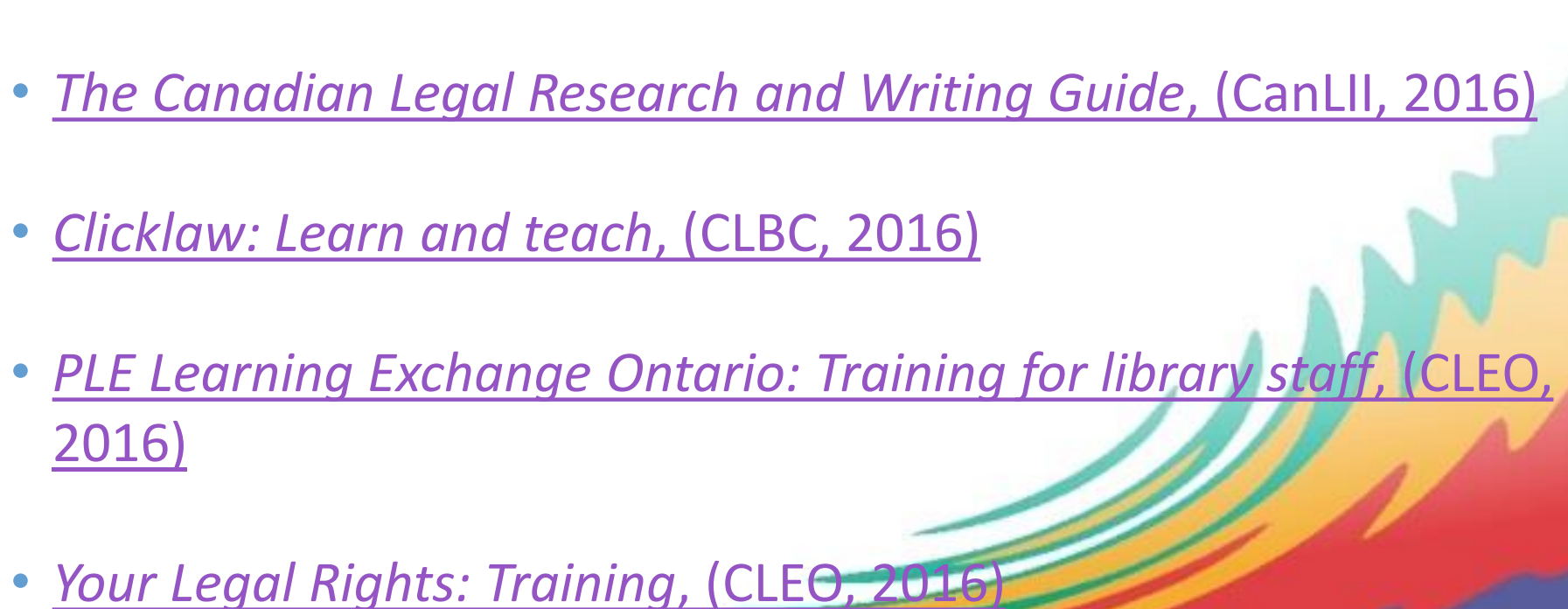
Answering legal reference questions

- CanLII:
 - CanLII provides free online access to Canadian law at canlii.org
 - CanLII provides access to millions of court cases and thousands of statutes
 - CanLII provides complete coverage of Canadian court cases from 2000 to date

Answering legal reference questions

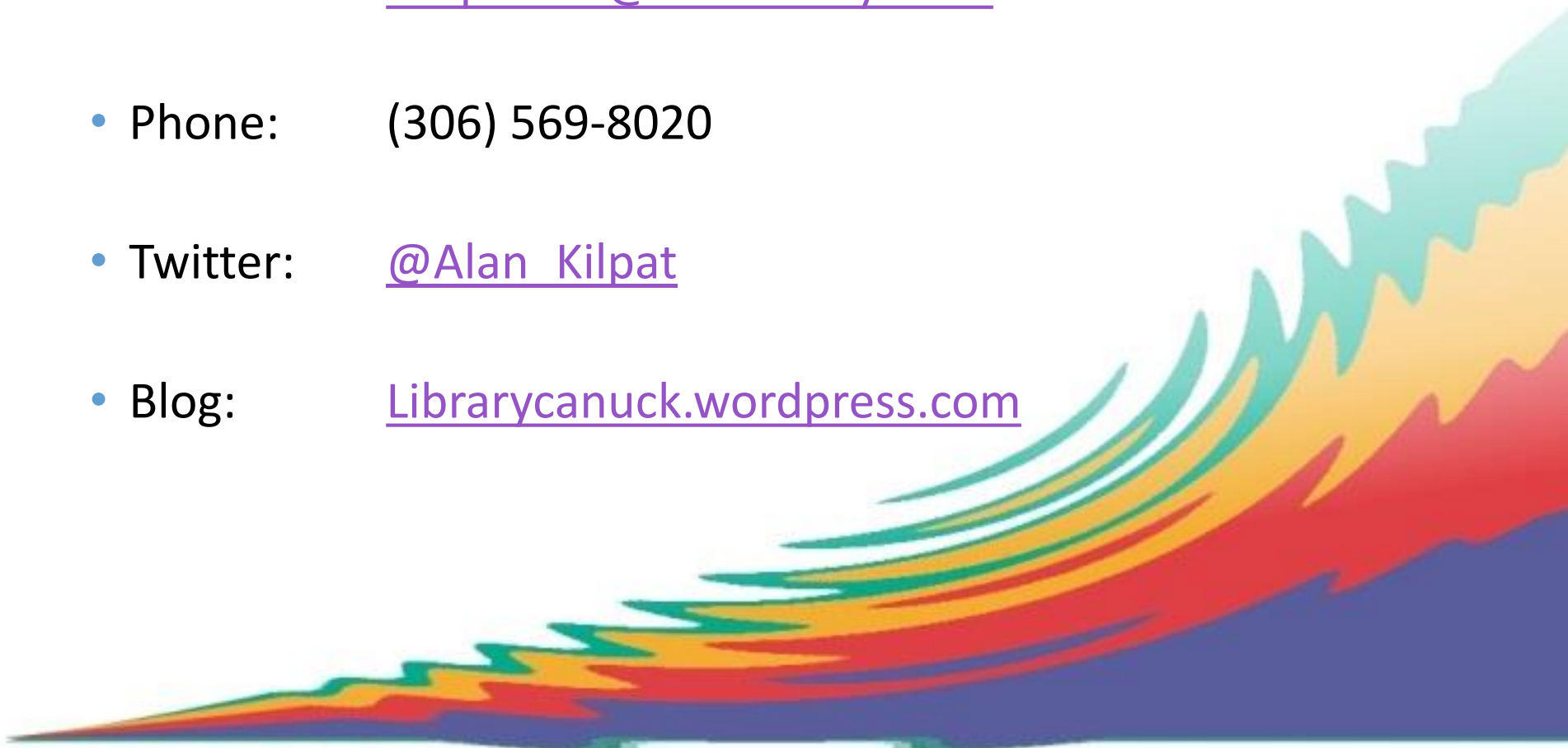
- Additional CanLII Resources:
 - *CanLII Primer: Legal Research Principles and CanLII Navigation for Self-Represented Litigants*, (NSRLP, 2015)
 - *CanLII Tutorial Videos*, (Law Society of Saskatchewan Library, 2014)
 - *Navigating CanLII: Basic legal research for the public*, (Law Society of Saskatchewan Library, 2014)

Additional Resources

- *Accessing justice: Legal information for frontline service providers*, (CPLEA, 2016)
 - *The Canadian Legal Research and Writing Guide*, (CanLII, 2016)
 - *Clicklaw: Learn and teach*, (CLBC, 2016)
 - *PLE Learning Exchange Ontario: Training for library staff*, (CLEO, 2016)
 - *Your Legal Rights: Training*, (CLEO, 2016)
- 
- A decorative graphic in the bottom right corner of the slide, consisting of several overlapping, wavy, curved bands of color in shades of blue, red, orange, yellow, and green, creating a rainbow-like effect.

Thank you

Please feel free to contact me if you have any questions:

- Email: akilpatrick@lawsociety.sk.ca
 - Phone: (306) 569-8020
 - Twitter: [@Alan_Kilpat](https://twitter.com/Alan_Kilpat)
 - Blog: Librarycanuck.wordpress.com
- 
- A decorative graphic in the bottom right corner consisting of several overlapping, wavy, curved bands of color. The colors transition from dark blue at the bottom, through red, orange, yellow, and green, to light blue at the top, creating a rainbow-like effect.

References

Access to Justice Committee, *Reaching Equal Justice Report: An Invitation to Envision and Act*, (Ottawa: Canadian Bar Association, 2013), online: <http://www.lsuc.on.ca/uploadedFiles/For_the_Public/About_the_Law_Society/Convocation_Decisions/2014/CBA_equal_justice.pdf>

Action Committee on Access to Justice in Civil and Family Matters, *Access to Civil and Family Justice: A Roadmap for Change*, (Ottawa: Action Committee on Access to Justice in Civil and Family Matters, 2013), online: <http://www.cfcj-fcjc.org/sites/default/files/docs/2013/AC_Report_English_Final.pdf>

The Action Group on Access to Justice, *Librarians and Access to Justice in Ontario*, (The Action Group on Access to Justice, 2016), online: <<https://theactiongroup.ca/2016/06/librarians-and-access-to-justice-in-ontario/>>

American Association of Law Libraries Special Committee on Access to Justice, *Law Libraries and Access to Justice*, (American Association of Law Libraries, 2014), online: <<http://www.aallnet.org/mm/Publications/products/atjwhitepaper.pdf>>

Cader, Michelle, *Helping Library Users Find Good Legal Information: A Webinar for Library Staff*, (CLEO, 2016), online: <<http://yourlegallrights.on.ca/webinar/helping-library-users-find-good-legal-information-webinar-library-staff>>

CanLII, *About CanLII*, (CanLII, 2016), online: <<https://www.canlii.org/en/info/about.html>>

Centre for Public Legal Education Alberta, *CPLEA.CA - Centre for Public Legal Education Alberta*, (Centre for Public Legal Education Alberta, 2016), online: <<http://www.cplea.ca/>>

Centre for Public Legal Education Alberta, *Legal information vs. Legal Advice: What is the Difference?*, (CPLEA, 2015), online: <<http://www.cplea.ca/wp-content/uploads/2015/12/LegalInfovsLegalAdvice.pdf>>

CLEO Centre for Research & Innovation, *Legal Information is not the same as Legal Advice*, (CLEO, 2014), online: <http://www.plelearningexchange.ca/wp-content/uploads/2014/01/Legal-information-versus-advice_final-1.pdf>

Clicklaw Wikibooks, *What is Legal information and What is Legal Advice*, (Clicklaw Wikibooks, 2014), online: <http://wiki.clicklaw.bc.ca/index.php/Settlement_Workers_Guide_to_What_is_Legal_Information_and_What_is_Legal_Advice>

Community Legal Education Ontario, *Home CLEO*, (Community Legal Education Ontario, 2016), online: <<http://www.cleo.on.ca/en>>

Karen Cohl & George Thomson, *Connecting Across Language and Distance: Linguistic and Rural Access to Legal Information and Services*, (Toronto: Law Foundation of Ontario, 2008), online: <<http://www.lawfoundation.on.ca/wp-content/uploads/The-Connecting-Report.pdf>>

References

Kelsey Corrigan, Lorne Fagnan & Sarah Nordin, *Putting the Public First: The Dean's Forum on Dispute Resolution and Access to Justice*, (Saskatoon: University of Saskatchewan, 2016), online: <http://www.law.usask.ca/documents/deansforum/12_PuttingthePublicFirst_PolicyDiscussionPaper_2016DeansForum.pdf>

Flip Your Wig for Justice, *The Access to Justice Crisis in Canada at a Glance*, (Flip Your Wig for Justice, 2016), online: <<http://www.flipyourwigforjustice.ca/access/>>

Focus Consulting, *LawMatters Public Library Legal Resources Project*, (Focus Consulting, 2010), online: <http://www.courthouselibrary.ca/docs/default-source/lawmatters/LawMatters_Final_Report_April_21_2010.pdf?sfvrsn=0>

Janet Freeman, *LawMatters at Your Local Public Library: A History of BC's Program for Public Legal Information and Education in Public Libraries*, (Courthouse Libraries BC, 2015), online: <<http://www.courthouselibrary.ca/docs/default-source/lawmatters/a-history-of-lawmatters-at-your-local-public-library-october-2015-draft.pdf?sfvrsn=2>>

Jennifer Graham, *Access to justice in Canada 'abysmal': CBA Report*, (Toronto Star, 2013), online: <https://www.thestar.com/news/canada/2013/08/18/access_to_justice_in_canada_abysmal_cba_report.html>

Kilpatrick, Alan, *Fence at the Top of the Cliff: Legal Resources for Librarians*, (Saskatchewan Libraries Conference, 2016), online: <<https://librarytoolshed.ca/content/fence-top-cliff-legal-resources-librarians>>

Kilpatrick, Alan, *LawMatters : Libraries on the Forefront of Access to Justice*, (Legal Sourcery, 2015), online: <<https://lsslib.wordpress.com/2015/11/05/lawmatters-libraries-on-the-forefront-of-access-to-justice/>>

LawMatters, *About LawMatters*. (Courthouse Libraries BC, 2016), online: <<http://www.courthouselibrary.ca/training/ForThePublic/LawMatters/about>>

LawMatters, *LawMatters at Your Local Public Library: A Report for Public Librarians*, (Courthouse Libraries BC, 2010), online: <<https://www.clicklaw.bc.ca/resource/2382>>

LawMatters, *Law Books for Libraries- LBL 2016*, (Courthouse Libraries BC, 2016), online: <<http://www.courthouselibrary.ca/docs/default-source/lawmatters/lbl-2016-law-books-for-libraries.xlsx?sfvrsn=2>>

LawMatters, *Selection Guidelines for Law Books for Libraries: Recommended Titles for Public Libraries*, (Courthouse Libraries BC, 2016), online: <<http://www.courthouselibrary.ca/docs/default-source/lawmatters/selection-guidelines-2016.doc?sfvrsn=4>>

LawMatters, *Talking to Librarians about LawMatters: Promising Practices*, (Courthouse Libraries BC, 2011), online: <<http://www.clicklaw.bc.ca/resource/2538>>

Michelle Leering, *Librarians & Access to Justice Outreach*, (Community Advocacy & Legal Centre, 2015), online: <<http://www.communitylegalcentre.ca/news/2015/librarians-and-access2justice-report.pdf>>

References

Julie Macfarlane, *The National Self-Represented Litigants Project: Identifying and Meeting the Needs of Self-Represented Litigants Final Report*, (National Self-Represented Litigants Project, 2013), online: <<https://representingyourselfcanada.files.wordpress.com/2016/06/srlreportfinal.pdf>>

Kim Newsham, *Going Through the Motions – Promoting Access to Justice in a Courthouse Setting*, (Legal Sourcery, 2016), online: <<https://lsslib.wordpress.com/2016/02/24/going-through-the-motions-promoting-access-to-justice-in-a-courthouse-setting>>

Public Legal Education Association of Saskatchewan, *About PLEA*, (Public Legal Education Association of Saskatchewan, 2016), online: <<http://www.plea.org/about>>

Julia Quigley, Graham Sharp & Janelle Souter, *Action to Justice: Addressing Access to Justice in the Saskatchewan Court of Queen's bench*, (Saskatoon: University of Saskatchewan, 2016), online: <http://www.law.usask.ca/documents/deansforum/13_SuperiorCourtandCourtProcesses_PolicyDiscussionPaper_2016DeansForum.pdf>

Stephens, Cheryl, *Plain Language Legal Writing: Part 1 – Writing as a Process*, (Canadian Bar Association, 2014), online: <<https://www.cba.org/Publications-Resources/CBA-Practice-Link/Young-Lawyers/2014/Plain-Language-Legal-Writing-Part-I-%E2%80%93-Writing-as-a>>

Richard Susskind, *The End of Lawyers? Rethinking the Nature of Legal Services*, (Oxford: Oxford University Press, 2008).

Michael Trebilcock, Anthony Duggan & Lorne Sossin, *Middle Income Access to Justice*, (Toronto: University of Toronto Press: 2012).

Your Legal Rights, Your Legal Rights – *Free Legal Information for People in Ontario*, (Community Legal Education Ontario, 2016), online: <<http://yourlegalrights.on.ca/>>