

Exploring the Expansion of CLEONet

Final Project Report to The Law Foundation of Ontario

November 1, 2009

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Executive Summary

This report outlines a vision for a comprehensive legal information web site for Ontario.

From April to August of 2009, CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario) conducted a review of recent research and a series of consultations exploring the form and shape of a comprehensive legal information web site for the public, building on the existing CLEONet site. While many organizations across Ontario are engaged in producing critically needed legal information, there is no single site that contains accessible and accurate information on a wide range of legal issues, designed to help the public understand their legal rights, in multiple formats and languages.

The overall recommendation, flowing from the research and consultations, is that CLEO, in collaboration with community and legal partners, develop a comprehensive legal information web site for Ontario that would involve the following three integrated components:

1. **Online Legal Information** – provide original online content on a wide range of legal topics, in addition to showcasing and referencing a collection of high-quality legal information produced by others in Ontario
2. **Information and Referral** – provide help to users in taking the next step: finding legal or social services in their communities through integrated, localized, searchable up-to-date information and referral data
3. **Legal Education and Training** – offer legal education and training, primarily to community workers, through a variety of online and interactive delivery models

The positive feedback CLEO received for an expanded legal information site, and the interest expressed by many community organizations in participating in this initiative, conveyed confidence in CLEO's expertise and experience to develop an effective site that will increase the availability of legal information to communities across Ontario.

The expanded web site outlined in this report will provide legal information and education relating to the legal issues most commonly faced by Ontarians. Priority will be given to legal information most needed by communities that face barriers in "accessing justice" – barriers such as income, literacy, language, isolation, and disability. And the information will be developed and presented based on a user-centered – or, more specifically, a "community client-centered" – approach, in a context of community supports and referral information.

Both the scope of the web site – covering a multitude of legal topics – as well as the community client-centered approach that will underpin the development of the information, distinguish it from other sites in Ontario that currently provide legal information.

Critical to the success of such an initiative is the 30 years of experience CLEO brings in developing high-quality, accessible legal information, and in fostering strong and extensive partnerships. Over the past five years, with the development, launch, and improvements made to CLEONet, CLEO's expertise has grown to include the technical know-how and understanding of information architecture and usability required to manage a highly successful interactive, database-driven web site. The expanded site will also build on CLEONet's robust online collection of legal information and education resources in over 60 languages produced by over 200 community organizations, legal clinics, government offices, and others.

As the report outlines, a large body of research supports the premise that for legal information to be most useful, it must be provided within the context of community services and supports. For a web site of legal information for Ontario to be most effective, it should, therefore, be integrated with information that helps users in taking the next step in finding legal or social services in their communities. The report also notes that great opportunity exists for a high-quality, innovative, and cost-effective partnership around the information and referral component of the expanded site. And in this regard, CLEO plans to work in partnership with Findhelp Information Services to establish an integrated, searchable map of legal and social services in Ontario.

Finally, community legal clinics and other law-related organizations spend considerable amounts of time providing education and information on high-need legal topics to staff at other organizations and while demand for such training is high, it is often challenging to meet it. New technologies provide a number of formats and tools for online workshops and training that can help meet this demand and a comprehensive legal information site is the logical place to house a legal education training component that can feed into and build on the legal and referral information contained on the site.

The key next steps as outlined and expanded upon in the report include:

- conduct planning and consultation around the expanded web site
- develop a transitional plan for bringing the CLEONet collection and function into the expanded site, including a process for developing original online legal information and integrating information based on existing CLEO publications
- explore content partnerships with other organizations based on specific topic areas
- develop an information and referral partnership with Findhelp and continue to explore the involvement of Legal Aid Ontario and the Ministry of the Attorney General in the information and referral component
- begin to develop a legal education and training section of CLEONet
- conduct a pilot initiative with Community Law School (Sarnia-Lambton) to produce a series of legal education webinars and identify other potential partners for legal education webinars
- develop a Request for Proposals for consultation services to develop a plan for a French legal information web site, and identify and secure funding to proceed with this consultation.

Using this report as a tool and jumping-off point for further discussion, CLEO plans to develop the expanded legal information site strategically and methodically, informed by continued consultations and in collaboration with its partners.

CLEO encourages anyone who is interested in making suggestions or giving feedback on the report, or in getting involved with the expansion work, to post their comments to the CLEONet Expansion blog at www.consult.cleonet.ca/CLEONET.

Introduction and Background

With funding from The Law Foundation of Ontario, CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario) has recently conducted a selected literature review and consultations to explore the form and shape of a comprehensive public legal information site for Ontario.

Methodology

This exploration was conducted between April and August of 2009. It involved:

- a review of selected reports and research on civil legal needs, Internet usage and the “digital divide”, and technology and public legal education
- a review of selected similar initiatives across the country and, in some cases, internationally, and discussions with the people behind those initiatives to identify best practices and lessons learned
- consultations, interviews, and interactive webinars with key institutional players and people from over 18 organizations across Ontario
- a roundtable discussion in which we presented our vision and provided opportunities for information sharing with Findhelp Information Services, Legal Aid Ontario (LAO), the Ontario Ministry of the Attorney General (MAG), and Pro Bono Law Ontario (PBLO).

As outlined in our proposal, the purpose of this project was to fill out a vision for the creation of a comprehensive web site that provides the public legal information most needed by Ontarians. No single web site in Ontario currently provides legal information to the public that addresses the range of legal problems most frequently encountered. While our experience with CLEONet and our ongoing consultations with organizations across Ontario reveal that many organizations are engaged in producing critically needed public legal education, there is no single site that contains accessible and accurate information on a wide range of legal issues, designed to help the public understand their legal rights, in multiple formats and languages.

As a method of recording our research and consultations, we published a research blog, which we have continued to maintain as a way to report on our ongoing research and related activities.¹

For a complete list of the organizations we consulted with, see **Appendix A: List of organizations we met with**.

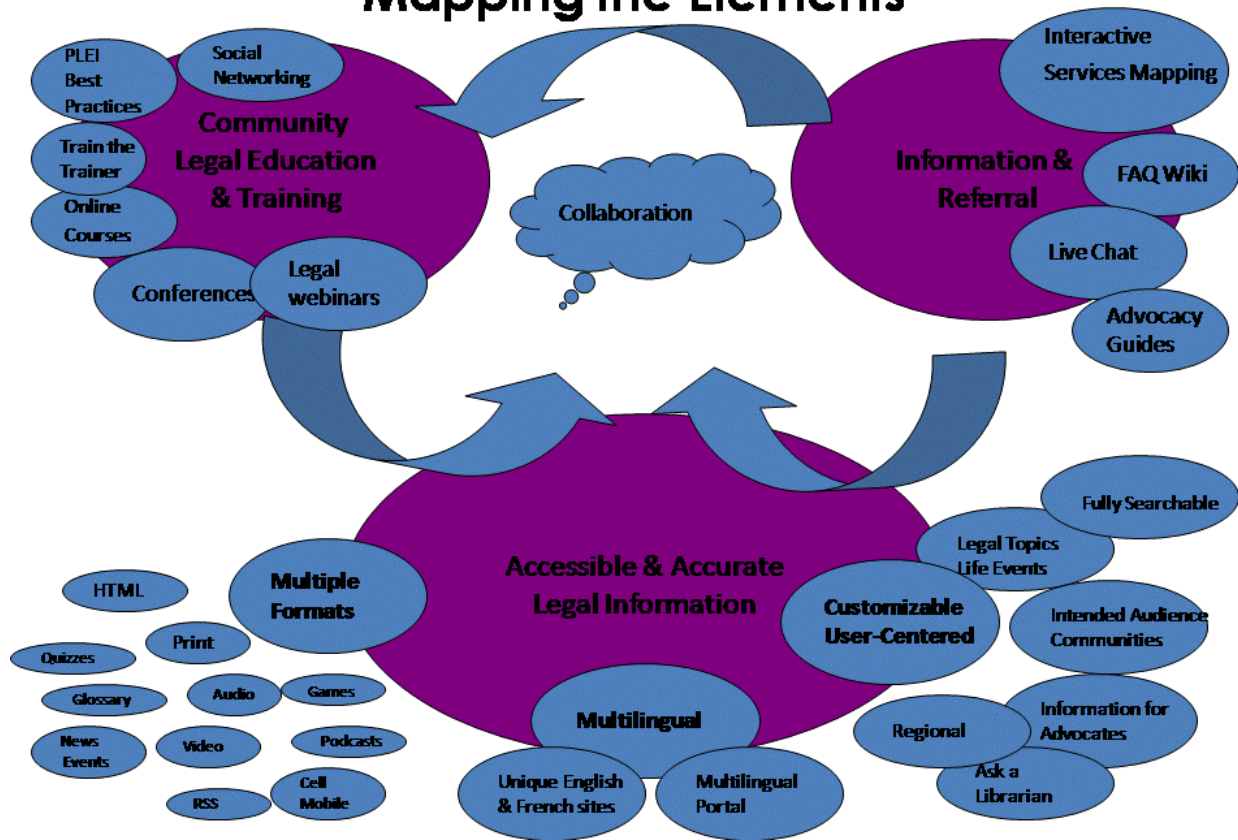
For a bibliography of selected research and a list of web sites we reviewed from Canada and around the world see **Appendix B: Research and background reports**.

As well, we developed a map, which we called “Mapping the Elements”, to visually demonstrate a “blue sky” vision for a partnership-driven, comprehensive, online legal information and education site, and used this map as a consultation tool in our numerous discussions. The map does not represent a site

¹ This searchable blog contains over 50 unique postings in 14 research categories and is available at <http://consult.cleonet.ca/CLEONET/>.

map or project plan but a vision for what might be possible in an integrated site with collaboration and partnership at its center. It presents a gateway to accessible and accurate legal information, legal education and training, and referral information. The project is predicated on partnerships with community-based organizations across Ontario.

Mapping the Elements



Our Vision

It is our recommendation that CLEO, in collaboration with community and legal partners, develop a comprehensive legal information web site for Ontario that would involve the following three integrated components:

1. **Online Legal Information** – provide original online content on a wide range of legal topics, in addition to showcasing and referencing a collection of high-quality legal information produced by others in Ontario
2. **Information and Referral** – provide help to users in taking the next step: finding legal or social services in their communities through integrated, localized, searchable up-to-date information and referral data
3. **Legal Education and Training** – offer legal education and training, primarily to community workers, through a variety of online and interactive delivery models

Structure of this Report

We have structured this report by presenting our findings and making recommendations specific to these three integrated components. For each section, we present the following:

- A. **What we learned** – Summarizing key findings from our selected research review and consultations, as well as drawing on our own expertise and experience
- B. **Working in partnership** – Exploring existing initiatives that we can build on and that provide a possible basis for partnership
- C. **Key next steps** – Providing recommendations and next steps to develop each component

The report also includes sections describing our recommendations specific to:

- **French Approach**
- **Outreach and Communications Strategy**
- **Evaluation Approach**

The report ends with a summary of next steps and a discussion of guiding principles for our continued work.

1. Online Legal Information

A. What we learned

There is an increasing need for accurate and accessible legal information

Many recent research reports have discussed the acute need of Ontarians, particularly those who are marginalized, for more legal information.² To increase the likelihood of reaching people in need of the information, it should be developed and delivered in a variety of formats, in a number of languages, and through numerous distribution points.

² **Aboriginal Access to Justice Report - Executive Summary** by CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario), May 2006

<http://www.cleo.on.ca/english/pub/onpub/PDF/aaexecsum.pdf>

Civil Justice Reform Project by the Honourable Coulter A. Osborne, Q.C., November 2007

http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/cjrp/CJRP-Report_EN.pdf

Connecting Across Language and Distance: Linguistic and Rural Access to Legal Information and Services Report (Connecting Report) by Karen Cohl and George Thomson, December 2008

http://www.lawfoundation.on.ca/pdf/linguistic_rural_report_dec2008_final.pdf

Linguistic Access Report - Executive Summary by CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario), August 2005

<http://www.cleo.on.ca/english/pub/onpub/PDF/lapexecsum.pdf>

Multilingual Legal Information: Issues in Development and Delivery by CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario), March 2009

<http://www.cleo.on.ca/english/pub/onpub/PDF/lapudpate.pdf>

Report of the Legal Aid Review 2008 by Professor Michael Trebilcock

<http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/trebilcock/>

More people are accessing information online, but a “digital divide” still exists

According to a Statistics Canada survey from 2005, an estimated 16.8 million adult Canadians, or 68%, use the Internet for personal non-business reasons. While reliable access to the Internet continues to be a challenge for rural and remote communities, statistics about the use of the Internet across Canada demonstrate that more and more people with low incomes have access to computers and the Internet. At least 60% of individuals with household income in the lowest quartile have access to the Internet either at home or through public access terminals, such as at libraries.³ Newcomers to Canada across all income levels spend more time online than those born in Canada and are more likely to engage in content-producing, social networking activities online.⁴

As formal access to computers and the Internet has increased among most groups (defined by socio-demographic characteristics), albeit at varying rates, the way in which computers are used continues to present a digital divide. For example, the extent to which computers are used in Canada for task-oriented purposes (the “intensity” level) is “strongly associated” with income levels and is an “important predictor” for access to and use of information and communications technologies.⁵ Research on the digital divide suggests that, as access to technical infrastructures becomes more widespread and Internet penetration rates increase, the focus should shift from the digital divide as an issue of access to the Internet to a concept of “digital inequality”, defined as inequality among persons with formal access to the Internet.⁶ According to Catherine Middleton of Ryerson University, a more critical digital divide that must be bridged in order to share in the benefits of an information society is “the ability to access, adapt, and create new knowledge using new information and communication technology” and this is critical to social inclusion in today’s era.⁷

The implications of this digital inequality were explored in research recently conducted for Legal Aid Ontario by Professor Mary Jane Mossman. Her well-researched and thoughtful paper gives a reminder that it is necessary to be cautious and strategic when it comes to providing legal information for legal aid clients through the Internet:

The US experience suggests that clients with some education, literacy, language and other skills may be able to utilize quite successfully legal websites, interactive computer fora, and other kinds of technological developments. However, the most vulnerable and disadvantaged will not be able to do so effectively. In this context, it is necessary to be strategic, particularly when

³ **Canadian Internet Use Survey** – Statistics Canada, 2005
<http://www.statcan.gc.ca/daily-quotidien/060815/dq060815b-eng.htm>

⁴ **How Newcomers Look for the Services and Information They Need** – Presentation by Nadia Caidi, Associate Professor, University of Toronto Faculty of Information, March 30, 2009
http://atwork.settlement.org/sys/atwork_whatshappen_detail.asp?anno_id=2008105

⁵ **Literacy and Digital Technologies: Linkages and Outcomes** by B. Veenhof, Y. Clermont and G. Sciadas (Statistics Canada Research Paper), December 2005
<http://www.statcan.gc.ca/pub/56f0004m/56f0004m2005012-eng.pdf>

⁶ **From the ‘Digital Divide’ to ‘Digital Inequality’: Studying Internet Use as Penetration Increases** by Paul DiMaggio and Eszter Hargittai, 2001
<http://www.princeton.edu/~artspol/workpap15.html>

⁷ **Intensity of Internet Use in Canada: Exploring Canadians’ Engagement with the Internet** – Paper for the Statistics Canada 2007 Socio-Economic Conference, updated September 2007
http://www.broadbandresearch.ca/ourresearch/middleton_leith_STC2007.pdf

*funding is scarce, and to ensure that any information or advice programs are clearly responding to a range of clients, particularly those experiencing the effect of systemic problems.*⁸

This caution is echoed by many organizations and legal clinics charged with providing front-line services to people living in poverty and in crisis. At the same time, clinics and other community organizations couple this caution with a recognition that the Internet and other online technologies offer important opportunities to assist with their work – and to increase the likelihood of legal information reaching their clients – if used strategically and not relied on as a cure-all.

Staff at community organizations and legal clinics with whom we spoke supported the expansion of CLEONet so that it presents online information that is accessible to “end users”, or the public. They see information web sites as an additional way or delivery vehicle which, either directly, or indirectly through the hands of intermediaries, such as community centres or friends, will increase the availability and likelihood of critical legal information reaching their clients. They understand that legal information is most likely to reach their communities if it is provided through a myriad of distribution points, delivery methods, and formats. (And, of course, different formats and outreach or delivery methods work for different communities.)

The very positive feedback we received relating to an expanded legal information site, and the interest expressed by many community organizations in participating in this initiative, conveyed confidence in CLEO’s expertise and experience to develop an effective site that will increase the availability of legal information to their communities. It is important, we believe, to emphasize the distinguishing features of a public legal information web site developed and supported by community-based organizations, dedicated to increasing access to legal information, particularly by those who face barriers such as income, language, literacy, and isolation. Our user-centered – or, more specifically, “community client-centered” – approach, has the following distinguishing features:

- the information presented on the site will be developed with an identified “end” audience in mind, and will be developed from that audience’s viewpoint (based on its needs: issues addressed, formats used, languages offered, etc.); the audience may vary depending on a number of factors, including the legal issue addressed
- as part of developing “client-centered” information, the information will address the practical realities that the audience faces as it confronts legal problems
- the information on the site will be designed to help the user understand his or her legal rights rather than serve primarily as a description of the law or legal system
- the site will provide a context of community services and supports, including referral information, so that the user is equipped to take the next step

Priority should be given to providing information that addresses the common, serious legal problems faced by people who lack “access to justice”

In recent years, considerable relevant research has been conducted that surveys “legal needs”. Some legal needs research has focused broadly on the “public” (Ontario or Canadian); others on specific communities (for example, low-income communities, language-based communities, Aboriginal

⁸ **Comparing and Understanding Legal Aid Priorities - a paper prepared for Legal Aid Ontario** by Mary Jane Mossman, Osgoode Hall Law School, York University, April 2009
<http://www.aclco.org/f/legalaidpriorities.pdf>

communities, rural communities, women victims of violence). Many community legal clinics have conducted assessments of the legal services needs of the communities they serve.

CLEO has, in recent years, conducted three research projects relating to the legal information and education needs, and effective strategies for addressing them, of communities in Ontario that do not speak English and French⁹ as well as Aboriginal communities in Ontario.¹⁰

Two more comprehensive research studies have been conducted in recent years. Ab Currie, a researcher at the Department of Justice, conducted an extensive study on “The Legal Problems of Everyday Life”.¹¹ Currie’s research involved a large national sample using telephone interviews. In addition to providing information on the prevalence of common legal problems (or, more precisely, “justiciable” problems for Currie’s research), Currie analyzes the clustering of legal problems, the “seriousness” of various types of legal problems (relating to the level of disruption caused to people’s daily lives and their desire to resolve the problem), the health care and social consequences of legal problems, and the impact of experiencing those problems on perceptions of the fairness of the justice system.

Currie’s national sample, of course, included people at all income levels; about 24% of respondents had incomes of less than \$25,000. Extracting the most useful information for the purposes of this report is difficult; the following paragraph summarizes some of the interesting findings relating to common legal problems:

*The main feature of the overall pattern of justiciable problems is the predominance of consumer, employment and debt problems. About one fifth of the adult population can be expected to experience at least one problem in each of these three problem categories within a three-year period. There is a very large gap in terms of incidence between the top three problem types and all others.*¹²

In “Connecting Across Language and Distance: Linguistic and Rural Access to Legal Information and Services Report”, Karen Cohl and George Thomson, “asked legal organizations, public legal education providers, front-line clinic lawyers, immigrant settlement workers, disability organizations, and other stakeholders about the areas of law where there is the greatest demand for information and services.”

They note that the “the most pressing needs vary from community to community”. Nonetheless, they reported that they received “quite consistent feedback” that was “largely common to both target groups” (people who do not speak either English or French, or who live in rural or remote areas). They found that there was “general agreement on the priority areas of law”, as follows:

- Consumer protection
- Criminal justice
- Employment

⁹ Linguistic Access Report - Executive Summary and Multilingual Legal Information: Issues in Development and Delivery

¹⁰ Aboriginal Access to Justice Report - Executive Summary

¹¹ The Legal Problems of Everyday Life: The Nature, Extent and Consequences of Justiciable Problems Experienced by Canadians by Ab Currie, 2009
http://www.justice.gc.ca/eng/pi/rs/rep-rap/2007/rr07_la1-rr07_ai1/rr07_la1.pdf

¹² The Legal Problems of Everyday Life, pg. 13

- Family and child protection
- Health care and mental health
- Housing
- Human rights
- Immigration and refugee status
- Income support

They also reported that both groups have an “urgent need for basic, general information about the legal system.” And they note that the need for information in family law, especially for parents in child protection matters, “appears to be particularly acute.”¹³

Community legal clinics provide critically needed “poverty law” services to communities that experience low-income and other disadvantages, many of whom are isolated as well by virtue of language or geography. It is not surprising, then, that priority legal areas of clinic work, including social assistance and housing, are included in the list of critical legal issues identified in the Connecting Report.

The expanded web site outlined in this report would provide legal information and education relating to the legal issues most commonly faced by Ontarians. We would give priority to ensuring that legal information most needed by communities that face barriers in “accessing justice” – barriers such as income, literacy, language, isolation, and disability – is included on the site. And, as discussed above, we would develop and present this information based on a user-centered – or, more specifically, a “community client-centered” – approach, in a context of community supports and referral information.

Both the scope of the web site – covering a multitude of legal topics – as well as the community client-centered approach that would underpin the development of the information, distinguish this expanded site from other sites in Ontario that provide legal information. For example, Justice Ontario’s web site provides important information about the law and legal services relating to family and criminal law, but does not include legal information on other high-need areas of law, such as consumer and debt. Legal Aid Ontario (LAO) does not currently provide substantive legal information on its web site in the areas in which it works, such as family and criminal law; but in light of its “modernization strategy”, may plan to do so in the future. Although we have met with staff from LAO, its plans relating to the development and provision of legal information are not clear to us; it would be expected that LAO would work with and continue to rely largely on CLEO, a clinic it funds to do public legal education work, to develop and deliver legal information and education. (We will continue to make efforts to work with LAO to encourage a collaborative approach to the provision of legal information.) As noted elsewhere in this report, the expanded CLEONet site would be developed such that its information and content can be picked up and fed onto on other sites; we hope that these shared features of the site will encourage potential partners, such as the Ministry of the Attorney General and LAO, to collaborate on this expansion initiative.

There is a need to build on best practices in information architecture

Our extensive experience developing, evaluating, and improving CLEONet over the past five years provides us with a unique capacity to provide continued leadership in information design and architecture. This major expansion initiative will build on our experience and leadership capacity, as well

¹³ Connecting Report, pgs. 53 and 54

as our willingness to learn from and build on practices and approaches that have worked for other organizations throughout Ontario and Canada, and in other countries.

Our research into other web sites reveals some fresh approaches with respect to presenting online legal information to the public. The consultation blog describes these approaches; listed below are a few of the noteworthy examples that we found out about in other jurisdictions.

- Winner of the 2009 Webby award, Womenslaw (www.womenslaw.org) is an example of a question-based taxonomy that uses “life events” rather than legal topics. It has also an interesting balance of legal information and referral.
- The Illinois Legal Aid web site (www.illinoislegalaid.org) is an example of search engine customization. The user is asked to provide a “legal problem” and zip code. This immediately ties the relevant legal information to both jurisdiction and local help where available. The search engine algorithm is able to interpret the sentence format of the question and rank and classify results so that the user receives articles and listings of local organizations that might also be helpful. All of their public legal education content is presented in question and answer format.
- Clicklaw (www.clicklaw.bc.ca) in British Columbia organizes the information on their web site into the following three main areas: solve legal problems (public legal education); learn & teach the law (legal education and training); reform & research the law (advocacy and law reform). When the user conducts a keyword search on Clicklaw, the search results are similarly organized. For example, a search for “tenants” produces eight results in: solve problems; learn & teach; reform & research. Within the main legal topic navigation, each subtopic is prefaced by “Common Questions”; these were developed in consultation with Clicklaw’s community advisory groups to help provide user-friendly gateways to specific recommended resources. Clicklaw is also planning to include information and referral information integrated with Google Maps.¹⁴
- Éducaloi (www.educaloi.qc.ca) in Quebec maintains original content on a wide variety of legal topics through its “Legal Directory”, which is set up by legal topic and then follows a question and answer or “Common Questions” format. In our consultations with the project staff of Éducaloi, they shared a number of lessons learned and concrete ideas for how they could improve their site.

As part of our preliminary work in determining what a comprehensive legal information web site for Ontario might include, an important first step was to create some “wireframes” to visually map out the various potential elements. These were not meant to be design mock-ups but merely information maps that guided our further discussions. These wireframes can be seen on the consultation blog.¹⁵ Once site development begins, we will develop user profiles and consult extensively to determine the merits of icon- or graphic-based navigation, “life events” taxonomy, and the merits of user-based collaborative information tagging or “folksonomy”.¹⁶

¹⁴ Clicklaw <http://consult.cleonet.ca/CLEONET/?p=68>

¹⁵ Expanded CLEONet Wireframes <http://consult.cleonet.ca/CLEONET/?p=86>

¹⁶ Folksonomy <http://en.wikipedia.org/wiki/Folksonomy>

Users need personalized help accessing information in “real time”

In their Connecting Report, Cohl and Thomson observed that: “Public legal information on websites can benefit people who need basic legal information, regardless of where they live. However, as we heard in our consultations, individuals often need help to navigate websites and understand online legal information.”¹⁷

A number of organizations have experimented with using live chat as a tool to provide assistance to users in finding legal information. Pro Bono Law Ontario has introduced live chat as part of its Law Help Ontario project.¹⁸ Findhelp Information Services is working with a grant from Human Resources and Skills Development Canada to look at using live chat to provide information and referral services. North Shore Legal, a legal clinic in Elliot Lake, is using live chat to provide summary legal advice.¹⁹ CLEONet will investigate ways to integrate technology into an expanded site so that users receive “in-time” or “real-time” assistance in finding the legal information they are looking for.

B. Working in partnership

In addition to producing high-quality, original public legal education content for this site, our vision for the expanded site involves creating and maintaining a number of content partnerships with a core group of organizations across Ontario. The community-driven foundation we have built with CLEONet allows us to be very aware of the evolving landscape of community legal education in Ontario so that we can incorporate and provide profile to the work being done by others now and in the future. Our consultations have confirmed interest from a range of organizations that currently produce legal information, and who may be interested in entering content partnerships to help provide online legal information in the expanded site.

It should be noted that, in the areas of law in which CLEO has expertise, including “poverty law” issues on which clinics focus, CLEO’s existing core print materials will be used as the basis for the development of the online content. Information intended for online use needs to be written and presented differently than information presented in print, so the information will need to be edited and shortened. Information developed for online use will also be designed to interact with and cross-reference other content areas across the site.

The expanded site will continue to house a clearinghouse or collection of public legal education resources produced by other organizations, as it is important that resource-stretched organizations be able to find and share each others’ resources, easily and quickly. Although we expect to shift priorities, we intend to maintain and present an up-to-date and robust – but, most likely, consolidated – collection.

A theme that emerged from our consultations was the need to establish a responsive, community-driven advisory structure. Having reviewed advisory models for other sites and projects, such as

¹⁷ Connecting Report, p.39

¹⁸ Law Help Ontario launches live help <http://consult.cleonet.ca/CLEONET/?p=144>

¹⁹ North Shore Legal <http://consult.cleonet.ca/CLEONET/?p=99>

Clicklaw, Éducaloi, and Settlement.org²⁰, we have a good sense of the advisory structures that support similar initiatives.

CLEO is currently conducting a project for the Law Foundation to develop a governance and operational model for a “Community Capacity Building Consortium”.²¹ One of the recommendations we expect to emerge from that process is the establishment of some form of provincial public legal education and information network or work group. We would expect that one function of the work group might be to provide advice and guidance to a comprehensive web site of legal information and education.

C. Key next steps

- Develop a transitional plan, including a plan for bringing the CLEONet collection and function into the expanded site, and a process for developing and updating online legal information.
- Begin to develop and integrate introductory legal information by topic based on CLEO publications.
- Explore content partnerships with other organizations based on specific topic areas.
- Conduct planning and consultation around the new web site’s design.
- Develop preliminary information architecture.
- Develop an evaluation framework, including benchmarks and performance indicators, for the online legal information component of the expanded site.

2. Information and Referral

A. What we learned

For legal information to be most useful, it must be provided within the context of community services and supports. For a web site of legal information for Ontario to be most effective, it should, therefore, be integrated with information that helps users in taking the next step in finding legal or social services in their communities. This is also a theme that is woven throughout the Connecting Report.²²

Thus, we recommend that referral information on legal, government, and community social services be integrated into an expanded, comprehensive web site of legal information for Ontario. This “next step” or referral information should be localized, specific, and up-to-date.

Many community service organizations and legal clinics provide good local referral information to their communities, but often are challenged to easily find up-to-date, reliable information on the range of social, community, and legal services in their area. In our consultations, we came across examples of efforts to work in partnership to improve information and referral data and practices. For example, the Community Advocacy & Legal Centre in Belleville is interested in making its intake and referral

²⁰ OCASI Consultation <http://consult.cleonet.ca/CLEONET/?p=106>

²¹ Proposal to the Law Foundation of Ontario: Developing a governance/ operational model for a community capacity-building consortium, April 9, 2009
<http://consult.cleonet.ca/CLEONET/wp-content/uploads/2009/05/cleo-proposal-for-developing-consortium-model.pdf>

²² Connecting Report, for example, pgs. 44 and 52

procedures manual a shared resource, perhaps through the use of a wiki. A similar initiative is taking root amongst Toronto clinics. These sorts of initiatives would have a home in which they could thrive in an expanded legal information site.

B. Working in partnership

We see great opportunity for a high-quality, innovative, and cost-effective partnership around the information and referral component of the expanded site.

Rather than trying to re-invent the wheel by compiling a separate, searchable database of legal and social services in Ontario, or by sending site visitors in a variety of confusing referral directions, CLEO plans to work in partnership with Findhelp Information Services to establish an integrated, searchable map of legal and social services in Ontario. The meetings and discussions we have already had with Findhelp have been quite encouraging and we see the potential for a very productive partnership with them.

Through 211Ontario.ca, Findhelp consolidates more than 56,000 services and programs into one bilingual, searchable web site. The site features keyword, subject, and location/proximity searching with a sophisticated mapping interface – an invaluable tool, especially for Ontarians who suffer from “referral fatigue” and have limited access to information on services. To achieve a high degree of accuracy, the 211 information collection and management system engages dozens of local partners in a continual process of updating and verifying information.

Findhelp has designed 211Ontario.ca so that it can be integrated into external sites. Through a funding partnership with Citizenship and Immigration Canada, Findhelp has integrated its data into the Settlement.org web site at <http://www.settlement.org/findhelp/>. Through a partnership with the Ontario Ministry of Training, Colleges and Universities, Findhelp has integrated its searchable database into the Employment Ontario web site at <http://www.edu.gov.on.ca/eng/tcu/search.asp?chosen=15>.

The Ministry of the Attorney General also relies on 211 information and referral data through the services of Ontario Victim Services Secretariat (OVSS). This directory is searchable on their web site at <http://www.attorneygeneral.jus.gov.on.ca/english/ovss>.

In the area of information and referral, both the Ministry of the Attorney General and Legal Aid Ontario provide some services. For example, both provide referrals to legal and some other services by telephone. But neither have localized, searchable legal and social services referral information on their web sites.

Ideally, we would bring Legal Aid Ontario and the Ministry of the Attorney General into our partnership with Findhelp. This is something we have begun to explore and which we plan to pursue further.

C. Key next steps

- Develop an information and referral partnership with Findhelp.
- Continue to explore the involvement of Legal Aid Ontario and the Ministry of the Attorney General in the information and referral component.

- Develop an evaluation framework, including benchmarks and performance indicators, for the information and referral component of the expanded site.

3. Legal Education and Training

A. What we learned

Community agency staff need more training on legal issues

Through CLEO’s participation in networks and coalitions, we know that community legal clinics and other law-related organizations spend considerable amounts of time providing education and information on high-need legal topics to staff at other organizations. Clinics and other organizations confirm that the demand for such training is high. It is often challenging for clinics and other agencies to meet the demand for workshops and training, as such sessions require considerable time to develop and present.

A common theme running through recent research, echoed by the organizations we consulted for this project, is the need to help community organizations (“trusted intermediaries”) to provide better legal information and referral for vulnerable clients. This is also a recurring theme²³ in the Connecting Report, in which Cohl and Thomson call for legal and non-legal service organizations to collaborate to provide more training on legal issues for staff from community agencies.

Legal and non-legal service organizations are ready to experiment with online legal education and training

Until fairly recently, most training sessions or workshops were conducted in person, by a presenter to a live audience. The high need for these in-person workshops will continue, but that demand will also continue to be difficult to meet.

New technologies provide a number of formats and tools for online workshops and training that can help meet this demand. Workshops presented online will not replace the need for in-person trainings and workshops, but can help to expand the reach of training initiatives. As aptly pointed out by the executive director of one legal clinic, online trainings can open up time, otherwise spent in travel and in-person workshop delivery, which staff can use to provide other high-need legal services to vulnerable clients.

A comprehensive legal information site is the logical place to house a legal education training component that can feed into and build on the legal and referral information contained on the site.

One of the core goals of CLEONet is – and has been – to increase the availability of legal education to community agency staff. During the most recent phase of CLEONet’s development, we considered various ways that this goal might be advanced, including the development of a “CLEONet Network” and the development of a “tools” section of the site. Cognizant of the opportunities to present trainings in various online formats, we used this exploratory expansion project as a basis for experimenting with community partnership-based webinars in support of the goal of increasing the availability of legal education to community organization staff.

²³ Connecting Report, for example, pg. 45

We did research into what would be the most accessible way to conduct webinars and decided to use a tool called ReadyTalk, which is both relatively inexpensive and accessible to users who have less up-to-date hardware and software. ReadyTalk requires only that participants have a telephone and a computer with an Internet connection. The webinars are delivered through a recorded telephone conference call and an integrated web meeting that allows the group to speak to one another by phone, look at PowerPoint slides, browse web sites, and ask questions using live chat. Legal or community experts provide the content and deliver the legal workshop via the webinar; CLEONet's role is to organize, coordinate, record, and present the webinar on the CLEONet site, and to promote the webinars through social networking initiatives.

The ReadyTalk webinar tool not only enabled us to experiment with providing training sessions in an online format, it was also extremely helpful in enabling us to conduct more interactive and engaging consultations with community organizations as part of our exploratory research. In our "webinar" consultations with Éducaloi and Clicklaw, for example, we were able to give one another access to our secure, back-end web site administration panels as well as share procedures manuals and site statistics.

In June 2009, we posted an announcement on the CLEONet web site and distributed an e-mail invitation to our network of community organizations to work with us on developing webinars. The response was immediate and very encouraging. We have now provided a walk-through of the webinar tool to a number of community legal clinics that are planning to work with CLEONet to adapt their legal workshops to a webinar format. To date, we have conducted trial webinars with the Community Advocacy & Legal Centre, Metropolitan Action Committee on Violence Against Women and Children (METRAC), Community Law School (Sarnia-Lambton), and Nishnawbe-Aski Legal Services Corporation. The first legal information webinar that we posted on CLEONet was done in partnership with Judith Wahl of the Advocacy Centre for the Elderly and it has quickly become one of our most visited resources.²⁴

These webinars provide a low-cost and low-tech way for legal service providers to give a workshop online from the convenience of their office. They also provide a simple way for participants to engage in a live, interactive learning experience with a subject matter expert regardless of where they live or work. Our capacity to make a recording of the experience and host it online also creates new, original public legal education content for CLEONet that can be cross-referenced and indexed across the site, and promoted through our content feeds, e-mail bulletins, and social networking initiatives.

B. Working in partnership

Our consultations with organizations across Ontario have revealed a number of emerging initiatives that demonstrate the sector's interest in providing legal education training online and indicate the potential for partnerships as we develop the legal education component of the comprehensive web site. In 2009-2010, we will begin to develop a legal education and training section of CLEONet that will provide a gateway to our legal education webinars and, down the road, other online training vehicles.

As well, we see the legal education and training component of the site as potentially serving as a clearinghouse of legal education and training opportunities being developed and hosted by other organizations. Numerous legal and community service organizations are exploring ways to provide

²⁴ Elder Abuse: Prevalence, Identification, Response and Intervention... Beyond the Basics <http://www.cleonet.ca/resources/1818>

training online, but many are investing in and experimenting with various delivery models either in isolation, or in smaller groupings. We see a tremendous opportunity for an expanded, comprehensive site to provide a hub for this work so that organizations can take advantage of shared technical expertise and reduced infrastructure costs.

As a major ongoing initiative in this area, we plan to partner with Community Law School (Sarnia-Lambton) in the production of 12 webinars on consumer law topics in the coming year. We have scheduled our first webinar on collection agencies for October 2009 and plan to schedule more as we formalize and secure funding for the content partnership.

Other leaders in this area, with whom we consulted and with whom we see tangible partnership opportunities, include the following:

- The Metropolitan Action Committee on Violence Against Women and Children (METRAC) is planning to work with us to develop a full day of online training for service providers in Toronto on the issues of no contact orders, family sponsorship, and sexual assault.
- Springtide Resources has recently developed and delivered very popular online courses, and is interested in collaborating with partners in the violence against women sector in an online training centre for the sector. Springtide has indicated interest in exploring a partnership with CLEONet for the purpose of adapting materials developed for their courses into shorter webinars.
- The Ontario Council of Agencies Serving Immigrants, which recently launched a course entitled “Understanding and Responding to Woman Abuse in Immigrant and Refugee Communities: eLearning for Settlement Workers”²⁵, has expressed interest in helping to provide outreach and feedback on our legal education webinars, and we see potential in partnering with them to create web-based courses in collaboration with other community organizations.
- The Nishnawbe-Aski Legal Services Corporation, seeing the potential of the technology in allowing them a low-cost way to provide information in Aboriginal languages that does not rely solely on text-based communication, is planning to work with CLEONet to deliver public legal education webinars.
- Two community legal clinics – Advocacy Centre for the Elderly and the Community Advocacy & Legal Centre – are also planning to continue to work with CLEONet to produce webinars on elder and employment law issues.

We recommend that a legal education advisory group be formed to discuss ongoing project work and the legal education and training needs of Ontario’s community service sector. This advisory group, facilitated by CLEONet, would be composed of agencies and organizations that provide training on legal issues to community organizations and individuals across Ontario. The legal education advisory group would meet to discuss ongoing project work, discuss the legal education needs of their communities, and share best practices around adult education, evaluation, technology trends, outreach, and follow-up. We would expect to include organizations noted earlier in this section and others active in this area.

²⁵ Understanding and Responding to Woman Abuse in Immigrant and Refugee Communities: eLearning for Settlement Workers - Announcement and Invitation to Participate <http://www.ocasi.org/index.php?qid=1015>

C. Key next steps

- Begin to develop a legal education and training section of CLEONet.
- Conduct a pilot initiative with Community Law School (Sarnia-Lambton) to produce a series of at least 12 legal education webinars.
- Identify other key partners and establish partnership agreements for legal education webinars.
- Develop an evaluation framework, including benchmarks and performance indicators, for the legal education and training component of the expanded site.

French Approach

We recommend that a consultation take place to research the best model to deliver a French legal information web site that would approach the scale and reflect the vision being proposed in this report. This research and consultation process should be guided by a “by and for” Francophone approach. Francophone community organizations, community legal clinics, and settlement agencies serving French newcomers need to play a key role as partners in guiding the direction of the initiative.

It is probable that the end result would not involve creating a parallel copy of the expanded English web site translated into French, but the development of a new model developed by Francophone agencies, designed from the ground up, and building in components that specifically address the unique needs and reflect the realities of Francophone communities across Ontario.

It is our recommendation that CLEONet develop a Request for Proposals (RFP) describing the details of a contract whereby a consultant would conduct a well-planned and thorough consultation and complete a report that includes recommendations regarding:

- the components of the web site (for example, legal information, referral information, legal education and training) and how they might be approached and developed
- the key community and institutional players that could partner on the initiative and a model for working together
- a staffing model for the start-up phase of the project
- viable funding sources and concrete next steps for securing funding.

We would expect the consultant to finalize this list but, as a starting point, we would expect the consultant to meet with:

- La clinique juridique francophone de l'Est d'Ottawa
- Services d'aide juridique du CFT (Toronto)
- Other Francophone-serving community legal clinics
- Association des juristes d'expression française de l'Ontario (AJEFO)
- Ontario Council of Agencies Serving Immigrants and their [Établissement.org](http://Etablissement.org) web project
- Action ontarienne contre la violence faite aux femmes
- OASIS Centre des femmes
- Ontario Ministry of the Attorney General

- Legal Aid Ontario
- Law Society of Upper Canada
- Department of Justice Canada
- Éducaloi

We plan to develop an RFP for this work by August of 2010 so that, if the appropriate funding can be obtained, the consultations can begin in the fall of 2010. (We may seek the assistance of a Francophone consultant to assist with the development of the RFP.) It is our intention to proceed with the planning phase of the development of a comprehensive web site in English, with the understanding that a French site will be developed and presented alongside the English version once the best approach and appropriate project partners for the French site are identified. Should the Law Foundation take an interest in having CLEONet proceed with these consultations sooner, we would be happy to discuss this further.

The next steps in this area include developing an RFP for research and consultation services, and identifying and securing funding to proceed with the consultation project.

Outreach and Communications Strategy

Outreach for an expanded site will build on the foundation that CLEONet has created through its outreach and ongoing communication with hundreds of community organizations across Ontario. We are well positioned to provide outreach beyond the community organizations that we currently serve so that the expanded site will reach large numbers of people across Ontario.

As we develop an expanded site with a new URL and visual identity, we will retain the services of a communications professional to develop a strategy and implementation plan for conducting marketing and outreach. As part of this work, we will consult with project partners and look at strategies deployed by similar “portal” sites in other sectors, such as health and employment, as models for the most effective way to conduct widespread communications and marketing efforts.

In the shorter term, it is our plan to expand our outreach and communications strategy for CLEONet so that we can make communities more aware of the site and our current users more aware and engaged in the expansion. Some concrete examples of activities we plan to undertake include giving a series of workshops and presentations on CLEONet, in person at select events and conferences as well as through webinars, for the purpose of providing outreach both on the features of the existing CLEONet and to generate interest in and get feedback on the expansion work.

Now that CLEONet has established itself as a reliable source for legal information, we also plan to create, implement, and evaluate a Web 2.0 social networking outreach strategy so that we can engage the growing number of people across Ontario who participate in social networking activities and can help create greater awareness of the information and resources on CLEONet. This social networking strategy will include creating CLEONet pages on sites such as Facebook, LinkedIn, and Twitter, to profile content and projects, announce webinars and events, and build up supporters online.

Evaluation Approach

CLEONet has maintained an extensive collection of user statistics over the years and continues to explore more effective ways to measure not only what information to take from the site but more about who the users of CLEONet are, where they come from, and how we could serve them more effectively. In our consultations with Clicklaw, we shared the various reporting mechanisms we use including data from Google Analytics.²⁶ As the Clicklaw project evolves, it is our intention to continue to share and co-develop best practices in the emerging area of web site analytics as one component of public legal education web site evaluation.

During the next year, we also plan to develop an evaluation framework and strategy for the expanded site in consultation with evaluation experts. This framework will define performance goals and identify specific benchmarks and measurable indicators to gauge progress in the achievement of the goals over the development phase for the expanded site.

Summary of Next Steps and Guidelines for Continued Work

As of September 1, 2009, we are entering the last year of our current three-year funding cycle with the Law Foundation. Based on our research and consultations, our plan this year is to continue to provide CLEONet's core services while also beginning to plan and undertake initial steps for the expansion of the site. To achieve these goals, we are asking the Law Foundation for a small increase in our funding. This budget request will be submitted with our next progress report, along with a work plan for the coming year.

The key next steps as outlined in this report are listed below.

In the area of online legal information:

- Develop a transitional plan, including a plan for bringing the CLEONet collection and function into the expanded site, and a process for developing and updating online legal information.
- Begin to develop and integrate introductory legal information by topic based on CLEO publications.
- Explore content partnerships with other organizations based on specific topic areas.

In the area of information and referral:

- Develop an information and referral partnership with Findhelp.
- Continue to explore the involvement of Legal Aid Ontario and the Ministry of the Attorney General in the information and referral component.

In the area of legal education and training:

- Begin to develop a legal education and training section of CLEONet.
- Conduct a pilot initiative with Community Law School (Sarnia-Lambton) to produce a series of at least 12 legal education webinars.
- Identify other key partners and establish partnership agreements for legal education webinars.

²⁶ Web site Evaluation using Google Analytics <http://consult.cleonet.ca/CLEONET/?p=416>

Overall:

- Conduct planning and consultation around the new expanded web site.
- Develop preliminary information architecture.
- Expand outreach and communications strategy for CLEONet to increase awareness of the site and engage users in the expansion work.
- Develop a Request for Proposals for consultation services to develop a plan for a French legal information web site, and identify and secure funding to proceed with this consultation.
- In consultation with evaluation experts, develop an evaluation framework and strategy for the expanded site that will define performance goals and identify specific benchmarks and measurable indicators for the development of the expanded site.

As well, over the next several months, we will continue the work we have already begun and documented in this report with the goal of developing a detailed outline of a three-year work plan for the expanded site, including an outline of funding needs and possible funding sources. We would plan to submit these materials to the Law Foundation in the late spring of 2010. In the longer term, over the next four years, we plan to develop the expanded legal information site strategically and methodically, informed by continued consultations and in collaboration with our partners.

These plans assume that the funding available this year for the development of the site is relatively modest. However, if a significant amount of funding is available in the shorter term, CLEO and CLEONet have the experience, expertise, foundational base, and collaborative relationships needed to develop and implement this comprehensive legal information site much more quickly. If the Law Foundation is interested in exploring this further, we would be happy to do so.

As we pursue our work, we will continue to be guided by the principles we have used in our consultations to date. These are as follows:

Use technology that maximizes interoperability

Building on the success of CLEONet, we are committed to continuing our work in developing and utilizing Internet technology that maximizes interoperability defined as “the ability of diverse systems and organizations to work together”.²⁷ We will work to achieve this through the development, sharing, and promotion of a common public legal education taxonomy, the use of open-source software whenever possible, and the sharing of best practices and learning around the deployment of technology for public legal education and for information and referral. Our expanded site will also be developed using feeds²⁸ that allow for the site content to be re-distributed across the web sites of project partners and community organizations, and on social networking sites.

Learn from others and build on effective initiatives

Our recent review of research has afforded us a welcome opportunity to discover and learn about a range of innovative and much-needed public legal education initiatives underway and in development. As noted earlier, we have documented this learning through our research blog at <http://consult.cleonet.ca>. As we embark on the expansion of CLEONet, we will continue to take the time

²⁷ Interoperability <http://en.wikipedia.org/wiki/Interoperability>

²⁸ RSS feeds <http://en.wikipedia.org/wiki/RSS>

to keep abreast of public legal education and relevant initiatives as they are pursued in Ontario and in other jurisdictions.

Rather than reinventing the wheel or duplicating the resources that already exist, we are committed to a project development process that builds on and brings together the innovative public legal education work being done across Ontario and is informed by effective practices being developed in Ontario, across Canada, and internationally.

Work in partnership

In our view, it is important – as a matter of principle as well as a matter of efficiency – to respect the expertise and mandates of other community organizations and other interested players. Indeed, it is critical that we continue to identify, consult with, and commit to collaborate with partners who are best equipped to deliver particular components of the expanded legal information web site.

Thus, we are committed to engaging in extensive community consultations throughout the development phase of the expanded site and to integrate a community-driven advisory structure. As well, we are committed to providing extensive feedback mechanisms throughout the expanded site so that our audiences can engage with our work and with one another.



CLEO's thirty years of experience developing and delivering high-quality, accessible public legal information, and our more recent experience developing CLEONet, provide us with extensive relevant experience, expertise, and credibility in the community and legal sectors. We look forward to working with our partners, including the Law Foundation, in moving forward to create a robust, comprehensive, effective public legal information and education site for Ontario.

Appendix A: List of organizations we met with

(Please note: Organizations are arranged in alphabetical order.)

Advocacy Centre for the Elderly

www.advocacycentreelderly.org

Judith Wahl

Association of Community Legal Clinics of Ontario (ACLCO)

www.aclco.org

Lenny Abramowicz

Clicklaw

www.clicklaw.bc.ca

Carol McEown, Drew Jackson, and Janet Freeman

Community Law School (Sarnia-Lambton)

<http://communitylawschool.org>

Kathryn M. Bullon and Margaret N. Capes

Community Advocacy & Legal Centre

www.communitylegalcentre.ca

Michele Leering

Community Legal Clinic , Simcoe, Haliburton, Kawartha Lakes

<http://www.communitylegalclinic.ca>

Erik Bornmann on the development of their “Portal to Justice” project

Éducaloi

www.educaloi.qc.ca

Hubert David and Nathalie Roy

Findhelp Information Services

www.findhelp.ca

Janice Hayes, Angela Finateri, and Kathy Kelly

Legal Aid Ontario

www.legalaid.on.ca

Kristian Justesen, Heather Robertson, and Nye Thomas

Metropolitan Action Committee on Violence Against Women and Children (METRAC)

<http://www.metrac.org>

Wendy Komiotis and Zahra Dhanani

Ministry of the Attorney General

www.attorneygeneral.jus.gov.on.ca

Barb Bove Dawson, Kathleen Murphy, and Brent McCurdy

Nishnawbe-Aski Legal Services Corporation

www.nanlegal.on.ca

Claudia Belda

North Shore Legal

<http://www.northshorelegal.ca/>

Carmen Bondy on the launch of their summary advice by live chat service

Ontario Council of Agencies Serving Immigrants

www.ocasi.org

Marco Campana, Aimee Holmes, and Zeina Farah from www.settlement.org, <http://atwork.settlement.org>, and www.etablissement.org projects

Pro Bono Students Canada

www.probonostudents.ca

Noah Aiken-Klar and Christina Doris

Pro Bono Law Ontario (Law Help Ontario)

www.lawhelpontario.org

Yonit Fuhrmann, Brian Houghton, and Carol Austin

Springtide Resources

www.springtideresources.org

Marsha Sfeir, Catherine Butler, and Margaret Alexander

University of Toronto Faculty of Law - Middle Income Access to Justice Initiative

www.law.utoronto.ca

Nikki Gershbain, Professor Michael Trebilcock, and Gillian Muirhead

Appendix B: Research and background reports

(Please note: Items are arranged in alphabetical order.)

Background reports

Aboriginal Access to Justice Report - Executive Summary by CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario), May 2006
<http://www.cleo.on.ca/english/pub/onpub/PDF/aaexecsum.pdf>

Access to Legal Services: The End of Lawyers? Rethinking the Nature of Legal Services by Richard Susskind, OBE
<http://fcj-fcjc.org/docs/2009/newsviews12-en.pdf#page=3>

Clicklaw and Beyond: Public Legal Education and Information Materials in BC by Gayla Reid with Drew Jackson and Carol McEown, May 2009
<http://www.pleiportal.org/wp-content/uploads/2009/06/clicklaw-and-beyond-public-legal-education-and-information-materials-in-bc.pdf>

Civil Justice Reform Project by the Honourable Coulter A. Osborne, Q.C., November 2007
http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/cjrp/CJRP-Report_EN.pdf

Community Legal Clinics of Ontario: Promising Practices – Presentation by Michele Leering, Executive Director, Community Advocacy & Legal Centre, Belleville, Ontario, for the International Legal Aid Group Conference, New Zealand, April 1, 2009
<http://consult.cleonet.ca/CLEONET/?p=263>

Comparing and Understanding Legal Aid Priorities - a paper prepared for Legal Aid Ontario by Mary Jane Mossman, Osgoode Hall Law School, York University, April 2009
<http://www.aclco.org/f/legalaidpriorities.pdf>

Connecting Across Language and Distance: Linguistic and Rural Access to Legal Information and Services Report (Connecting Report) by Karen Cohl and George Thomson, December 2008
http://www.lawfoundation.on.ca/pdf/linguistic_rural_report_dec2008_final.pdf

Finding Help: What legal services exist? And how do people find the ones they need? from News & Views on Civil Justice Reform, Issue 12, Spring 2009
<http://fcj-fcjc.org/publications/newsviews-en.php#issue12>

Linguistic Access Report - Executive Summary by CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario), August 2005
<http://www.cleo.on.ca/english/pub/onpub/PDF/lapexecsum.pdf>

Multilingual Legal Information: Issues in Development and Delivery by CLEO (Community Legal Education Ontario/Éducation juridique communautaire Ontario), March 2009
<http://www.cleo.on.ca/english/pub/onpub/PDF/lapudpate.pdf>

Report for Legal Aid Ontario Technology in Aid of Client Services by Jeffrey Stutz and Lucille Narun, August 12, 2008
<http://consult.cleonet.ca/CLEONET/wp-content/uploads/2009/05/it-and-legal-aid-services-final-aug-20086.pdf>

Report of the Legal Aid Review 2008 by Professor Michael Trebilcock
<http://www.attorneygeneral.jus.gov.on.ca/english/about/pubs/trebilcock/>

The Legal Problems of Everyday Life: The Nature, Extent and Consequences of Justiciable Problems Experienced by Canadians by Ab Currie, 2009
http://www.justice.gc.ca/eng/pi/rs/rep-rap/2007/rr07_la1-rr07_aj1/rr07_la1.pdf

Selected statistical reports on Internet usage

Canada Year Book 2008: Information and communications technology – Statistics Canada
http://www41.statcan.ca/2008/2256/ceb2256_000_e.htm

Canadian Internet Use Survey – Statistics Canada, 2005
<http://www.statcan.gc.ca/daily-quotidien/060815/dq060815b-eng.htm>

From the ‘Digital Divide’ to ‘Digital Inequality’: Studying Internet Use as Penetration Increases by Paul DiMaggio and Eszter Hargittai, 2001
<http://www.princeton.edu/~artspol/workpap15.html>

General Social Survey: How social networks help Canadians deal with major change – Statistics Canada, 2008
<http://www.statcan.gc.ca/daily-quotidien/090626/dq090626a-eng.htm>

How Newcomers Look for the Services and Information They Need – Presentation by Nadia Caidi, Associate Professor, University of Toronto Faculty of Information, March 30, 2009
http://atwork.settlement.org/sys/atwork_whatshappen_detail.asp?anno_id=2008105

Intensity of Internet Use in Canada: Exploring Canadians’ Engagement with the Internet – Paper for the Statistics Canada 2007 Socio-Economic Conference, updated September 2007
http://www.broadbandresearch.ca/ourresearch/middleton_leith_STC2007.pdf

Literacy and Digital Technologies: Linkages and Outcomes by B. Veenhof, Y. Clermont and G. Sciadas (Statistics Canada Research Paper), December 2005
<http://www.statcan.gc.ca/pub/56f0004m/56f0004m2005012-eng.pdf>

Socio-demographic factors influencing use of the Internet – Statistics Canada, 2007
<http://www.statcan.gc.ca/pub/56f0004m/2008016/findings-resultats/socio-eng.htm>

Study: Our lives in digital times – Statistics Canada, 2006
<http://www.statcan.gc.ca/daily-quotidien/061110/dq061110a-eng.htm>

Study: The link between information and communication technology use and literacy skills – Statistics Canada, 2003

<http://www.statcan.gc.ca/daily-quotidien/051205/dq051205b-eng.htm>

Selected reviewed web sites – Canada

211Ontario.ca – Integrated Ontario-wide services data with Google mapping

<http://www.211ontario.ca/>

Clicklaw – Portal site from British Columbia for people with legal problems, as well as educators and students

<http://clicklaw.bc.ca/>

Community Legal Clinic, Simcoe, Haliburton, Kawartha Lakes “Portal to Justice” Project – Not available to the public as of August 2009

<http://www.communitylegalclinic.ca/index.aspx>

Éducaloi – A site that provides legal information to Quebeckers

<http://www.educaloi.qc.ca/>

Law Help Ontario – Recently launched Live Help

<http://www.lawhelpontario.org/visit/item.1317-LawHelpLive>

North Shore Legal – Live help for summary advice

<http://www.northshorelegal.ca/>

Settlement.org – Integrated Findhelp services mapping

<http://www.settlement.org/findhelp/>

Selected reviewed web sites – international

Community Legal Advice – A free and confidential information and advice service paid for by legal aid that serves residents of England and Wales

<http://www.communitylegaladvice.org.uk/>

Idealware – A nonprofit site, which provides candid consumer reviews and articles about software of interest to nonprofits

<http://www.idealware.org>

Illinois Legal Aid – Example of search results ranking and classification

<http://www.illinoislegalaid.org>

LawHelp.org - A network of U.S. state-based legal aid web sites including this example of integrated “live help” from Iowa

<http://www.iowalegalaid.org/IA/index.cfm>

National Technology Assistance Program (NTAP) – A U.S. web site helping nonprofit legal aid programs improve client services through effective and innovative use of technology

<http://www.lsntap.org>

Technola – A blog that covers issues at the intersection of public interest law and technology, with a focus on sharing tools, resources, and best practices for the effective use of technology in the nonprofit legal sector

<http://www.techno.la>

The Immigration Advocates Network – A U.S. national online network that supports legal advocates working on behalf of immigrants' rights

<http://www.immigrationadvocates.org/>

Womenslaw.org – A U.S. site that has a question-based taxonomy that uses “life events” rather than legal topics and has an interesting balance of legal information and referral

<http://www.womenslaw.org>