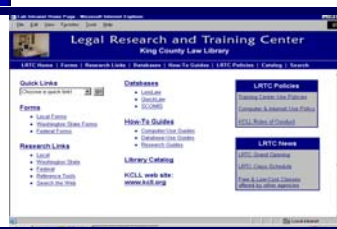


KING COUNTY LAW LIBRARY

2002 ANNUAL REPORT

Service...

Beyond the Walls





Service...

Beyond the Walls

King County Law Library - 2002 Annual Report

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WELCOME FROM THE BOARD

It is my pleasure to present the 2002 Annual Report of the King County Law Library.

The King County Law Library provides access to legal research resources for the residents of King County at its locations in the King County Courthouse and Administration Building in Seattle and in the Kent Regional Justice Center. A five-member Board of Trustees oversees the Library.

As trustees we determine the goals for the Library, formulate and adopt policies to govern its operation and programs, monitor the progress of programs, ensure that resources necessary for the achievement of the Library's mission are available and used efficiently, and supervise the work of the Library's Director, Jean Holcomb.

Welcome / 2002 Annual Report Theme

Service Beyond the Walls is the theme of the Library's 2002 Annual Report. This year's report describes efforts taken by the Trustees and Library staff to collaborate with community partners to strengthen existing library services and to deliver new services. Highlights of the year profiled in this report include the opening in our Seattle Library of a Legal Research and Training Center geared to the legal research needs of the general public and funded in part from a Bill and Melinda Gates Foundation Community Access to Technology Grant. The Library, with its partners the Seattle Public Library and the University of Washington's Health Sciences Library, created a consortium funded by a grant from the Washington State Library to provide email and chat reference services to the community via the web sites of our three libraries. The year ended with the finalization of plans to relocate the Seattle Courthouse Library to the County Administration building for a fifteen-month period during the seismic renovation of the Courthouse.

Welcome / The Year Ahead

In the year ahead, the Trustees and staff will investigate ways to ensure that the Library continues to be relevant to all county residents who search for legal information resources in this digital age. As liaisons between the Law Library and the community it serves, the Trustees will work with our users to develop strategies to address challenges to continued growth and development raised by stagnant funding and escalating costs. We are optimistic about the Library's ability to respond to these challenges and are committed to providing ever-improving service.

Events of the past year highlight the importance free access to information plays in a just society. Words like democracy, freedom, citizenship and community have taken on new meanings. Free people need free libraries whether they are general public libraries or specialized public libraries such as law libraries. In times of instability, citizens turn to and depend on access to library resources. All libraries have something unique to offer their community. A public law library offers a place for legal education and self-help. The staff of a public law library offer personal, professional and friendly assistance without any strings attached. As our world changes the Trustees and staff strives to ensure that people of all ages, incomes and backgrounds can turn to the King County Law Library as a community resource for access to justice.

We have learned how important it is for those who control our funding sources to hear from law library advocates like the members of our community of library users. We intend to continue to communicate the progress of our efforts to stabilize our funding. We believe that the continued support of the community will be critical to the success of these efforts and hope that we will be able to rely on your continued support in this time of change.

We invite your comments and cooperation. Please feel free to contact us individually, or to call or write Law Librarian Jean Holcomb to share your thoughts about the Library.

Terry Lukens, Chair



Service...

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BOARD ACTIVITIES

2002 Board of Trustees

The Honorable Terence P. Lukens, Chair
Nancy Talner, Esq., Vice-chair
The Honorable Catherine Shaffer
James L. Brewer, Esq., designee of County Council Chair Cynthia Sullivan
Mark Rising, Esq.

Board Activities / Overview

The responsibility for overseeing the operation of the King County Law Library rests in the hands of the five Law Library Board Trustees. Although their pictures aren't posted in the Library with those of the Library staff, the Library's Trustees and staff work as a team to further the goals of our organization. While most county law library boards across the country meet annually or quarterly, the members of our Board demonstrate their commitment to fostering change by meeting twice a month. In collaboration with the staff, the Board engages in policy development and strategic planning.

The Trustees also provide outside expertise with their access to information, people, services, and resources that would otherwise be unavailable to the Library or available only at great expense.

The story told in this year's report focuses on the theme *Service Beyond the Walls*. The Trustees, as representatives of the Library's core constituencies, positioned the Library to meet the changing needs of those who rely on the resources provided by the Library. The leadership role taken by the Board readied the Library to take advantage of opportunities to utilize technology as a medium for service delivery beyond the bricks and mortar of the courthouse.

Board Activities / Policy Development

The Board engaged in a series of policy considerations. They managed a process focused on ensuring that the Library implemented plans that would allow the institution to persevere during this period of financial strain. Recognizing the need to preserve the core mission critical functions of the Library, the Board worked with the staff to trim costs in a manner that would preserve options for when times improve.

Much attention focused in 2002 on efforts to prepare for the opening of the Legal Research and Training Center. The Library had received a Community Access to Technology Grant from the Bill and Melinda Gates Foundation in December of 2001 to develop a training center to make legal resources on the web more accessible to the community. The Board reviewed existing policies and adopted new policies to provide underpinning for the operating changes that would occur with the opening of the LRTC. They created an LRTC room use policy, revised the Library's web site disclaimer, created a web site privacy statement, and revised the computer and Internet use policy.

As a part of a second major technology grant application effort, the Board authorized the staff to collaborate with the Seattle Public Library and the University of Washington's Health Science Library on a Library Services and Technology Act grant application. The focus of the grant would be to develop a consortium to provide legal, medical and general reference email and on-line chat service to our community. The Washington State Library provided \$30,000.00 to fund the project, now underway.

The Board met with the leadership of the Courthouse Seismic Renovation project to share concerns about the Library's ability to provide adequate service to its users during the period that the Library would move out of the courthouse for the seismic



Service...

Beyond the Walls

King County Law Library - 2002 Annual Report

Board Activities (continued)

renovation of the sixth floor space. As a consequence of the Board's involvement, the Seismic Project Team provided space on the fifth floor of the courthouse for the Library to operate a small service center, KCLL Express. The Board allocated funds from the Library's capital reserve to purchase the collection resources and equipment needed to open KCLL Express.

In response to the USA Patriot Act legislation that provides sweeping powers to federal agents to search library records for information about individual library users and their reading and research habits, the Board acted to inform our users about the provisions of the Patriot Act. The Board reviewed internal policies and procedures to protect the freedom to read and adopted a policy that outlines the Library's responsibility to assure that records identifying Library users are limited to those essential for Library operations. The policy established criteria for the protection of information about Library users and their requests for information and materials. Finally, our policy set out procedures for library staff to follow in the event the library is served with a search warrant for library circulation information under the terms of the Patriot Act. All library staff members received training in how to respond to a USA Patriot Act based search warrant.

Board Activities / Strategic Planning

The Board and staff participated in a series of brainstorming exercises that led in 2002 to the adoption of a new four-year strategic plan for the Library. The 2002-2006 plan articulated the three major goals and the supporting initiatives:

- Ensure the viability of the Library as a community resource for legal information
- Position the library to advance open access to legal information
- Strengthen ties to the Library's community of users

The first goal focused on the Library's internal operations. This broad goal provided an umbrella for projects that address budgeting, funding and the financial stability of the library; staff recruitment, development, compensation and retention; facilities modernization; technology planning, and legislative planning.

The second goal covered the Library's collection resources. Under this broad goal fall projects that expand the range of electronic resources available to in-library users and remote users, projects that explore the use of the Library's web pages as a linking mechanism for fee based collection resources, and projects based in the Legal Research and Training Center to foster legal information literacy.

The third goal addressed the Library's service and program development component. This final goal covers projects such as the development of a comprehensive public relations/marketing plan, the creation of targeted programs for individual segments of our user population, and the initiation of collaborative projects for programming the Training Center.

Board Activities / Financial and Legislative Strategies

Particular attention in 2002 centered on efforts to develop a variety of strategies to provide adequate funding to support a modern, multi-site law library operation.

It is clear that, until the Washington legislature authorizes additional funding sources for county law libraries, the Library's revenues will continue to be insufficient to fully fund the operational costs of our two locations. The Board has worked closely with the County's governmental relations staff since 1999 on legislation to increase law library funding options.

During the 2002 Legislative session, the Senate and House Judiciary committees again considered county law library funding proposals. A local option filing fee surcharge bill supported by a broad coalition of county law library supporters passed the Senate with bipartisan support for the fourth year in a row. For the first time the local option bill passed out of the House Judiciary committee with a "do pass" recommendation, only to stall on the floor of the House in the final hours of the session.



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King County Law Library - 2002 Annual Report

Board Activities (continued)

For the 2002 fiscal year, the King County Budget again included funds to support the operations of the Kent Library. The Board requested an appropriation of \$127,036.00, a 15.3% reduction from 2001 funding support levels in recognition of the increased pressure being placed on the County's general fund account as countywide revenues have declined. The Board prepared a funding request for the 2003 budget cycle for Kent that reflected a 9% reduction in operating costs from 2002 levels. The Board also approved mid-year cuts to Seattle Library collection upkeep costs to prevent these costs from exceeding 2002 budget projections.

Over the past year, the Library has successfully cut costs, raised revenues from private sector users, partnered with the King County Library District, secured grants, and continued to explore options for developing additional revenues.

Board Activities / Collection Management

Our collection reflects a typical public law library collection and is comprised of six major categories of primary and secondary law. These include case law, treatises, administrative reports, Washington State materials, other states' materials, and periodicals. Maintaining the collection of a public law library in a climate of escalating costs and stagnant revenues provides both challenges and opportunities.

Beginning in the mid-1990's, the legal publishing world began to shrink. Vendor consolidation brought smaller publishing houses under the umbrella of a handful of emerging jumbo-sized business entities. With consolidation came a reduction of title choices and predatory pricing. Familiar products lost their unique local flavor.

At the same time that the print publishing world began its consolidation, the explosion of computer and web-based resources brought the legal researcher an array of new tools. Suddenly, a wide variety of entities began to provide primary and secondary resources for the legal researcher at low or no cost. With the opening of the Seattle Library's Legal Research and Training Center, the Library began to provide access to a broad range of free or low cost on-line and web-based resources.

As a part of a process of continuous reexamination, the Board oversaw the ongoing review of the Library's collection. In response to budgetary pressures, the Board approved for a second year in a row the mid-year review and cancellation of titles to trim ongoing collection upkeep costs. With the implementation in January of 2002 of the circulation feature of the Library's automation system, we began collecting detailed information about the use of the collection that will help shape future collection plans.

We are committed to providing the necessary updates to case law services, statutory codes and secondary resources. The Library continues to explore diversifying the format for publications by providing a wider range of electronic resources including the Internet.



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BEHIND THE SCENES

Behind the Scenes / FEMA Application

The Law Library continued to feel ramifications from the Nisqually Earthquake. We discovered that we needed to add overhead cross bracing in the Kent Regional Justice Center Library. We also needed to reinforce the shelving in both Seattle and Kent by adding cross bracing to the shelving units. We needed to bolt the shelving in Seattle to the floor. The Law Library learned that FEMA grants were available for mitigation of the effects of an earthquake. We felt that this grant would help us fund the needed reinforcement for our shelving. Library staff spent hours preparing an application for this grant. Ultimately, we did not receive a grant to reinforce the shelving. However, we did purchase and install cross bracing for the shelving in the Kent Library, our most vulnerable area. The Library will continue to seek other avenues of funding to fully reinforce our shelving.

Behind the Scenes / Q Series

Once we completed the transfer of existing patron records into the circulation module, we began the process of adapting existing circulation and Subscriber Program reports. We sent three staff members to Crystal Reports training to learn the third-party software needed to create custom Q Series reports.

Behind the Scenes / Collection Management

Maintaining a vital collection is an ongoing process. Budget constraints added an additional dimension to the challenge of keeping the collection current and useable. Throughout the year, we examined volumes within the treatise collection to see which ones had been checked out within the previous four years. If books had not been checked out, the Librarians considered whether to update their contents. We recycled the volumes we decided not to keep. We also examined the currently updated volumes for use and scrutinized contents to see if the Law Library could suspend supplementation under our Weeding and Retention Policy.

Suspension of supplementation of volumes became one of the ways we keep our expenditures in line with our budget. Publishers have routinely raised the cost of Library materials and supplementation by 8-12% every year. With a shrinking budget, we could no longer maintain all of the materials in our Law Library. When considering the retention of Library materials, we determined the availability of the materials in other formats, such as cd-rom, on-line services, or the Internet.

Behind the Scenes / "Water, Water Everywhere and Not a Drop to Drink"

Fall brought copious amounts of rain that resulted in the flooding of the lower floors of the Yesler Building where the Law Library stores some of its books. We moved wet boxes to another floor in the building and set wet volumes out to dry. The flood damaged over 600 volumes. The Library is working with the county and the contractor involved for compensation for the damaged volumes.

Behind the Scenes / Weeding Yesler

Over the years, the Law Library has accepted donations of state reporters and other items. As space in the Seattle Library became scarce, we moved many of these volumes into off-site storage. This year the Law Library took a close look at what had been saved. We determined that we did not need to keep more than three copies of any single volume of the Washington Reports. In addition, the Library stored titles that no longer fit its mission and were seldom, if ever, requested by patrons. The Library solicited bids and sold the volumes to other county law libraries and a used law book dealer. We recycled unsold volumes.



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FINANCE

The charts and graphs below provide a glimpse of the financial underpinnings of a public law library whose revenue stream has been unable to keep pace with rising operational costs.

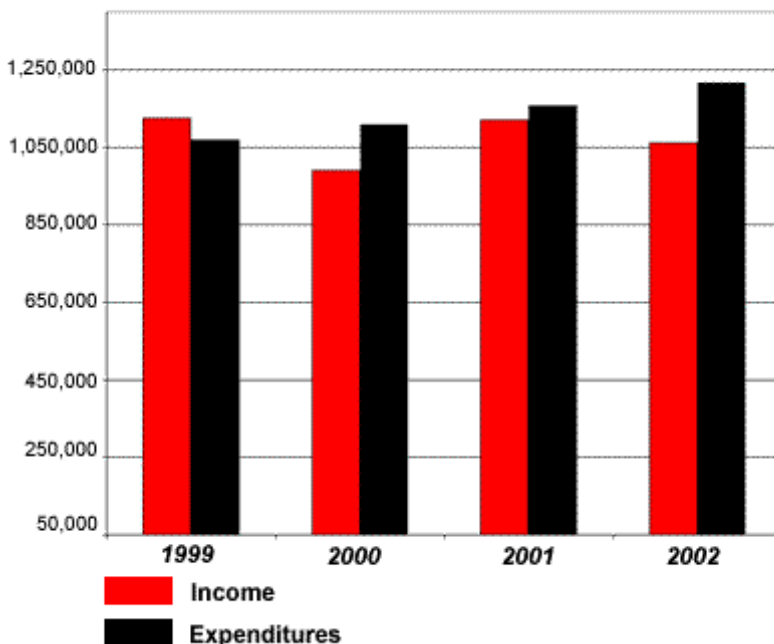
The primary source of funding for our Library comes from a share of the civil filing fee. The Washington Legislature last increased each county law library's share of the civil filing fee in 1992. During the years immediately following the fee increase, our Library prudently began to monitor costs to preserve a fund that would act as a hedge against inflation and provide a buffer to sustain the Library until that time in the future when filing fees would be increased. In spite of broad based support, efforts begun in 1998 to secure the adoption of statewide legislation to provide a local option filing fee to support increased county law library operating costs have not succeeded.

In addition to the failure to secure a filing fee increase from the Legislature, the Library's grim financial picture resulted from a series of other factors. The dramatic increase in the cost of legal materials, driven in the mid-1990s by extensive mergers and acquisitions in the legal publishing industry, continues today. These price increases substantially outstrip the general rate of inflation, and more significantly, surpass any ability the Library has to generate funds through fee-based services.

Finally, in 1997, King County made a policy decision to regionalize justice services through the establishment of the Kent Regional Justice Center. This center contains courts, judicial administration, prosecutors, police, detention, licensing, and a Law Library. Since its inception, the absence of a specified source of operating funds for the Kent Library proved to be a challenge. The current state statutes do not provide any additional revenues for a county law library system such as ours when a new branch opens.

In response, the Library took significant steps during 2002 to bring expenditures more closely in line with revenue. By year's end, the size of the projected operating deficit had been reduced by \$139,807.96 through the utilization of a series of cost curtailment strategies. These strategies included mid-year cuts to the collection, leaving vacant positions unfilled, and under-spending in non-book operating categories. This translated into a 68% reduction of the size of the projected deficit for the year. The 2003 Library budget reflects an overall operating reduction of 12.5% from 2002 levels.

1999 - 2002 System Income and Expenditures



Budget Category Comparison
2001 - 2002

	Income	2001	+/-	2002
<i>Civil Filing Fees</i>		639,640	0%	640,835
<i>Fee Based Services</i>		44,065	-4%	42,206
<i>Miscellaneous</i>		251,105	1%	252,952
<i>CX Funds</i>		150,000	-15%	127,036
<i>Grant Funds</i>		36,935	-100%	0
TOTAL		1,121,744	-5%	1,063,030
Expenditures				
<i>Books/Periodicals</i>		507,358	-11%	452,319
<i>Operating</i>		83,837	-24%	64,062
<i>Personnel</i>		489,646	5%	515,335
<i>Capital</i>		76,429	23%	94,140
TOTAL		1,157,271	-3%	1,125,856

Figures have been rounded to the nearest dollar.



Service...

Beyond the Walls

King County Law Library - 2002 Annual Report

Finance (continued)

**KING COUNTY LAW LIBRARY
2002 SYSTEM INCOME AND EXPENDITURES**

SYSTEM INCOME	2002 Budget	2002 Actual	2003 Budget
Civil Filing Fees	610,000.00	640,835.25	620,000.00
Fee-Based Services	44,100.00	42,206.43	42,550.00
Miscellaneous	359,536.00	379,988.41	321,603.00
SYSTEM SUBTOTAL	1,013,636.00	1,063,030.09	984,153.00
SYSTEM EXPENDITURES	2002 Budget	2002 Actual	2003 Budget
Books and Periodicals			
Seattle	432,100.00	426,608.33	410,038.80
Kent	34,460.00	25,710.52	29,382.71
Operating			
Seattle	77,400.00	51,783.19	75,380.00
Kent	17,885.00	12,278.96	14,662.00
Personnel			
Seattle	474,805.86	442,471.90	445,205.66
Kent	69,691.00	72,863.41	69,558.29
Capital			
Seattle	104,928.00	78,351.04	17,855.95
Kent	5,000.00	15,788.55	2,000.00
SYSTEM SUBTOTAL	1,216,269.86	1,125,855.90	1,064,083.41
	2002 Budget	2002 Actual	2003 Budget
Total System Income	1,013,636.00	1,063,030.09	984,153.00
Total System Expenditures	1,216,269.86	1,125,855.90	1,064,083.41
System Balance	(202,633.86)	(62,825.81)	(79,930.41)
Ending Cash Plus Investments			
12/31/2001	\$459,605.95		
12/31/2002	\$393,845.93		



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Beyond the Walls

King County Law Library - 2002 Annual Report

HIGHLIGHTS

Highlights / LRTC / Overview

For members of the legal community, the Legal Research and Training Center provides opportunities to use electronic research services such as LoisLaw, QuickLaw, and SCOMIS. Patrons can print their research or download and save it to disk. The Training Center Intranet has links to on-line forms and self-help resources. Center patrons can download, fill out, copy, and print forms all in one place. Monthly training calendars feature classes on how to use the new electronic research services and CLE courses on legal ethics.

The stories below provide more details about the activities of library staff members who envisioned and installed the Center's wireless network, developed and supervised the construction plan, wrote new operating policies and procedures, designed the Center Intranet, prepared training guides, and drafted public relations tools to market the Center to the community.

Highlights / LRTC / Open House

On Tuesday, October 8th, the King County Law Library hosted an open house to call attention to the Seattle Library's new Legal Research and Training Center.

Library Board President Judge Terry Lukens welcomed the guests on behalf of fellow Board members. Lukens noted that the Training Center enhances the Library's ability to fulfill its mission to serve the legal information needs of the community in three ways. The Center increases the Library's ability to provide access to legal information on the web. It also provides a setting where Library staff can help patrons download and print legal resources along with accessing print legal resources to maximize the learning opportunity. Finally, the Center creates an opportunity for a seamless continuity of process for those who come to the courthouse to use court services.

Highlights / LRTC / Funding

Funding for the LRTC came from the Community Access to Technology Grant program of the Bill and Melinda Gates Foundation. CAT Grant Program Officer Ken Thompson spoke on behalf of the Foundation. Thompson emphasized the importance of citizen access to legal information and noted the daunting nature of the legal research process.

Highlights / LRTC / Community Partners

The Library has nine community partners who have been involved with helping to develop Training Center projects and services. These partners are the Administrative Office of the Courts; Columbia Legal Services; King County Bar Association Board of Trustees; King County Superior Court Ex Parte and Probate Committee; Washington State Bar Association Access to Justice Board's Communication and Technology Committee; Council on Public Legal Education; Technology Bill of Rights project; The Information School at the University of Washington; and Northwest Justice Project.

Highlights / LRTC / Build Out

The challenge in designing the Legal Research and Training Center was not only to create a usable space, but to make it inviting as well. The Law Library designed the Center to accommodate the number of workstations requested in the grant proposal. We created a sketch of the space and sent the floor plan to the Facilities Department of King County. They translated our request into reality. Facilities added a new heating and air conditioning unit. The Library selected carpeting and purchased new desks and chairs. The library also redesigned the reference desk area to improve workflow patterns. Because we wanted to keep the Seattle Library open during the construction period, Facilities performed most of their work during weekends and early morning hours.



Service...

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King County Law Library - 2002 Annual Report

Highlights (continued)

In order to create space we could convert into the Training Center, the Library weeded the collection. The Library staff removed duplicate copies of case reporters from the Seattle Library and volumes to the Union Gospel Mission. We found a recycling center that would accept the reporters with their covers and spent a few days removing the books from the shelves. The construction of the Training Center ended on time and within budget at the end of April. In May, the staff began preparations for the installation of the wireless network.

Highlights / LRTC / Wireless Network

The backbone of the Legal Research and Training Center is a wireless network that uses a single device called an Access Point. The Access Point communicates with independent wireless network interface cards, or NICs, installed in each patron computer. Its job is to pass network traffic--such as requests for information from web sites, print jobs, and file requests--between other components of the LRTC network and the Internet. To prevent unauthorized use of its services, we configured the Access Point to communicate with a RADIUS server that first determines if a particular computer has permission to participate on the network before allowing further communication to take place.

Installing and configuring the Access Point and its companion RADIUS server could have been a daunting task for a small staff like ours. Fortunately, the County's Enterprise Solution Center staff was on hand to help. We experimented with several configurations and even upgraded the operating system on our public computers from Windows 2000 Professional to Windows XP Professional to make the wireless system work properly.

Highlights / LRTC / Intranet

Part of the planning process for the LRTC included building an Intranet specifically for the Center. The computers inside the LRTC operate on their own wireless Local Area Network. The Intranet is not accessible outside of the lab or from the Law Library's main web site. The Library created the Intranet because we wanted to be able to embed passwords to our electronic subscriptions, without worrying about unauthorized access.

Building the LRTC Intranet also gave us the opportunity to re-design many of our research guides. Our old guides were primarily in paper form. Now, the guides have deep links within other web pages. Library patrons no longer need to spell out long web addresses (URLs) when using these guides.

Most of the LRTC users are members of the public with limited computer skills. We built the Intranet to address the learning needs of this particular audience. The Library staff webmaster built the web site from scratch using Microsoft FrontPage and hand coding in HTML. The webmaster designed it to be clean and simple, and to take advantage of white space. The Library paid a lot of attention to consistent navigation keys. A hierarchical "breadcrumb" was placed on each page that tells the user the page location. This made moving to broader or narrower categories easy. The web site used frames so each external link opened a new browser window and warned users about this feature on each page that has an external link.

Highlights / LRTC / Classes

Prior to the construction of LRTC, the Law Library did not have a place to provide formal training classes. Our instructional opportunities were limited to one-on-one training for patrons or small group sessions in small conference rooms with no computers for hands-on training.

The Library's new curriculum would include bar classes that the Library had always offered. In addition, the Library created new topics for its curriculum. We offered a basic class in using Microsoft's Word, one on using an Internet browser, and one on using the Research Center. The Library also introduced classes on how to use legal databases like LoisLaw, QuickLaw, and Westlaw. The Library offered our Ethics on the Web Continuing Legal Education in the LRTC. The Library staff trained the Business and Government reference librarians from the Seattle Public Library using the resources of the LRTC.



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King County Law Library - 2002 Annual Report

Highlights (continued)

Finally, we adapted a three-part Internet legal research training series that focused on resources for local, state and federal legal research.

The Library's community partners also found use for the LRTC. For instance, Lexis representatives offered training for their databases and the King County Bar Association staff provided a training session on landlord and tenant law. The Library continues to think of new ways to use the LRTC for training opportunities and community cooperation.

LRTC / Student Interns

The Information School at the University of Washington, as one of the project's partners, worked with the Library to offer internship and student volunteer placements in the LRTC. Volunteer students from the Masters program assisted Library staff with the day to day management of the Training Center, developed and taught classes in the training center, and provided staff training.

LRTC / Community Outreach

To publicize the opening of the LRTC, the Law Library sent over 60 press releases to local and regional print and broadcast media. We mailed Open House invitations to all of our community partners and emailed invitations to the law library community. Articles about the LRTC appeared in local, state, and national publications. The Library staff made presentations about the mission and services of the Training Center and offered tours to interested groups. This outreach effort also included involvement in the activities of other local community technology centers.

LRTC / Telling Our Story

In Washington, all county law libraries by statute must present an annual report to their county legislative body by the end of August that outlines the parameters of their activities during the prior year from collection management to financial accounting.

For the first time in 2002, the Library published the King County Law Library's Annual Report on the Library's web page. This made it possible to learn about Library activities by following a link from the front page of the KCLL web site at www.kcll.org. Why did we choose to use our web site to distribute our report? We wanted to distribute our story to the broadest possible audience without incurring a gigantic printing bill. We have over 14,000 visitors to our web site each month. While telling our story through the vehicle of an annual report published on our web site met our statutory requirement, we would choose to tell this story, even if we didn't have such a mandate.

We accomplished many other important objectives through publication of our annual report. Telling our story each year helped us put our own spin on the challenges and opportunities the Library faced. The annual report acted as a tool to help us gain allies, educate supporters, and lobby others whose support is critical to the Library's long term stability as an institution. It reminded the Library's Board and staff about milestones met and opportunities seized. Because many of the challenges a public law library faces can't be solved in one year, the annual report provided a measuring stick to mark progress toward long term goals. The financial reports and charts about Library services highlighted specific topics with graphics. The response to posting our Annual Report on the web was so favorable, we intend to do it again in 2003. The annual report tells a story that provides a clear picture of the "state of the library."



Service...

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King County Law Library - 2002 Annual Report

PATRON OUTREACH

Patron Outreach / Overview

During the past year, the Library reached out to our community to provide service in a variety of ways. We joined forces with other partners to help develop our own services. We invited outside groups to visit our Library to have orientations about the services and resources available in the Library. We hosted groups of students from area schools, universities, and community colleges. Our Libraries participated in courthouse wide activities such as juror appreciation day and "take your child to work" day.

Library staff members visited other libraries to provide training. Our staff members served on a variety of justice system and library related committees inside the courthouse, in our local community, and as a part of statewide and national efforts. We worked on King County Bar Association and Washington State Bar Association initiatives. We held an Open House to launch the LRTC and to recognize the help provided by our nine community partners. With the Seattle Public Library and the University of Washington's Health Science Library, we developed a collaborative web based virtual reference service to answer the general reference, medical and legal questions of local residents from the Library's web page.

Patron Outreach / Legal Research Guides

The Law Library had a project to expand the number of written legal research guides available on the Library web site. During 2002, we added two guides to our collection—one on Bankruptcy Law and another on Vacating and Sealing of Records of Conviction. In addition, we expanded our Family Law guide and added several more links. We also edited most of our research guides to include "deep links" to Internet resources.

Patron Outreach / Document Delivery

Document delivery requests continued to expand in 2002. The Library now fills multiple requests each week. While the Library will prepare requests for pick-up or mailing, faxing quickly became the preferred delivery method. This service has offered an option to those subscribers who have found it difficult to visit the Library. The Fax Me Request Form is at www.kccl.org/kccldelivers.htm.

Patron Outreach / Monthly Training Calendar

As we began to schedule classes for the LRTC, we realized that we needed some way for the public to find out what classes were scheduled for the month. After investigating several options for calendar software, we decided to create a calendar from scratch. We designed a simple web page that shows two months worth of LRTC classes. The calendar allows patrons to click on the title of the class to see more information. Go to www.kccl.org/lrtctrainingcalendar.htm to see the current training calendar.

Patron Outreach / New Databases

Three new databases are available in the LRTC - SCOMIS, Loislaw, and Quicklaw. SCOMIS is the superior courts' system for managing and reporting cases. The Library provides access to SCOMIS through the web-based JIS Link offered by the Administrative Office of the Courts, one of the library's nine LRTC community partners. Loislaw provides searchable databases of federal and state case law and statutes. The Library's Loislaw subscription also provides access to Washington State Bar Association Deskbooks and CLE materials. Quicklaw provides access to Canadian primary authority.

We also upgraded our Westlaw Keycite service to include Westlaw Find. A patron with a citation can pull up any case within the Westlaw databases, even if we do not subscribe to that database. Once a patron retrieves a case using Keycite or Find, the patron can hyperlink to other cases cited in the retrieved document.



Service...

Beyond the Walls

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Patron Outreach (continued)

Patron Outreach / New Statistics Format

The Library staff used to keep usage statistics on a daily basis, but we found that we were missing many transactions. In late 2001, we decided to change how we collected data. We began to record all questions asked of the staff during a randomly selected four-day period each month. We extrapolated our usage throughout the month from this sampling. This change provided a more accurate measurement of our patron interactions.

Patron Outreach / Newsletters

To reach out more regularly to our users, the Library published the first issue of "KCLL eNews" in October of 2002. "KCLL eNews" is sent via email to 1,200 of our subscribers on a quarterly basis. Articles from the first issue of "KCLL eNews" focused on the LRTC and the Legal Ethics on the Internet CLE. We also included a selection from the New Books list that we publish monthly on our web site at www.kcll.org/books300.htm. Click here to see a copy of the Fall 2002 KCLL eNews.

Patron Outreach / Q Series Circulation Goes Live

In conjunction with the January renewal process for the 2002 Subscriber Program, we officially closed our old Access circulation database and began using the circulation module of our Q Series automated library software. Since we couldn't transfer existing circulation records directly into Q Series, we actually ran parallel systems for the first few months of 2002. To accommodate circulation activity when Q Series went down for service, or to handle the circulation of materials that had not yet been cataloged in Q Series, we created a custom Access database called the Temporary Circulation Database.

We made changes that took advantage of the increased capability of the Q Series circulation module, including faster mailing of overdue notices and fine invoices, an automatic cap on lost book charges, and more detailed activity reports. Capitalizing on the Crystal Reports training some of our staff received in 2000 and 2001, we created a host of custom reports for patron notices and circulation statistics.

Patron Outreach / Q Series OPAC

Early in 2002, we created the Library's first online public access catalog workstation or OPAC. Located in the Seattle Library, the workstation enabled our patrons to search our holdings and check the status of books in circulation. Unlike the Web OPAC, which will enable patrons to search these same indexes from the Internet, the OPAC is designed to work from within the Library itself.

Patron Outreach / Quiet Study Areas

During construction of the Legal Research and Training Center, we removed several of the Library's study tables. It became more difficult for a Library user to find a vacant study table out of earshot of conversation. Library staff noted a significant increase in the number of requests from patrons for a space in the library to work without interruption from personal conversations.

In response to requests for designated quiet study areas, the library created two such locations. We posted "Quiet Study Area" signs on the walls above the study tables in the affected areas and designed a bulletin board to announce the creation of the Quiet Study areas.

The Library also developed a set of management procedures and trained its staff members in techniques to ensure the successful implementation of the Quiet Study Area. Library users expressed appreciation for the Quiet Study area and the staff encountered little resistance when monitoring this new policy.



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Patron Outreach (continued)

Patron Outreach / Training for Seattle Public Library Staff

The Seattle Public Government and Business Reference Librarians asked the King County Law Library's Public Services and Reference Services Librarians to provide further training in the use of legal resources. The Seattle Public Librarians came to the Seattle Library for the first session and the King County Law Librarians went to the Seattle Public Library for the second session. The goal of these sessions was to show the Seattle Public librarians how to use their Library's printed legal resources. In addition, these sessions focused on how to find the proper legal resource and when to refer their patrons to the King County Law Library for further help.

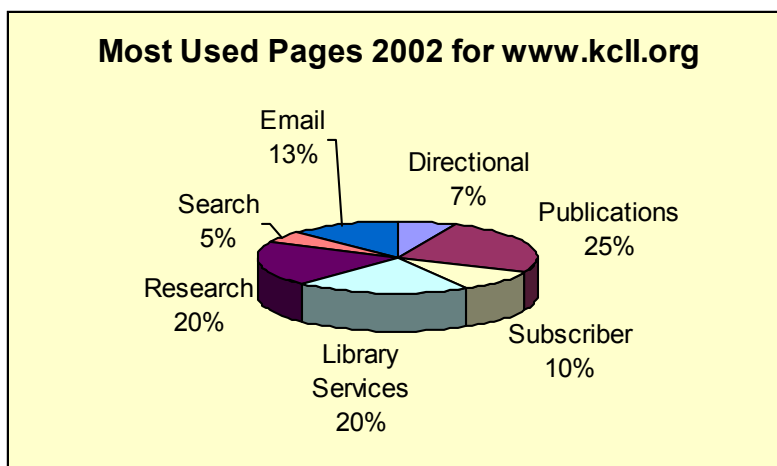
Patron Outreach / Training with Highline Paralegal Students

The Kent Library expanded its training by offering tours to the Highline Community College paralegal students. Working with the paralegal department, Library staff explained how to research primary and secondary law by using the Library's online databases and paper materials. We also reviewed resources available via the Internet. In addition, the Legal Research and Training Center (LRTC) offered subject specific classes targeted for their needs.

Patron Outreach / Web Usage 2002

The Law Library's web site continues to function as a powerful service tool. The number of visits made to the site increased early in the year and traffic continued at this higher level throughout the year. The most popular features of the web site have changed in the last year. Patrons were using our Research Links most often in 2000 and 2001 following a makeover to our web site's design. But by 2002, the Law Library Research guides, or guides written by the Library for patrons researching particular legal subjects, became the most popular feature on the web site. In response to this trend, the Library plans to develop new research guides.

In May, the Library began to answer reference questions using QuestionPoint. We noted an almost immediate growth in demand for this service. At the beginning of the year, email questions did not even show up in our web statistics. By the end of the year, email questions comprised 13 percent of the web site usage.





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SPECIAL PROJECTS

Special Projects / Move Planning / Overview

King County began upgrading the Courthouse to better withstand seismic activity in October. The Courthouse Seismic Project (CSP) required that the Library move out of our space for an extended period. In June of 2002, the Library began to meet with the Courthouse Seismic Project (CSP) management team to make plans for our move, scheduled for Spring of 2003.

The parameters for the plan included moving the Library from the Courthouse to the County Administration Building across the street, a much smaller space. The collection needed to be divided, sending the books to three locations, with two of these spaces closed to public access. We would need to be prepared to stay in temporary quarters for over one year. We worked with the CSP project team to address concerns about providing a Library service point inside the Courthouse during our relocation. We evaluated usage of the collection to determine what materials would be available directly to the public. We prioritized the collection. We identified the materials that would remain in the main library space on the eighth floor of the Administration building. We also noted those materials that would be placed on another floor in the Administration building, and materials that could be stored off site, a few blocks away.

Special Projects / Move Planning / Space Design

As part of our contribution to the CSP project, we created custom drawings for each of the four spaces allocated to the Library during the relocation process. These included drawings for our existing facility on the 6th floor of the Courthouse, drawings for our temporary spaces in the County Administration building, drawings for our temporary space in the Yesler Building, and drawings for the temporary reconfiguration of our main public service counter. We created and maintained 10 different drawings, including variations that account for electrical, voice and data connections. We made each to scale. The space plans existed primarily as electronic documents so that they could be adjusted as planning progressed. We keyed the main drawings for our Administration and Yesler Building spaces to a master equipment and furnishings spreadsheet, created to manage the movement of our inventory.

Special Projects / Move Planning / KCLL Express

Preserving a public law library presence in the Courthouse has been a top priority for our planning team. We believe that all who come to the Courthouse should have access in the Courthouse to key Washington legal resources. We developed a plan to create a limited use space within the Courthouse to maintain a convenience center for attorneys and other Library patrons containing photocopiers, court rules, statutes and basic forms. During the period of our relocation, we will maintain a small footprint in the Courthouse on the East side of the fifth floor to operate a service called KCLL Express. KCLL Express will offer quick access to basic Washington information sources, copy machines, study tables, two small conference rooms, and reference assistance provided by a Library staff member.



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Special Projects (continued)

Special Projects / QuestionPoint Email and Chat Reference

The Library introduced a new reference email service late in 2001 called "Not Finding What You Are Looking For?" From the form located on the KCLL web site, the Library staff replies to patron questions and research requests. The Library continued to develop virtual reference options during 2002. We began using a more sophisticated software program in May of 2002, Question Point, that links us with a world-wide collaborative network of other libraries and librarians who are available to help find answers for patrons' questions.

The Library also became a founding member of the Seattle Virtual Libraries Consortium, along with the Seattle Public Library and the University of Washington's Heath Sciences Library. The staff of the three libraries, working as a consortium, provides legal, medical and general reference services to our community using email and chat software. Planning for the chat service began in 2002 with roll out of the service planned for early 2003. The initial planning meetings focused on developing a brand name for the service, setting service hours and working with a consultant to develop a consistent marketing campaign.

The chat service makes it possible for the Library staff to provide real-time, on-line reference service using chat technology. Funding for the service came from a \$30,000.00 Library Service and Technology Act grant administered by the Washington State Library.



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STAFF DEVELOPMENT

Staff Development / Professional Activities

Memberships:

American Association of Law Libraries
Private Law Libraries—Special Interest Sections
Research Instruction and Patron Services—Special Interest Sections
State, Court and County Law Libraries—Special Interest Sections
Technical Services—Special Interest Sections
Law Librarians of Puget Sound
Special Libraries Association
Washington Library Association
Washington Association of County Law Libraries
WestPac

AALL Committee Work:

AALL Annual Meeting Local Arrangements Committee
AELIC (Access to Legal Information Committee)
Indexing of Legal Periodical Literature Advisory Committee, Chair 2001/2002
State Court County Special Interest Section, Executive Board
State Court County Special Interest Section, Bylaws Committee, Chair
State Court County Special Interest Section, Grants Committee
State Court County Special Interest Section, Nominations Committee
State Court County Special Interest Section, Strategic Planning Committee
State Court County Special Interest Section, Trustee Development

Additional Committee Work:

LLOPS Internet Special Interest Group
LLOPS Treasurer
LLOPS Nominations and Elections Committee
LLOPS Program Committee
King County RJC Interdepartmental Workgroup
King County Seismic Remodel Workgroup
King County Bar Association Legislative Committee
King County Pro Se Family Law Workgroup
Washington State Bar Association, Access to Justice Communication and Technology Committee
Washington State Bar Association, Public Legal Education Council
Washington State Bar Association, Technology Bill of Rights Project
Board of Judicial Administration, Public Trust and Confidence Committee
Washington State Library, Statewide Virtual Reference Services Steering Committee
Access to Justice Communications Committee
Renton Technical College Legal Secretary/Legal Assistant Advisory Committee
West Group Excellence in Scholarship Advisory Committee



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Staff Development (continued)

Program Presentations:

Seattle Public Library Workshop

King County Bar Association Lunchbreak discussions

Continuing Legal Education class: "Legal Ethics on the Web"

"Using the Washington State Legislative Web Page"

University of Washington Law Librarianship Program: "Technical Services in a County Law Library"

Bill and Melinda Gates Foundation LPAI Retreat: Special Services for Special Populations

LLOPS Library Construction Planning

Attendance at:

American Association of Law Libraries Annual Meeting

LLOPS Spring Workshop

Querying Microsoft SQL Server 2000 with Transact-SQL

Administering a Microsoft SQL Server 2000 Database

Programming a Microsoft SQL Server 2000 Database

Crystal Reports training

Dreamweaver training

OCLC Training

OCLC Update

Membership Subscription Law Libraries Roundtable

WestPac

Bill and Melinda Gates Foundation CAT grantee workshop

PRSA Nonprofit Seminar: Connecting for a Cause

Publications In:

Full Court Press

King County Bar Bulletin

Law Library Journal

Law Library Lights

SCCLL Newsletter



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LOOKING AHEAD...

Each year the Trustees and Library staff review Law Library operations. We identify and prioritize the projects to be addressed in the year ahead. Attention focuses on strategies for implementation and timelines for completion. We particularly focus on identifying activities that will strengthen the ties between the Library and its users.

In 2002 we highlighted the following efforts:

- Strengthen lines of communication with core library user populations.
- Participate in the development of a statewide legislative agenda to secure more diverse and stable funding sources for county law libraries.
- Market resources available in the Legal Research & Training Center for the community at large.
- Participate in local and statewide efforts to provide collaborative virtual reference services.
- Seek grant-funding opportunities to support technology enhancements and library renovation efforts.
- Draft a Library collection development policy.
- Expand offerings of on-line research tools for patrons to take advantage of changes in legal publishing.
- Implement the web version of the on-line public access catalog module of the Q Series library automation system.
- Develop new services and programs to enhance the Library's ability to serve the needs of its patrons.
- Identify opportunities to collaborate with agencies and entities on projects to further the Library's mission.
- Re-design the Library's web site to improve functionality and continue to add Library generated publications.
- Continue to explore opportunities to provide value added fee based services for Subscribers.
- Expand the Library's monthly calendar of course offerings and target core user groups for program development.

A comparison of this summary with the critical issues statements created in prior years shows many topics making a repeat appearance. Funding, space design, collection management, and technology planning will be challenges for many years to come. With the continued support of our users, the Library expects to act in a forceful manner to address these topics.