




**King County Law Library**  
**2005 Annual Report**



**Welcome from the Board..... 3**

**Board Activities..... 4**

**Highlights..... 6**

**Patron Outreach..... 8**

**Finance..... 10**

**Staff Development..... 12**

**Looking Ahead..... 14**

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# Welcome from the Board



Judge Catherine Shaffer  
Board Chair

*“In the year ahead, the Trustees and staff will investigate ways to ensure that the Library continues to be useful to all county residents who search for legal information resources in this digital age.”*

It is my pleasure to present the 2005 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 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, Marcus Hochstetler.

## 2005 Annual Report Theme

*A Turning Point...* is the theme of the Library's 2005 Annual Report. In March of 2005, Library Director Jean Holcomb announced her retirement from the position she had held since 1992. Jean has completed many successful projects over the years to strengthen the Library's ability to serve all residents of King County. One of the most enduring efforts was the multi-year legislative effort to gain more funding for county law libraries in Washington State. The passage of Senate bill 5454, or the *Justice in Jeopardy* bill, accomplished this goal by increasing the portion of civil filing fees dedicated to funding county law libraries. This year's report describes a year of transition and new horizons. The Trustees and the staff also worked to implement new technology and public outreach plans to further the ties with those we serve.

## Highlights

Highlights of the year profiled in this report include the story of the Library's award winning video, which was produced in connection with the 85<sup>th</sup> Anniversary Campaign. This video supported the fundraising efforts to complete the 6<sup>th</sup> floor renovation project. We continue to reach out to the community through offerings of custom training to Seattle Public Library and the Washington State Library. The Library saw an increasing number of patrons enjoy our newly renovated Seattle Library space. In September, we welcomed a new Library Director, Marcus Hochstetler, on board and bid a fond farewell to Jean.

## The Year Ahead

In the year ahead, the Trustees and staff will investigate ways to ensure that the Library continues to be useful 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 Board of 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 invite your comments and cooperation. Please feel free to contact us individually, or to call or write Library Director Marcus Hochstetler to share your thoughts about the Library.

Judge Catherine Shaffer, Chair

## **2005 Board of Trustees**

The Honorable Catherine Shaffer, Chair

Nancy Talner, Esq., Vice-chair

The Honorable Dean S. Lum

James L. Brewer, Esq., designee of Metropolitan County Council Chair Larry Phillips

Mark Rising, Esq.

The responsibility for overseeing the operation of the King County Law Library rests in the hands of the five Law Library Board Trustees. 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.

The story told in this year's report focuses on the theme of *A Turning Point*. 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 enabled a smooth transition in leadership as a new director was hired to replace the outgoing director, Jean Holcomb. The Trustees helped in the formulation of several new internal policies relating to technology and public outreach. These activities continue to strengthen the Law Library's connection with our patrons and the community at large.

### **Transition Planning**

With the change in leadership required at the top of the organization, the Trustees conducted a nationwide search and were successful in hiring a new director, who began working for the Library in September.

### **Policy Development**

The Board engaged in a series of policy considerations. They managed a process focusing on ensuring the implemented plans would allow the Library to continue to reach out and meet the research needs of the Library's constituents. With staff leadership and coordination, the Board approved a Public Outreach and a Technology Plan to support the Library's mission and improve its services.

### **Financial and Legislative Strategies**

For the 2005 fiscal year, the King County Budget again included funds to support the operations of the Kent Library. The Board requested and received an appropriation of \$136,300.00. The Board did not need to approve cuts to the Seattle Library collection as in previous years due to the impact of the new filing fee increases.

Over the past year, the Library has successfully maintained cost levels, raised revenues from private sector users, partnered with the King County Library System, and continued to explore options for developing additional revenues.



### **King County Law Library Board of Trustees**

September 9, 2005

Back row from left: Jim Brewer, Mark Rising, Judge Dean Lum  
Front row from left: Nancy Talner, Former Library Director Jean Holcomb, Judge Catherine Shaffer

#### **Mission Statement of the King County Law Library**

The King County Law Library serves the legal and law related information needs of the county, including the judges, county officials, members of the Bar and other county residents. The Library cooperates with the community to enhance knowledge of the law and to facilitate access to the justice system.

The Library will be conducted as statutorily directed in a fair, honest and courteous manner while avoiding debt and extravagance. The Library's goal shall be to exceed user expectations by reason of superior performance and dedication by the Library's employees.

## Passage of New Funding Bill (Senate bill 5454)



Former director Jean Holcomb, second from right, attends the signing of E2SSB 5454 by Governor Christine Gregoire.

County law libraries in Washington have only one funding source specifically dedicated to them: a small portion of civil case filing fees paid in District and Superior Court. The King County Council granted the request of the Board of Trustees to increase the Library's share of the filing fee to the maximum provided by statute in 1996. For a number of years, these fees have been insufficient even to fully fund the operation of the Seattle Courthouse Law Library. As a consequence, the Law Library has turned to other sources of revenue (including subscriber fees, grants, and fees for library services) to help bridge the shortfall.

The Regional Justice Center Law Library was fully funded at its inception by County appropriation pursuant to a voter-approved bond measure. In subsequent years (with the exception of 2000)

the annual County budget has appropriated funds in support of the RJC Law Library because the county law library statute did not provide an additional source of filing fee revenues for counties who operated more than one county law library.

With the help of King County and a broad coalition of county law library supporters, we undertook efforts beginning in 1997 to secure an amendment to the county law library governing statutes to provide for a local option filing fee surcharge to address the ongoing funding challenge facing all county law libraries. Efforts to secure passage of the local option filing fee surcharge bill were renewed every year thereafter without success. Although both House and Senate Judiciary committees held hearings on the local option filing fee surcharge bill during the 2005 session, the bill failed to reach the floor for a vote. Instead, the 2005 Legislature increased funding for all county law libraries by raising the existing statutory minimum and maximum set out in RCW 27.24.070 as part of a comprehensive overhaul of trial court funding and filing fee schedules in Senate bill 5454, codified as Laws of 2005, ch. 457.

In August, the Law Library began receiving an additional two dollars per court filing as part of the new filing fee minimums. In November, the Board of Trustees successfully requested an ordinance to raise the filing fee portion to the maximum of \$20.00. These funds begin to help plug the holes which were made larger each year with the increasing publishing costs. More, however, will be needed to fulfill the Library's mission of serving the legal and law related information needs of the county, including the judges, prosecutors, county officials, members of the bar, and other county residents.

## Washington Supreme Court Briefs Project

King County Law Library is proud to work with the Thomson Company in supplying copies of Washington Supreme Court briefs. The text of the briefs is now available in the Washington library on Westlaw. The scanning project included briefs from 1992 through the present. The Supreme Court supplies current briefs to Thomson. This collaboration has made this valuable resource available to librarians and attorneys across the country.

## Transition to New Director

**tran-si-tion** *n.* Passage from one form, state, style, or place to another.

**turn-ing point** *n.* The point at which a very significant change occurs; a decisive moment.

After serving for thirteen years as Director of the King County Law Library, Jean Holcomb retired to North Carolina. During her tenure, Jean orchestrated improvements in all aspects of the Library's operations and services. From the structure and operations of the Board of Trustees to the acquisition of technology for the staff and patrons and to the construction of a new branch in Kent, Jean made an everlasting impact on the King County Law Library. Under her guidance, the Library vastly improved its services to its constituents and evolved from a stagnant, outdated institution to a focused, active member of Seattle's library and legal communities.



Jean with King County Prosecuting Attorney Norm Maling.



Marcus Hochstetler, Incoming King County Law Library Director.

After conducting a nationwide search, the Board of Trustees hired Marcus Hochstetler as the new Director of the King County Law Library. Marcus has extensive experience working with a law firm in Philadelphia and a county law library in Ohio. While in Ohio, Marcus worked with the county and state governments to address the concerns of law libraries throughout the state.

A Farewell Party was held in Jean's honor on September 9, 2005. Invitees included local and state officials, members of the professional library community, and former staff members. The Law Library Board of Trustees presented Jean with a crystal vase and unveiled her formal portrait for permanent display. Jean's retirement is clearly a turning point in the history of the King County Law Library.



Jean poses with the cake at the Farewell Party on September 9, 2005.

### **Public Librarian Training for the State Library**

In fall of 2005, the Washington State Library contracted with KCLL to repeat the online training that the Library initially provided for the Seattle Public Library (SPL). A librarian from the King County Law Library used the LiveMeeting web conferencing platform to provide statewide legal internet research training for librarians.

The multiple live sessions included a pre-training assessment, via email, of the types of legal questions received and practice questions for the students. The librarian responded to each student via email and/or a discussion board located on the Washington WebJunction site. In addition, she led a continuing discussion board on WebJunction after the sessions were finished.

The LiveMeeting web conferencing software was provided through WebJunction. The software allows chat, poll-taking, pushing web pages, showing PowerPoint presentations, and more. This class will be offered in the future, as it received high praise from the participants.

### **Seattle Public Library Online Training**

KCLL works in a cooperative email reference service with the Seattle Public Library. While SPL refers legal questions they receive via email to our library, those received in person and via the telephone are often not referred to us.

The training coordinator for SPL asked KCLL to do a workshop on "Legal Resources on the Web", which would help them to interpret the questions and teach them when they should simply refer the patron's question to us. As a preliminary needs assessment, the coordinator emailed SPL staff to ask about the types of legal questions they receive. We based our learning objectives and sample questions on these responses.

We conducted the workshops in person, in SPL's computer lab at the Central Library, and online, with the Web conferencing platform Webex. We taught six sessions: three online and three in person. The evaluations we received indicate that the librarians taking the class felt that there is no significant difference in learning between those taking the online class or the in-person class.

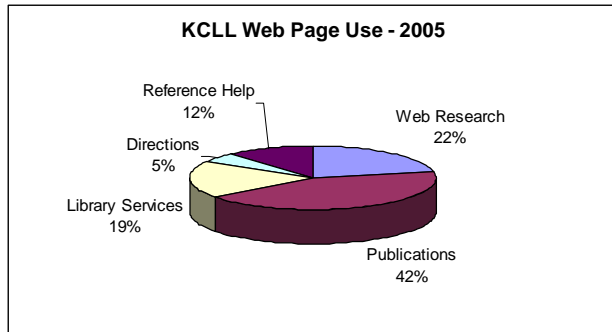
### **QuestionPoint**

The King County Law Library participates in the national and international QuestionPoint email and chat service. KCLL started as a beta member of the original QP and participated as a member of the Sound Libraries Information Consortium (SLIC). We cooperate with the Washington State Law Library to provide chat services between the hours of 10 AM to 4 PM. In addition, we answer patron questions via email, using the QuestionPoint software. During 2005, we answered over 700 questions via email and chat. One of the King County Law Library staff members serves on the Virtual Reference Steering Committee for Washington State.

### **Library Visits**

The Library has seen a dramatic increase in patron traffic since our return to the Courthouse from our temporary 19-month stay in the Administration Building in 2003-2004. In 2005, we had over 67,000 patrons visit the Seattle library compared to 48,000 during 2004. This 39% increase is due in part to additional classes taught in the LRTC.

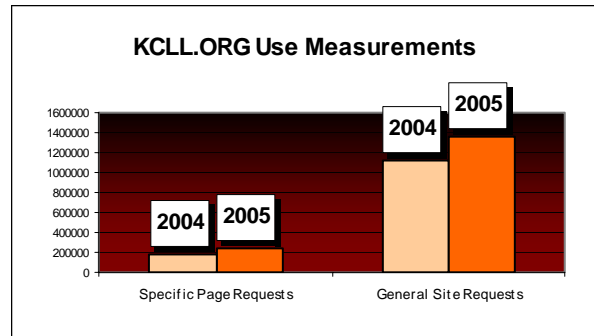
## Virtual Services



In addition to the traditional services the Library provides to anyone who visits one of our branches, we also provide a range of “virtual” services to patrons who use our web page or our online catalog. In 2005, general use of our web site - [www.kcll.org](http://www.kcll.org) - increased by over 20%. Part of this increase can be attributed to the fact that we added nine new research guides to our web site during the year. Attendance at our monthly electronic research classes increased measurably as well, in part because the website makes it easy for patrons to find out about our classes.

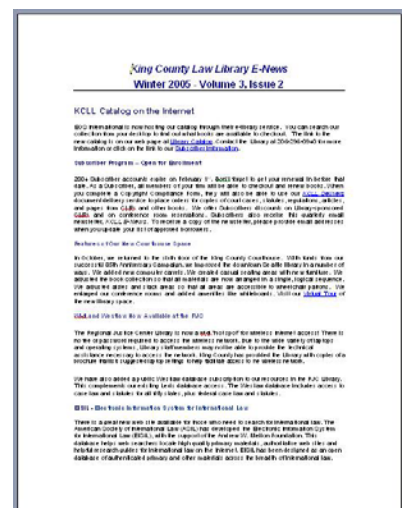
## Web Site Statistics

- Successful requests for specific pages: 237,475
- Successful general requests: 1,350,318
- Average successful requests for pages per day: 651
- Average distinct users served per month: 4,178
- Searches on the web site: 8,962



## KCLL E-News

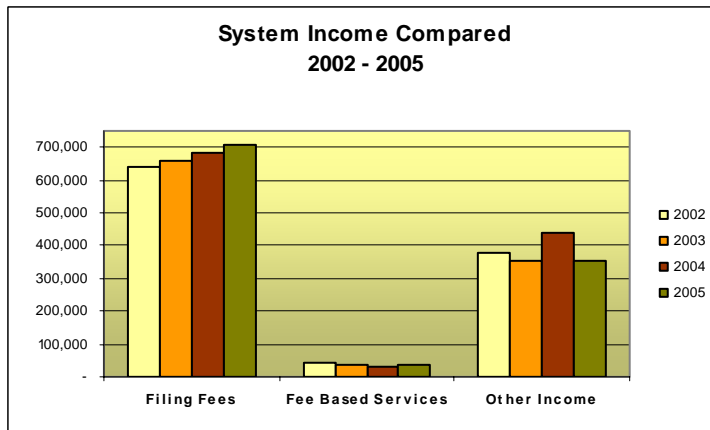
Our bi-monthly electronic newsletter - **KCLL E-News** - is distributed to interested members of our Subscriber Program and patrons who have registered to use our legal research and training center. E-News has become one of our most successful marketing tools and reached an audience of over 3,000 in 2005.



## Judicial Training

During the course of the year, our reference staff provided custom, hands-on Lexis training for twenty Superior Court judges to help them make the best use their new research contract. In most cases, we sent a staff member to the judge’s chambers to conduct the training, making it easier for the judge to see how the software actually performed on his or her own equipment.

KCLL E-News, Winter 2005



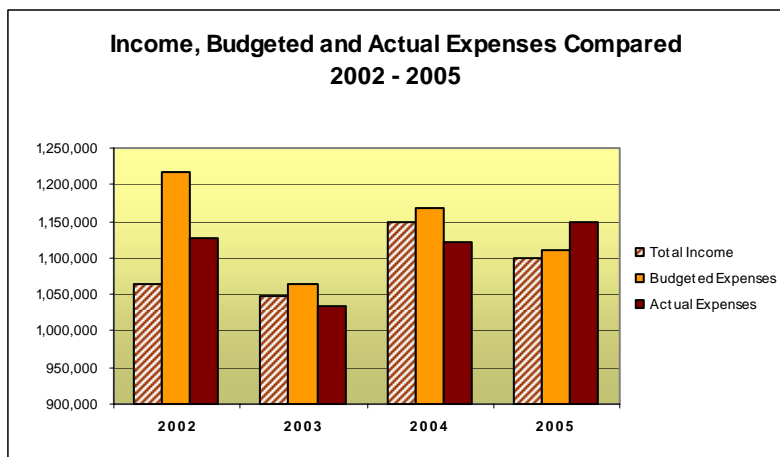
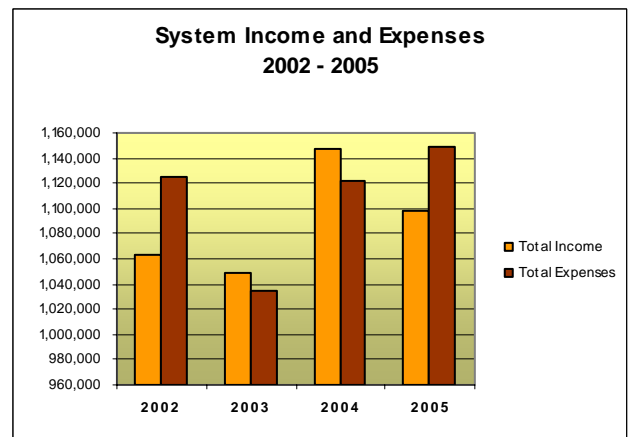
The accompanying charts and graphs provide a glimpse of the financial underpinnings of a public law library whose revenue stream has been unable to keep pace with rising operational costs.

The primary source of funding for our Library comes from a share of the civil filing fee. The Washington Legislature increased each county law library's share of the civil filing fee in 2005. When the legislation took effect in August, the Library received an additional \$2.00 per civil filing fee in Superior Court and an additional \$1.00 per civil filing fee in District Court bringing the total amount of new revenue during the remainder of 2005 to

\$39,817.00. This increase enabled the Library to hold off on the usual mid-year cuts to the collection. The Library continues to closely monitor costs to preserve a reserve fund that would act as a hedge against inflation and provide a buffer to sustain the Library should the need arise.

The dramatic increase in the costs 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 fees for services.

In 1997, King County made a policy decision to regionalize justice services through the establishment of a Kent Regional Justice Center equipped with 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 has proved to be a challenge.



An allocation from the County's current expense budget supports the operation of the Regional Justice Center Library. For the 2005 budget cycle, the amount allocated for the RJC reflects a \$4,747.00 increase from the 2004 level of support.

## Budget Category Comparison 2004 - 2005

<i>Income</i>	<u>2004</u>	<u>+/-</u>	<u>2005</u>
Civil Filing Fees	683,115	+3.7	708,348
Fee Based Services	27,491	+38.0	38,000
Other Income	314,513	-28.0	225,054
CX Funds	122,603	+3.8	127,305
<b>TOTAL</b>	<b>1,147,722</b>	<b>-4.3</b>	<b>1,098,707</b>
<b>Expenditures</b>			
Books\Periodicals	445,965	+3.9	463,760
Operating	65,043	+17.6	76,549
Personnel	528,499	+12.5	594,901
Capital	81,857	-83.0	13,846
<b>TOTAL</b>	<b>1,121,364</b>	<b>+2.4</b>	<b>1,149,056</b>

Figures have been rounded to the nearest dollar.

The Budget Category Comparison Chart above highlights changes over a two-year period.

Civil filing fees in Superior and District Court provide the largest part of the Library's revenue stream and showed only a very modest increase. This chart reflects the success of our efforts to monitor expenditures. With annual collection cost increases running between 12-16% industrywide, holding the line with this category required canceling titles and staggering subscription renewal dates.

The personnel cost increase includes the retirement of the past director and rising employee benefit costs. The significant decrease in capital line in 2005 came from the one-time 2004 expenditures associated with the return of the Library to the courthouse and the renovation of the courthouse space. The 85<sup>th</sup> Anniversary Campaign underwrote the majority of the renovation costs.

## KING COUNTY LAW LIBRARY 2005 SYSTEM INCOME AND EXPENDITURES

<b>SYSTEM INCOME</b>	2005 Budget	2005 Actual	2006 Budget
Civil Filing Fees	665,000.00	708,348.28	822,821.00
Fee-Based Services	30,500.00	38,000.03	36,750.00
Other Income	334,507.00	352,359.02	337,800.00
<b>SYSTEM SUBTOTAL</b>	<b>1,030,007.00</b>	<b>1,098,707.33</b>	<b>1,197,371.00</b>

<b>SYSTEM EXPENDITURES</b>	2005 Budget	2005 Actual	2006 Budget
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### Books and Periodicals

Seattle	428,675.00	428,615.88	469,301.00
Kent	34,839.39	35,144.39	39,108.00

### Operating

Seattle	64,050.00	64,060.82	71,220.00
Kent	12,872.00	12,488.49	14,489.00

### Personnel

Seattle	478,422.89	518,207.19	504,207.45
Kent	77,638.61	76,693.49	80,703.00

### Capital

Seattle	11,500.00	10,822.45	12,500.00
Kent	2,000.00	3,023.63	2,000.00

<b>SYSTEM SUBTOTAL</b>	<b>1,109,997.89</b>	<b>1,149,056.34</b>	<b>1,193,528.45</b>
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	2005 Budget	2005 Actual	2006 Budget
<b>Total System Income</b>	1,030,007.00	1,098,707.33	1,197,371.00
<b>Total System Expenditures</b>	1,109,997.89	1,149,056.34	1,193,528.45
<b>System Balance</b>	<b>(79,990.89)</b>	<b>(50,349.01)</b>	<b>3,842.55</b>

### Ending Cash Plus Investments

12/31/2004	\$ 434,571.77
12/31/2005	\$384,078.61

## Collection Statistics 2005

Books received:	1593
Books recycled:	1150
New titles added:	466
Catalog records deleted:	211

*“Staff development is a critical component for providing quality service to our patrons.”*

Marcus Hochstetler  
Library Director

## Memberships:

American Association of Law Libraries (AALL)  
AALL Special Interest Sections: RIPS, SCCLL, TSLL, PLL  
WestPac  
Law Librarians of Puget Sound  
Membership Subscription Law Libraries Roundtable  
Puget Sound Alliance for Community Technology  
Special Libraries Association  
Washington Library Association  
Washington Association of County Law Libraries  
Statewide Website Advisory Group

## AALL Committee Work:

AALL Education Summit Committee  
AALL Fair Business Practices Guide Task Force  
AALL Government Relations Committee  
AALL Nominations Committee, Chair  
AALL Annual Meeting Planning Committee  
Council of Newsletter Editors (CONE)  
Research Instruction & Patron Services SIS (RIPS)  
Education Committee  
State Court County Special Interest Section (SCCLL):  
Awards Committee  
Centennial Planning Committee  
Education Committee  
Newsletter Committee, Chair  
Publicity/Public Relations Committee  
Secretary/Treasurer  
2005 TRICALL Faculty



We also like to have fun. More than 40 KCLL staff, friends, and family attended a Mariners game in June 2005.

## Additional Committee Work:

Highline Paralegal Advisory Committee  
Law Librarians of Puget Sound (LLOPS)  
Bylaws Committee  
Futures Committee  
Grants Committee  
Newsletter Layout Editor & Secretary  
Nominations and Elections Committee  
Professional Development Committee  
Program Committee  
King County  
RJC Interdepartmental Workgroup  
Pro Se Family Law Workgroup  
King County Bar Association (KCBA) Legislative Committee  
Washington State Bar Association  
Public Legal Education Council  
Technology Bill of Rights Project  
Board of Judicial Administration  
Public Trust and Confidence Committee  
Access to Justice Board  
Communications & Conference Planning Committees  
Washington State Library  
Statewide Virtual Reference Services Committee  
Renton Technical College Legal Secretary/Legal Assistant  
Advisory Committee, Vice Chair/Chair  
West Group Government Libraries Advisory Committee  
WestPac Local Arrangements and Grants Committees

## Program Presentations:

King County Bar Association  
Lunch break discussions  
“Using the Washington State Legislative Web Page”  
University of Washington (UW) Law Librarianship Program  
“Technical Services in a County Law Library”  
AALL Annual Meeting  
“Not Just for Bedtime Anymore: Using Storytelling Skills as a Leadership Tool”  
Legislative Advocacy Workshop speaker  
Highline Community College Paralegal Program  
“Skip Tracing”  
Law Librarians of Puget Sound  
“Keeping Current with RSS”

## Attendance at:

AALL Annual Meeting  
CTCNET Regional Conference  
LLOPS Spring Workshop

## Publications in:

*King County Bar Bulletin*  
*SCCLL Newsletter*  
*LLOPSCited*

## Awards

**AALL Law Library Publications award - Non-Print Division:** *Without Access to Information, There is No Justice: A Documentary Video Celebrating 85 Years of Public Law Libraries in Washington*



“Over Coffee”  
Photo by Tina Ching

In Spring 2004, the King County Law Library kicked off its 85<sup>th</sup> Anniversary Campaign to raise money for the renovation of the Seattle Courthouse Law Library. As a part of the fundraising effort, the Library staff created a movie to tell the Library’s story. After the Campaign ended, we entered the movie for award consideration. We were very excited to learn that our library had won this prestigious award – in fact, we were the first recipient ever from a county law library. A KCLL librarian attended the Association’s Annual Meeting in San Antonio in July 2005 to accept the award on the library’s behalf.

[http://www.aallnet.org/about/award\\_llp.asp](http://www.aallnet.org/about/award_llp.asp)

**AALL A Day in the Life of the Law Library Photo Contest:** Best Picture Overall and 1<sup>st</sup> place in Librarian as Mentor category



“Shelving in Silhouette”  
Photo by Tina Ching

During National Library Week 2005, the American Association of Law Libraries (AALL) sponsored a photo contest called A Day in the Life of the Law Library Community. Library staff members took photographs of law librarians working, meeting, teaching, and doing all that law librarians do in a given day or week. A committee selected finalists in several categories that were posted on the aallnet.org website to be voted on by the AALL membership. The Library won 1<sup>st</sup> place in the Librarian as Mentor category with “Over Coffee” and our photo “Shelving in Silhouette” was voted the Best Picture Overall. The December 2005 issue of AALL Spectrum featured Shelving in Silhouette on the cover.

[http://www.aallnet.org/products/pub\\_sp0512.asp](http://www.aallnet.org/products/pub_sp0512.asp)

In the final quarter of each calendar 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 the fall of 2005, we highlighted the following initiatives for attention in 2006:

- 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 geared to the community at large
- continue involvement in local and statewide efforts to provide collaborative virtual reference services
- strengthen ties with community technology centers
- utilize the Public Outreach Plan to maintain contact with patrons
- develop new services and programs, such as podcasts and orientation materials, 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
- continue to add Library-generated publications and research tools to the Library's web site
- 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



Library Director Marcus Hochstetler (seated, center) and the staff of the King County Law Library.