

# Reaching Out



**King County Law Library**  
**2006 Annual Report**

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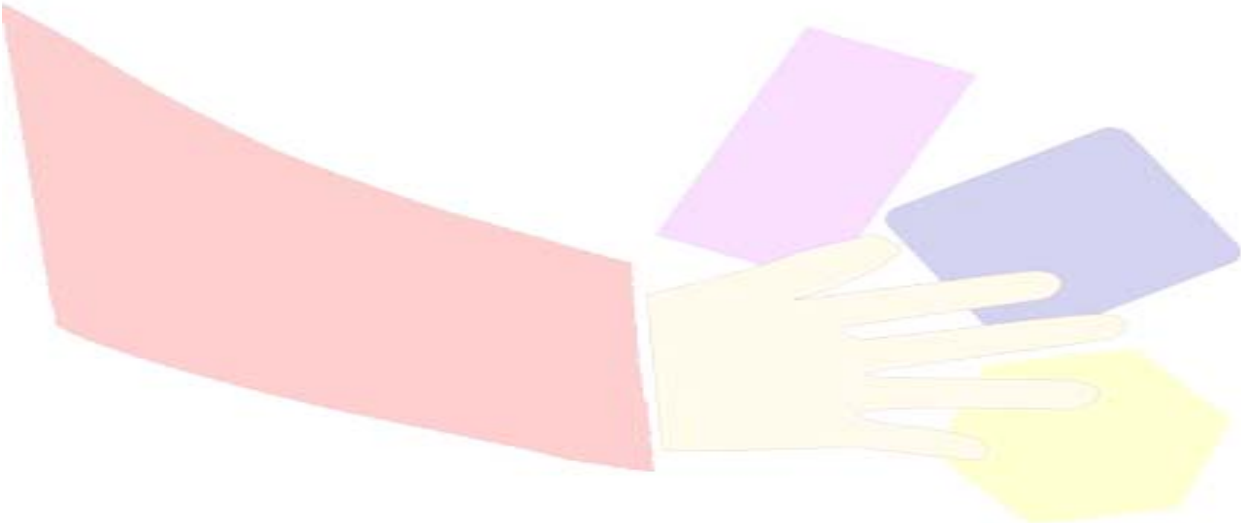
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# Welcome from the Board



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 2006 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.

## 2006 Annual Report Theme

*Reaching Out...* is the theme of the Library's 2006 Annual Report. In February of 2006, the Library began hosting the King County Bar Association's Downtown Neighborhood Legal Clinic every Thursday from 12-2 pm. This weekly program brings more users into the library and generates positive support for our services to the public. In March, the Library began to host the King County Bar Association's Housing Justice Project from 4-6 pm every Monday. Tenants who have legal questions may receive advice and receive representation if they meet income requirements.

## Highlights

Highlights of the year profiled in this report include our new monthly podcasts titled "*KCLL's SideBar*." We continue to reach out to the community through offerings of in-person training to outside organizations such as the King County Library System. The Library saw an increasing number of patrons use our website publications which explain how to research legal issues in our state. The Library revealed its first logo created with the help of a grant from the Washington State Library.

## Behind the Scenes

The Library continued the operation to expand its services to the public. Our Disaster plan was completed and has been fully implemented thanks to the coordination and leadership of the staff. Changes in the way our public computers are provided expanded access beyond our training center. Enhancement of our E-News allowed the staff to communicate timely information to Library users.

## 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 Law Librarian Marcus Hochstetler to share your thoughts about the Library.

### **2006 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.

### **New Board Members:**

John Cary, Esq. in place of Mark Rising – June 2006  
The Honorable Ronald Kessler in place of The Honorable Dean S. Lum – August 2006

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 by meeting regularly each 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 *Reaching Out*. 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 continued commitment to reaching out to the legal community and the public at large to provide more services. These activities continue to strengthen the Law Library's connection with our patrons and the community at large.

### **Board Changes**

This year marked a change in membership composition for the Board. The King County Bar Association appointed John Cary to take Mark Rising's position on the Board. The King County Superior Court appointed Judge Ronald Kessler to take the position of Judge Dean Lum. The Board expresses its appreciation for the years of service by both parting members.

### **Public Outreach**

The Board supported the Library staff in their endeavors to reach out to the community through the addition of several legal clinics hosted in the Library on a weekly basis. They continued to support the Library's goal of reaching out to meet the research needs of the Library's constituents. With staff leadership and coordination, the Board approved the creation of a new logo for the Library.

### **Financial and Legislative Strategies**

The Library underwent an audit from the State Auditor which examined the period 2003-2005. The final report which indicated a clean bill of health for the Library, is available on the Auditor's website:  
<http://www.sao.wa.gov/Reports/AuditReports/AuditReportFiles/ar72135.pdf>

For the 2006 fiscal year, the King County budget again included funds to support the operations of the Kent Library. The Board requested and received an appropriation from the King County Council CX Fund 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, and continued to explore options for developing additional revenues.

### Library Hosts Two King County Bar Association Volunteer Programs

Each Monday and Wednesday, from 4-6 pm, the Library hosts the **Housing Justice Project**. “This project provides free legal help to eligible low-income tenants who are facing eviction. Depending on an individual’s case, the volunteer attorney may provide legal advice and counsel, negotiate with opposing counsel, or represent the client at his or her eviction hearing that day. The project also provides information and educational materials about the eviction process, low-income housing resources and referrals.”

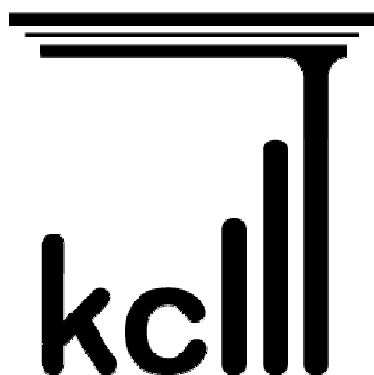
Every Thursday, from 12-2 pm, a **Neighborhood Legal Clinic** is held in the Library for any King County resident who needs legal help, regardless of income. Individuals needing advice must set up an appointment by calling 206-267-7010. Three volunteer attorneys offer their time with the understanding that they will not represent the person with whom they are meeting. “The clinics provide advice on civil issues. ASL interpreters are provided when requested. Foreign language interpreters will be provided pending availability of funds.”

Hosting volunteer legal clinics within the Library is another way in which we can reach out to our general public users and make it easier for those who need more than research help to get in touch with appropriate services.

### New Library Logo Unveiled

2006 marked the unveiling of the Library’s first official logo. The creation of the logo began with a \$5,000 grant from the Washington State Library for a half-day brainstorming workshop with the marketing firm Metropolitan Group. As the end result of the workshop, we received a number of rough sketches for logo ideas. As a group, we selected our favorite concept. The Library purchased a copy of Adobe Illustrator, a graphic design software product, to refine the logo and to create multiple variations.

Over the past year, we have incorporated the logo into almost every one of our publications, both in print and online. The logo can be displayed with or without text, in multiple colors, and in a variety of sizes. The total cost to the Library for the logo project was approximately \$400 - the price of the graphics software. A typical logo creation project using outside consultants is at least \$10,000.



## KCLL's SideBar – Podcasting the Law

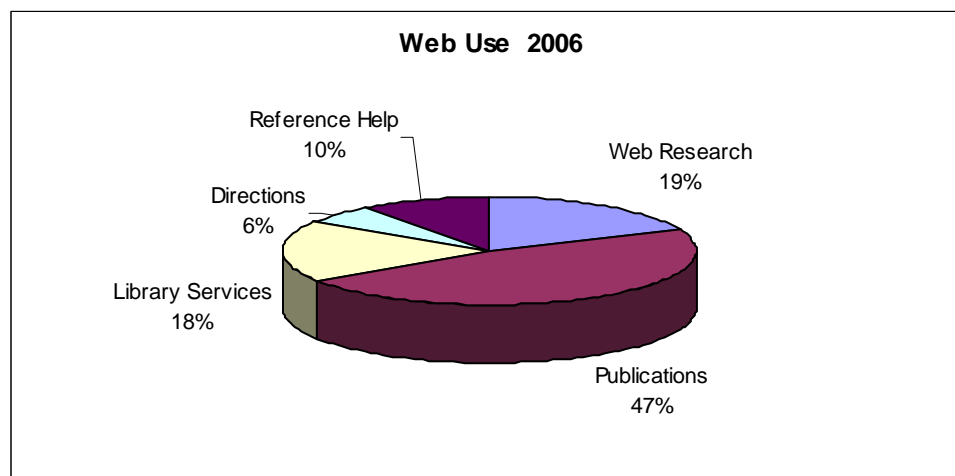
The King County Law Library started monthly podcasting in fall of 2006. Podcasts are short audio files you can listen to over the Internet or download to your own PC to listen to later. The podcasts are available via an RSS feed from our web site, or from podcast directories such as iTunes, Feedburner and other services. The podcasts do more than entertain; they explain how to use and research legal issues; contain interviews with legal experts; highlight our training opportunities; market our Library and its services and try to answer the frequent questions we receive. The entertainment portion contains colorful recommendations, skits on law related subjects such as estate planning, movie reviews and more.

## E-News Changes Its Schedule

The King County Law Library started its electronic newsletter during the fall of 2002. This popular addition to the Library was published on a quarterly basis. In September of 2006 we changed the schedule for the newsletter, which is now published bi-monthly. In addition, we added a new Tech Tips section to the newsletter and changed the delivery system to make it easier for patrons to subscribe or unsubscribe. We continue to update our patrons on Library services, training classes and other news that may affect Library services.

## Training All-Around in 2006

The Library provided training on electronic resources such as Westlaw and Lexis, Internet resources for skip tracing, and much more during 2006. In addition, the reference services librarians reached out beyond the Library to teach Continuing Legal Education programs for the National Business Institute, training for paralegals and legal assistants, the Bridge the Gap program for summer associates, training for librarians of the King County Library System and programs for our professional organizations, both nationally and regionally. Training is just one of the ways we serve our patrons and the general public.



The graph above illustrates which pages were accessed at kcll.org during 2006. In previous years, our research links were most heavily used. Now the usage has shifted to publications, such as our research guides.

### Disaster Planning

The Nisqually Earthquake of 2001, the tsunami of December 2004, Hurricanes Katrina and Rita are major disasters that have come to our attention in the last few years. The King County Law Library has also had its share of mini-disasters – broken pipes on an upper floor and flooding of the basement level where library books are stored. They all bring home the necessity of having a working disaster plan. The Library's Board of Trustees approved the Disaster Preparedness and Recovery Plan for the King County Law Library in March 2006. The Plan sets out the decision tree to follow if disaster strikes, who to contact within the County for assistance and most importantly how and when to begin recovery procedures.

November 2006 saw one of the worst wind and rain storms to hit the Pacific Northwest. Gallons of water blew in around the library windows, not just in the Library but in other floors of the Courthouse as well. The Disaster Plan provided the guidelines for notifying the appropriate personnel within the County and for cleanup activities. As with any document of this type, we hope we never have to use it again.

### Quick Internet PCs

For some time now, it has been apparent that patrons want PCs outside of our training lab where they can easily search the Internet and edit documents. To address this need and at the same time provide a testing platform for Microsoft's Shared Computer Toolkit, we deployed two new PCs in the Seattle branch which we called Quick Internet PCs (QIC). The QIC PCs use the capabilities of the Toolkit plus a custom session timer to permit patrons to search the Web and create word processing documents. The custom timer limits each session to 15 minutes, hence the name "Quick".

At the end of each session, the PC reboots automatically, erasing any sensitive user data and preparing the computer for the next customer. Because of the tighter security settings offered by the Toolkit, patrons have the ability to read from and save to floppy disks or zip drives without staff intervention. They can also read data from CD-ROMs. Unlike the PCs in our training lab, where the staff must log each user on and off the PC, the QIC PCs are set up so that patrons can log on themselves. The QIC PCs also function as Web OPAC terminals where patrons can search our new online library catalog.

### Testing EOS.Web



KCLL has been using Q Series library catalog software since 2001. Our installation of Q Series relied on SQL Server equipment and software maintained by the Library in our Seattle branch. With the renewal of our Q Series license due in January 2007, we decided to preview EOS' latest product, *EOS.Web*. EOS.Web is an ASP system so all software and hardware is maintained by the vendor in their facilities in Carlsbad, California. EOS generously offered to let us load a copy of our complete Q Series data into a test version of EOS.Web where we were able to put the software through its paces with our own information, making it much easier to compare its performance to Q Series. They also agreed to extend the test period beyond 30 days so that we were able to test the performance of long-term processes and reports. This custom evaluation opportunity contributed measurably to our decision to migrate to EOS.Web in 2007.

### Question Point Partnership

The King County Law Library participates in the national and international Question Point email and chat service. We cooperate with the Washington State Law Library to provide chat services between the hours of 10 am to 4 pm, and share the cost of the software to provide this service. During 2006, we answered over 800 questions via email and chat.

### Microsoft's Shared Computer Toolkit

Public PCs are an important part of our reference services. Keeping them secure and in good working order is a constant challenge. Because they are shared by a variety of different users who have varying levels of needs and skills, the software setup has to be simple yet flexible. Because they can also be the target of hackers, who either want to damage the equipment itself or use it to damage other connected computers, we need to place restrictions on the hardware and software to thwart this malicious activity. We are a small library with a small IT staff and we need to keep the administration of these computers as simple and as stable as possible.

In 2006, we began testing the use of Microsoft's Shared *Computer Toolkit* to help us do all of the above. The Shared Computer Toolkit is a free program created by Microsoft and designed to make it easier to support shared (or public) PCs running Microsoft operating systems. From a single interface, it has the ability to prevent unwanted changes to the computer's hard drive and customize the desktop so that users see and run only the programs and services you allow. Depending on their logon credentials, different users can be permitted to use different programs on the same PC. The focus of our testing was on the Toolkit's ability to replace or simplify the custom Windows XP policies that we had been using to control the capabilities of the operating system.

### RSS Feed

RSS is a Web content syndication format. The acronym stands for Really Simple Syndication or Rich Site Summary, depending on who you ask. Websites that support such simple syndication provide their content in a format that can be read by news aggregator client software. Links to these specifically formatted pages are often referred to as "feeds" due to the dynamic nature of how often they can be updated. An RSS reader works by periodically checking on subscribed feeds for new content.

Visitors to the library's website can subscribe to the RSS feed by clicking on the large orange button labeled **Subscribe** on the front page. Currently, we have 46 subscribers to the feed. The news box on the right-hand side of the main page is populated automatically when a new feed item is added.

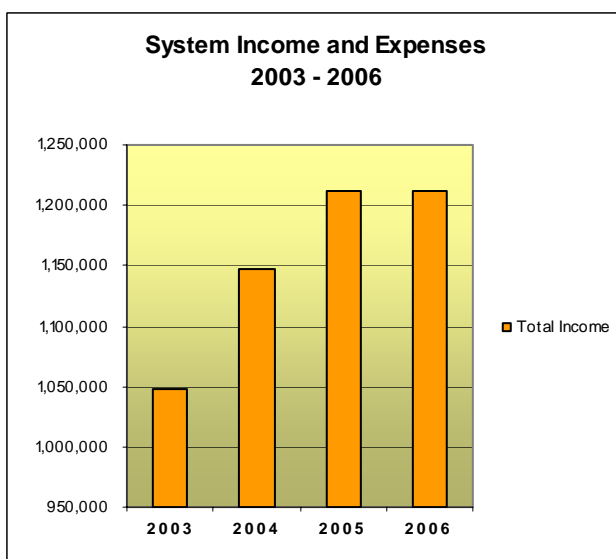
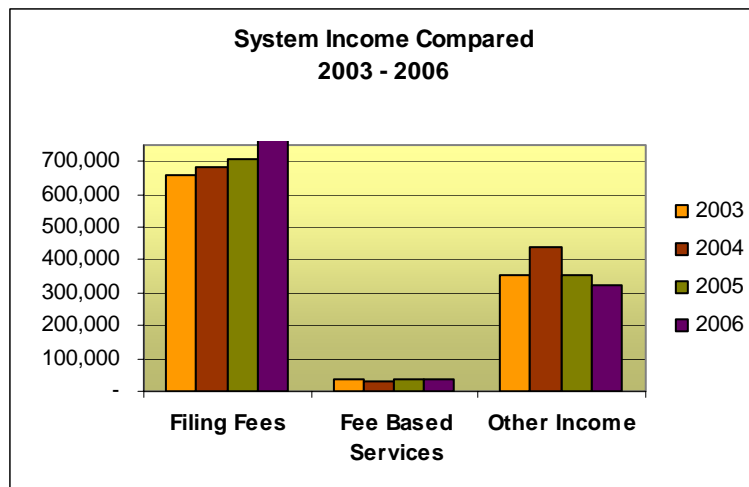


### New ISP for KCLL.org

In November of 2006, the library moved to a new ISP or Internet Service Provider for our website. The change in ISP allowed us to dramatically increase our online storage. We also have access to a wide range of new software tools from the ISP. One of these is a mass mailing application. In the past, we used Microsoft Outlook to send out E-News. This required several hours of work to manually cut and paste email addresses into multiple messages. Each E-News issue can be sent out to our 3,000+ subscribers in just one click.

The accompanying charts and graphs provide a glimpse of the financial underpinnings of a public law library.

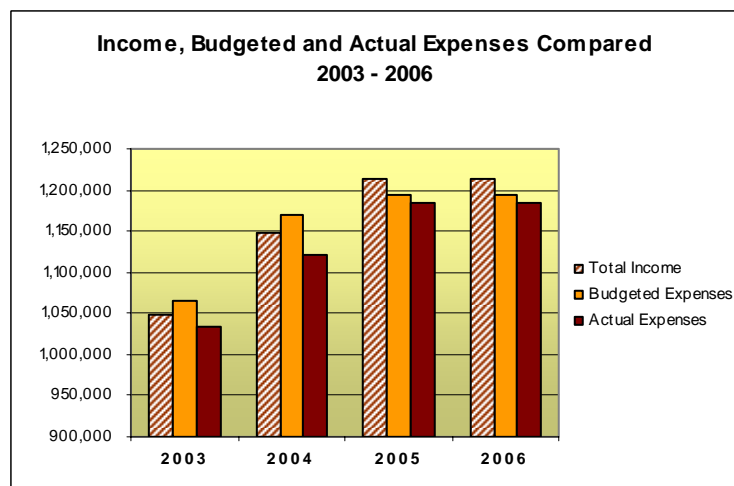
The primary source of funding for our Library comes from a share of the civil filing fee. The Washington Legislature increased each county law library's share of the civil filing fee in 2005. After these changes, the Library requested and received an increase in the filing fee portion for Superior Court from \$17 to \$20. District court fees increased from \$6 to \$7 per filing. Due to this change, the Library received an increase in funds over 2005. This new revenue amounted to \$105,150.35 for Superior Court and \$21,693.00 for District Court.



This increase enabled the Library to avoid the mid-year cuts to the collection which previous budget shortfalls required. The Library continues to prudently monitor costs to preserve our collection's usefulness in the future.

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 prices increased 11.8% from 2005 to 2006 for legal materials in the collection. This increase substantially outstrips 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 the Kent Regional Justice Center with courts, judicial administration, prosecutors, police, detention, licensing, and a Law Library. The King County Council funds the Regional Justice Center branch with an appropriation from the county general fund. For the 2006 budget cycle, the amount allocated for the RJC reflects a \$8,950.00 increase from the 2005 level of support.



## Budget Category Comparison 2005 - 2006

<i>Income</i>	<u>2005</u>	<u>+/-</u>	<u>2006</u>
Civil Filing Fees	708,348	+20	852,859
Fee Based Services	38,000	-	38,154
Other Income	225,054	-17	185,151
CX Funds	127,350	+7	136,300
<b>TOTAL</b>	<b>1,098,752</b>	<b>+10</b>	<b>1,212,464</b>
<b>Expenditures</b>			
Books\Periodicals	463,760	+8	503,844
Operating	76,549	+5	80,906
Personnel	594,901	-2	584,510
Capital	13,846	+2	14,591
<b>TOTAL</b>	<b>1,149,056</b>	<b>+3</b>	<b>1,183,851</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 expected increases due to the increase in the Library's portion of the civil filing fee. It also allows the Library to have a surplus for the first time in many years. The modest personnel cost increase came from rising employee benefit costs.

### Collection Statistics 2006

Books received:	1645
Books recycled:	1171
New titles added:	494
Catalog records deleted:	483

## KING COUNTY LAW LIBRARY 2006 SYSTEM INCOME AND EXPENDITURES

<b>SYSTEM INCOME</b>	2006 Budget	2006 Actual	2007 Budget
Civil Filing Fees	822,821.00	852,858.55	868,016.00
Fee-Based Services	36,750.00	38,154.32	39,750.00
Other Income	337,800.00	321,451.37	341,640.00
<b>SYSTEM SUBTOTAL</b>	<b>1,197,371.00</b>	<b>1,212,464.24</b>	<b>1,249,406.00</b>
<b>SYSTEM EXPENDITURES</b>	2006 Budget	2006 Actual	2007 Budget
<b>Books and Periodicals</b>			
Seattle	469,301.00	465,103.53	513,539.00
Kent	39,108.00	38,740.45	42,869.50
<b>Operating</b>			
Seattle	71,220.00	67,466.05	65,050.00
Kent	14,489.00	13,439.57	12,899.00
<b>Personnel</b>			
Seattle	504,207.45	503,807.33	546,495.62
Kent	80,703.00	80,703.00	87,571.50
<b>Capital</b>			
Seattle	12,500.00	11,213.64	21,000.00
Kent	2,000.00	3,378.00	2,500.00
<b>SYSTEM SUBTOTAL</b>	<b>1,193,528.45</b>	<b>1,183,851.57</b>	<b>1,291,924.62</b>
<b>Total System Income</b>	<b>1,197,371.00</b>	<b>1,212,464.24</b>	<b>1,249,406.00</b>
<b>Total System Expenditures</b>	<b>1,193,528.45</b>	<b>1,183,851.57</b>	<b>1,291,924.62</b>
<b>System Balance</b>	<b>3,842.55</b>	<b>28,612.67</b>	<b>(42,518.62)</b>
<b>Ending Cash Plus Investments</b>			
12/31/2005	384,078.61		
12/31/2006	413,757.45		

## 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  
Washington Library Association  
Washington Association of County Law Libraries  
Statewide Website Advisory Group

## AALL Committee Work:

AALL Fair Business Practices Guide Task Force  
AALL Government Relations Committee  
AALL Annual Meeting Planning Committee  
Research Instruction & Patron Services SIS (RIPS)  
Education Committee  
State Court County Special Interest Section (SCCLL):  
Awards Committee  
Newsletter Committee, Chair  
Secretary/Treasurer  
Technology Committee  
Webmaster

## Additional Committee Work:

Highline Paralegal Advisory Committee  
Law Librarians of Puget Sound (LLOPS)  
Articles of Incorporation and Bylaws Committee  
Internet Special Interest Section  
Newsletter Layout Editor  
Outreach Committee  
Professional Development Committee  
Program Committee  
King County  
RJC Interdepartmental Workgroup  
Pro Se Family Law Workgroup  
King County Bar Association (KCBA) Legislative 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  
WestPac Grants Committee

## Program Presentations:

University of Washington Law Librarianship  
Program  
“Technical Services in a County Law Library”  
University of Washington Information School  
Panel on Libraries and Acquisitions  
Bridge the Gap 2006  
AALL Annual Meeting  
“The Virtual Frontier: Developing and Delivering  
Training Using Web Meeting Software”  
Legislative Advocacy Workshop  
Highline Community College Paralegal Program  
“Skip Tracing”  
WestPac Annual Meeting  
“Web-based Legal Research Instruction: Does  
It Work?”

## Attendance at:

AALL Annual Meeting  
LLOPS Spring Workshop  
Membership Subscription Law Libraries  
Roundtable  
WestPac  
Disaster Planning & Protecting Library  
Collections: Emergency Preparedness,  
Response & Recovery  
OCLC Western Members meeting  
Demystifying Mold  
Seattle Alliance for Response Forum

## Publications in:

*King County Bar Bulletin*  
*LLOPSCited*

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

Marcus Hochstetler  
Library Director

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 2006, we highlighted the following initiatives for attention in 2007:

- strengthen lines of communication with core library user populations
- participate in the development of a state wide 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 new logo as part of our public outreach plan to help people recognize it
- develop new services and programs to enhance the Library's ability to serve the needs of its patrons including the addition of pod casts and orientation materials
- 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.