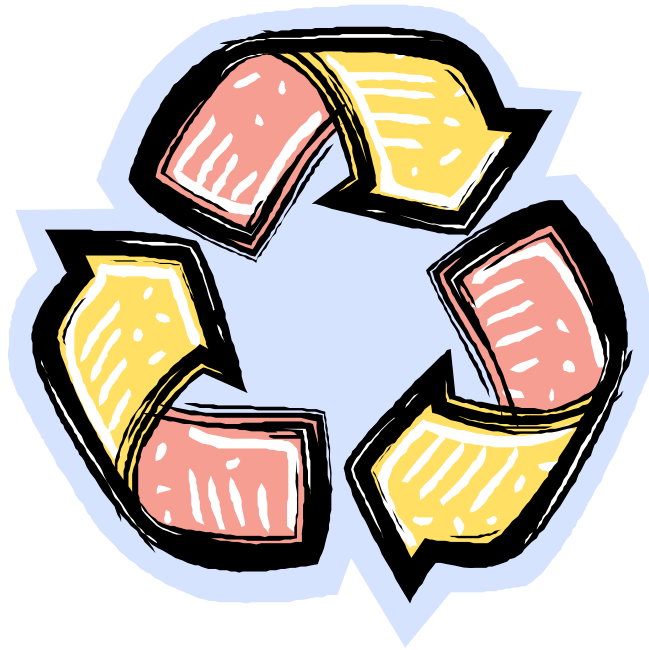


# *Changes Within for Evolving Needs*



**King County Law Library  
2007 Annual Report**

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## Executive Summary

2007 is the second year in which the civil filing fee is set at \$20.00 for superior court and \$7.00 for district court. The number of overall filings continues to bring in increased income. With this level of funding, the library staff is able to maintain the current collection without the need for drastic cuts as in past years. We are able to add to the reserve fund which guard the library against future economic downturns. Even with the increased funding we are aware of the structural gap which exists with steady 12-15% annual increases in legal publisher pricing and general economic pressures, bringing new challenges in the future.

While no external events demanded a call to action, the staff continue to improve service internally and enact changes with lasting effect. The creation of the *Legal Eagle Collection* brings a lighter side of the law for patrons to enjoy. Moving the public computers from the Legal Resource Training Center into the main part of the library space in Seattle allows for easier access to our online resources. Continuing development of the research guides on our website expands the information which patrons can access from home. Enhancing services, enriching the collection, and engaging our patrons with new opportunities for legal research will continue to occupy our energies in the coming year.

Marcus Hochstetler  
Director, King County Law Library



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# Welcome from the Board

It is my pleasure to present the 2007 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 Maleng 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.

## 2007 Annual Report Theme

*"Changes Within for Evolving Needs"* is the theme of the Library's 2007 Annual Report. Several internal changes in the library affected how the public interacts with the information provided for them. These changes include accepting credit cards for purchases, moving public computers into the open, adding a legal video collection and hosting an additional session of the King County Bar Association's Housing Justice Project.

## Highlights

Highlights of the year profiled in this report include our continued monthly podcasts titled *"KCLL's SideBar"* and the increasing use of our virtual services through our website, online chat and answers submitted via e-mail. Use of the Library's 28 topical research guides is responsible for nearly 60% of the visits to our website. This focus on enhanced content in our "virtual" branch led to the creation of our first online tutorial for those who may face challenges in accessing information online. The staff will continue to expand these tutorials to cover more topics in the coming year.

*"Several internal changes in the library affected how the public interacts with the information provided for them."*

## Behind the Scenes

The Library continued the operation to expand its services to the public by adding 15 hours of available computing time to the work week. The staff moved 5 public computers out of the Legal Resource Training Center and into the main part of the Seattle Library. This provided 5 more computers for use during the first and last hour of each weekday and on Saturdays.

## 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 escalating costs in the legal publishing world. 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.

Judge Ronald Kessler, Chair

### **2007 Board of Trustees**

The Honorable Ronald Kessler, Chair  
Nancy Talner, Esq., Vice-chair  
The Honorable James L. Cayce  
James L. Brewer, Esq., designee of Metropolitan County Council Chair Larry Phillips  
John Cary, Esq.

### **New Board Members:**

The Honorable James Cayce in place of The Honorable Catherine Shaffer – January 2007

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 once 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 *Changing Within for Evolving Needs*. 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. After serving for two years as a member and two as Chair, Judge Catherine Shaffer chose to move on to other worthy endeavors. We are pleased to welcome Judge James Cayce to the Board.

### **Public Outreach**

The Board supported the library staff in their activities to reorganize the physical space in the law library to accommodate more public computers for general use. They continued to support the library's goal of meeting the research needs of the Library's constituents. With staff leadership and coordination, the Board approved the addition of a legal video collection to the library.

### **Financial and Legislative Strategies**

For the 2007 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 \$145,480.00. The Board did not need to approve cuts to Seattle Library collection as in previous years due to the increased revenue in 2007.

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.

### King County Bar Association's Housing Justice Project Adds More Hours

The Housing Justice Project added a Wednesday evening session to the already popular Monday session in 2007. "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."

### Legal Eagle Debut

June 1, 2007 saw our debut of King County Law Library's "Legal Eagle" DVD collection. This collection is a combination of movies, television shows, and documentaries written by lawyers, about lawyers, the law, or the legal community. This includes classics, such as To Kill a Mockingbird, as well as contemporary movies and television shows such as Angel. We have included movies featuring actors that are old favorites such as Cary Grant and Joan Fontaine and contemporary actors like Johnny Depp and Reese Witherspoon. Participation in our "Legal Eagle" program requires an annual membership of just \$30 per year (\$20 for current library subscribers). This membership allows the subscriber to check out up to 3 DVDs at one time for up to one week. This service is certainly a change from the traditional services provided by public law libraries.

### Public PC Changes

Prior to 2007, we used a third-party software product called *Deep Freeze* and a complicated set of custom XP policy settings to lock down our public computers. While this worked, it was cumbersome to manage and didn't give our patrons the freedom they often needed to use our computers efficiently. To remedy this, we began testing a free security product from Microsoft called the *Shared Computer Toolkit* (SCT). As the name implies, the SCT gives computer administrators who control shared or public computers a set of software tools to improve security and expand functionality. When Microsoft re-released the SCT as *Windows SteadyState* with an improved interface and even better tools, we shifted our testing to that product. Our testing proved that we could replace our old custom XP policy settings with the restrictions built into *SteadyState* and secure the computers better while providing expanded functionality for our patrons. By the end of 2007, we had reconfigured all of our public PCs to use a combination of *Deep Freeze* and *SteadyState*.

While we were testing the SCT and *SteadyState*, we also decided to revisit the physical placement of the public computers in the Seattle library. When we reopened the Seattle library after the seismic retrofit, we placed 5 public computers in the new carrels near the Reference Desk and returned 6 public computers to the LRTC. While this made it easy to host our Internet research classes, patrons were confused because our public computers were split between two locations. The staff was also finding it increasingly difficult to monitor computers that were not immediately visible from our reference area. Eventually, we decided to move all of our public computers out to the new carrels. We timed the move with the installation of *SteadyState* and a hardware upgrade so that by the end of 2007, we had completely revamped the software, hardware and location set up of all of our public PCs. The changes have made the equipment easier to manage and easier to use. Early analysis of logon statistics also demonstrates the use of these devices has nearly doubled. Since we emptied the LRTC of all of its original computers, we planned to purchase 6 new laptops to use exclusively for classroom training in 2008.

### **KCLL's SideBar Podcast**

Although the King County Law Library started podcasting in 2006, we only began to become proficient in 2007. We added more interviews with fascinating individuals, guides to the law on different issues, and more segments that entertain. The podcasts constantly evolve, with plans to add screen cast tutorials using our new Captivate software. The 2007 podcasts include such favorites as an interview with a divorce lawyer, an attorney who does Civil War re-enacting, a guide to alternative dispute resolution, how to choose a lawyer, and more. Our movie critic corner, "The Reel Verdict," and our beer moments were highlights of the entertainment portion of the podcasts. The Library will continue to improve the podcast offerings in the next year.

### **Training Everyone in 2007**

We continue to change and expand our training offerings in order to best serve our patrons. During 2007, the Library provided training for using electronic resources such as Westlaw and Lexis, Internet Resources for Skip tracing, and Legal Research for the Non-Attorney. In addition, the reference services librarians adapted our training classes to provide Continuing Legal Education programs for the National Business Institute, training for paralegals and legal assistants, the Bridge the Gap program for summer associates, and programs for our professional organizations, both nationally and regionally. Two of our staff, including the Library Director, participated in the Law Librarians of Puget Sound Fall Professional Development.

### **Question Point Growth and Changes**

The King County Law Library participates in the Question Point email and chat service. We cooperate with the Washington State Law Library to provide chat services between the hours of 10 AM and 4 PM. This service is becoming more popular with our patrons, as they can send the Library an email question at any hour of the day or night and we will answer it the next business day. If a patron is on the Internet during our chat hours they can contact us immediately. The cooperative network is expanding in 2008 to include service from the Pierce County Law Library staff for expanded coverage at the end of the day. The number of questions continues to grow, with more public libraries around the state referring questions to our service. During 2007, we answered over 850 questions via email and chat.

### **New Training Software Makes Training "Movies"**

One of our constant training challenges is supporting a variety of courses with a small training staff. We also serve an audience with widely divergent skills, making it difficult to create courses that match everyone's abilities. In 2007, we purchased licenses for Adobe's *Captivate* software to help us address these issues. As its name implies, *Captivate* enables us to record, or "capture" computer sessions in real time and turn them into self-guided training modules. With it, we can demonstrate how to use a particular web site or a particular software program and preserve the demonstration in an AV format that can then be viewed via CD-ROM or over the Internet. *Captivate* enables us to join PowerPoint slides, short videos, captured computer routines and on-screen text into seamless, virtual training sessions.

### EOS.Web Transition



In late 2006 we renegotiated our contract with EOS International, the vendor from whom we purchase our library automation software, and as a result migrated from their legacy product, Q Series, to their latest web-hosted product, EOS.Web. Throughout 2007, we learned the ins and outs of the new product and began the lengthy task of re-tooling the custom *Crystal Reports* and Microsoft Access files we had created for Q Series for use with EOS.Web. In most cases, this meant completely overhauling the file structure and re-creating all of the links that tied EOS data to our inhouse databases.

Despite the amount of work involved in this overhaul, the migration to EOS.Web was a positive step in many ways. Through EOS.Web, our OPAC now displays current data. By shifting to a product hosted completely by EOS International from their offices in Carlsbad, California, we were able to shift the cost and responsibility of maintaining our SQL Server as well as the associated software and hardware maintenance tasks. Recognizing that we are one of a small number of their clients who make heavy demands on the software's reporting and data management functions, EOS International invited us to become Beta testers for the product's newest module, ReportWriter.

### Staff In-Service

As the needs and services of patrons continue to change and as the body of law takes on new nuances, the KCLL staff closed both libraries for an in-service day. Susan Murgatroyd from the King County Family Law Facilitator's Office spoke to the staff, describing the services that they provide. Tammy Harris from Safety & Claims Management, Human Resources Department spoke about dealing with workplace violence. In the afternoon the staff reviewed reference questions and techniques and discussed the logistics of moving the public personal computers from the Legal Research and Training Center to the carrels in the open area of the library.

### Color Copier

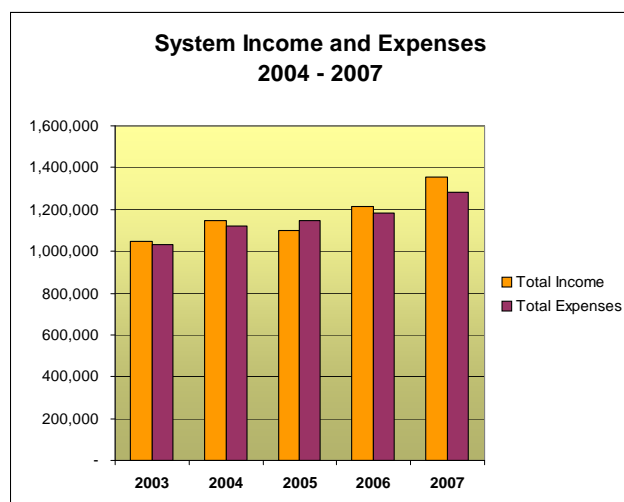
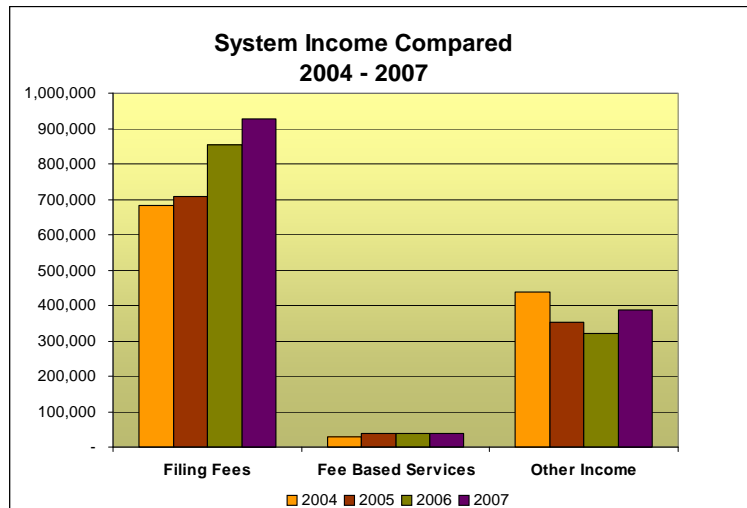
In the summer of 2007, we welcomed our newest technology addition: a Konica Bizhub color copier! The arrival of the color copier means that, for the first time, we can quickly and easily print all of our brochures and class handouts double-sided and in color. The new machine also supports large formats and heavy stock so we can do almost all of our advertising and promotional printing in-house. We also offer color copies for the public at \$.60 per page.

### KCLL Accepts Credit Cards

Recognizing that the use of credit and debit cards is not only an accepted but expected means of handling business transactions, we contracted with King County, Key Bank and NOVA to enable both of our branches to accept VISA and MasterCard payments for all in-person transactions of \$5.00 or more. In 2007, we accepted over \$3,400 in credit or debit card payments. While the Library does incur use fees for this service, we believe the added convenience has encouraged patrons to purchase library services - such as enrolling in the Subscriber Program - that they would not have if they would have had to pay by cash or check.

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

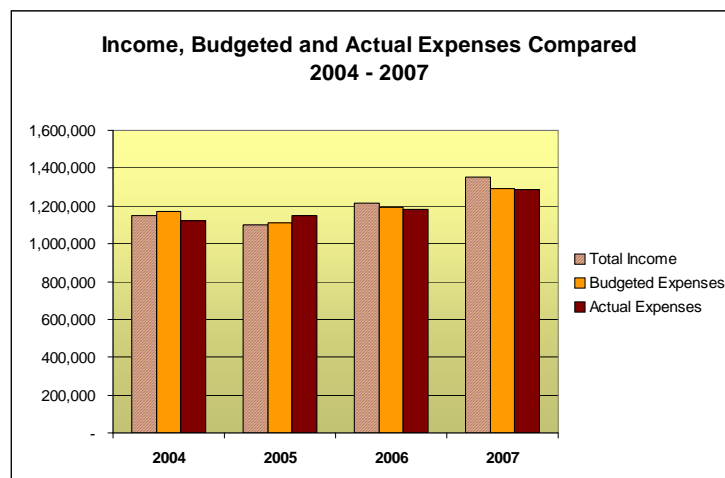
The primary source of funding for our Library comes from a share of the civil filing fee. The library receives \$20.00 from Superior Court filings and \$7.00 from District Court filings. Civil filing fees in Superior and District Court provide the largest part of the Library's revenue stream and showed continued increases over the revenue in 2006. The library avoided a deficit for the second time in as many years. The modest personnel cost increase came from rising employee benefit costs.



The increases enabled the Library to purchase some much needed replacement staff computers and continue to avoid major cuts to the collection. The Library monitors costs to preserve a reserve fund that acts as a hedge against inflation and provides a buffer to sustain the Library if future needs dictate budget reductions.

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 2006 to 2007 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.

Finally, in 1997 King County made a policy decision to regionalize justice services through the establishment of the Kent Maleng Regional Justice Center with courts, judicial administration, prosecutors, police, detention, licensing, and a Law Library. Each year since this time, we make a request to receive an allocation from the County's current expense budget to support the operation of the Maleng Regional Justice Center Library. For the 2007 budget cycle, the amount allocated for the MRJC reflects a \$9,180.00 increase from the 2006 level of support.



## Budget Category Comparison 2006 - 2007

<i>Income</i>	<u>2006</u>	<u>+/-</u>	<u>2007</u>
Civil Filing Fees	852,859	+9	927,218
Fee Based Services	38,154	-4	36,719
Other Income	185,151	+31	243,292
CX Funds	136,300	+7	145,840
<b>TOTAL</b>	<b>1,212,464</b>	<b>+12</b>	<b>1,352,709</b>
<b>Expenditures</b>			
Books\Periodicals	503,844	+10	555,953
Operating	80,906	-11	71,966
Personnel	584,510	+8	633,371
Capital	14,591	+55	22,573
<b>TOTAL</b>	<b>1,183,851</b>	<b>+8</b>	<b>1,283,863</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.

## Collection Statistics 2007

Books received:	1703
Books recycled:	1466
New titles added:	995
Catalog records deleted:	404

## KING COUNTY LAW LIBRARY 2007 SYSTEM INCOME AND EXPENDITURES

<b>SYSTEM INCOME</b>	2007 Budget	2007 Actual	2008 Budget
Civil Filing Fees	868,016.00	927,218.37	895,000.00
Fee-Based Services	39,750.00	36,718.66	35,900.00
Other Income	341,640.00	388,772.20	384,207.00
<b>SYSTEM SUBTOTAL</b>	<b>1,249,406.00</b>	<b>1,352,709.23</b>	<b>1,315,107.00</b>
<b>SYSTEM EXPENDITURES</b>	2007 Budget	2007 Actual	2008 Budget
<b>Books and Periodicals</b>			
Seattle	513,539.00	513,316.78	549,648.00
Kent	42,869.50	42,636.55	48,431.32
<b>Operating</b>			
Seattle	65,050.00	58,920.13	64,650.00
Kent	12,899.00	13,045.92	15,131.00
<b>Personnel</b>			
Seattle	546,495.62	545,799.95	574,859.59
Kent	87,571.50	87,571.50	90,532.27
<b>Capital</b>			
Seattle	21,000.00	20,170.73	10,000.00
Kent	2,500.00	2,402.76	3,412.41
<b>SYSTEM SUBTOTAL</b>	<b>1,291,924.62</b>	<b>1,283,864.32</b>	<b>1,356,664.59</b>
<b>Total System Income</b>			
	1,249,406.00	1,352,709.23	1,315,107.00
<b>Total System Expenditures</b>			
	1,291,924.62	1,283,864.32	1,356,664.59
<b>System Balance</b>	<b>(42,518.62)</b>	<b>68,844.91</b>	<b>(41,557.59)</b>
<b>Ending Cash Plus Investments</b>			
12/31/2005	384,078.61		
12/31/2006	413,757.45		
12/31/2007	486,886.16		

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# Staff Development

## 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

## Program Presentations:

Bridge the Gap 2007  
AALL Annual Meeting  
Legislative Advocacy Workshop  
Highline Community College Paralegal Program  
"Skip Tracing"  
National Business Institute - CLE  
"Internet Strategies for Legal Professionals"  
"The Internet Revolution: Savvy Research  
Strategies for Paralegals"

## AALL Committee Work:

AALL Fair Business Practices Guide Task Force  
AALL Continuing Professional Development  
AALL Annual Meeting Planning Committee  
State Court County Special Interest Section (SCCLL):  
Newsletter Committee, Chair  
Technology Committee  
Vice-Chair/Chair Elect

## Attendance at:

AALL Annual Meeting  
LLOPS Spring & Fall Workshops  
Membership Subscription Law Libraries  
Roundtable  
Internet Librarian Conference  
School for Scanning: The A-Z of Creating Digital  
Collections  
OCLC Western Members meeting

## Additional Committee Work:

Law Librarians of Puget Sound (LLOPS)  
Articles of Incorporation and Bylaws Committee  
Government Relations Committee  
Newsletter Layout Editor  
Outreach Committee  
Program Committee  
Vice-Chair/Chair-Elect  
King County  
MRJC Interdepartmental Workgroup  
Pro Se Family Law Workgroup  
King County Bar Association (KCBA) Legislative Committee  
Access to Justice Board  
Communications & Conference Planning Committees  
Renton Technical College Legal Secretary/Legal Assistant  
Advisory Committee, Chair

## Publications in:

*King County Bar Bulletin*  
*SCCLL News*

*"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 2007, we highlighted the following initiatives for attention in 2008:

- 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
- Develop new services and programs to enhance the Library's ability to serve the needs of its patrons including the addition of podcasts 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
- Create more online tutorials for the use of legal research materials on the Library's web site



Law Library staff members participate in a training session during the in-service day in September.