



Maleng Regional Justice Center
401 Fourth Avenue N.
Room 1N
Kent, WA 98032



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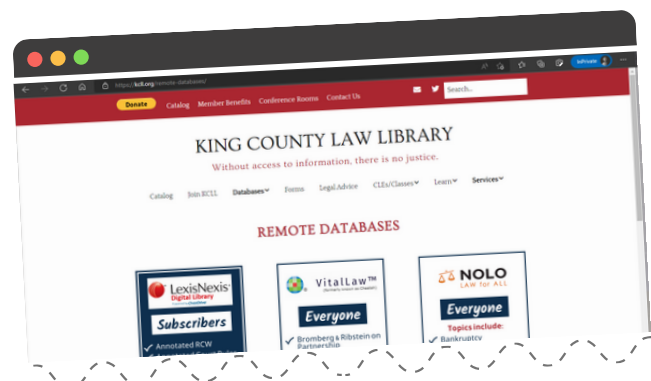


Letter from the Executive Director

The ongoing COVID-19 pandemic required continued observance of health and safety protocols for the first half of 2021 which meant library staff remained on remote work status. While the public had no physical access to law library space, the law library's collection and services remained open and available as remote access was greatly expanded. From the beginning of the pandemic closure in March of 2020, the law library ramped up remote access to services and resources to replicate almost all aspects of what we were able to offer our patrons in person.

Subscribers were able to take advantage of book checkout privileges via our curbside book checkout system, and remote eBook checkouts via Lexis Digital. Subscribers were also able to continue to enlist our Let Us Do Your Research Service. All patrons were afforded remote access to eBooks via our Wolter's Kluwer Cheetah/Vital Law, National Consumer Law Center, and Nolo Press databases.

In-person reference services were replicated with video chat reference and supplemented by a wide array of video content including the "What to Expect When..." & "How to..." series explaining new pandemic court procedures.





Letter (cont.)

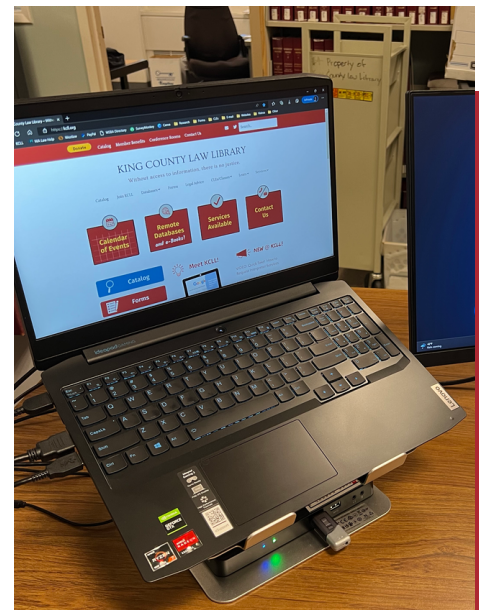
The law library also made it easier for patrons to access our self-help form packets. Prior to the pandemic, form packets were only available for purchase in print at the library. To enable remote access to these highly popular resources, we created an e-commerce platform for remote downloads.

Building on what we learned from our experience in quickly pivoting to remote operations, much of 2021 was spent envisioning the law library in the coming decade and adapting to the new normal of remote services and operations. Some of the highlights included:

Updating Equipment: Long Overdue Upgrades

New Laptops

Because of the precarious nature of a funding structure built on (often erratic) income from court filing fees, the law library, over the course of its history, has long relied on “hand me downs” from other departments for computers and other equipment. When the pandemic hit, staff computers were antiquated (almost a decade old) desktop systems. As the switch was made to remote work, several staff did not have reliable personal computers at home. A generous grant from the King County Law Library Foundation enabled the library to purchase 6 new laptop computers and docking stations to allow staff to effectively work from home or the office. Now that the library has reopened, the laptops have positioned staff to seamlessly do outreach projects in the community, such as the Self-represented Litigant Workshop series at the Seattle Public Library.

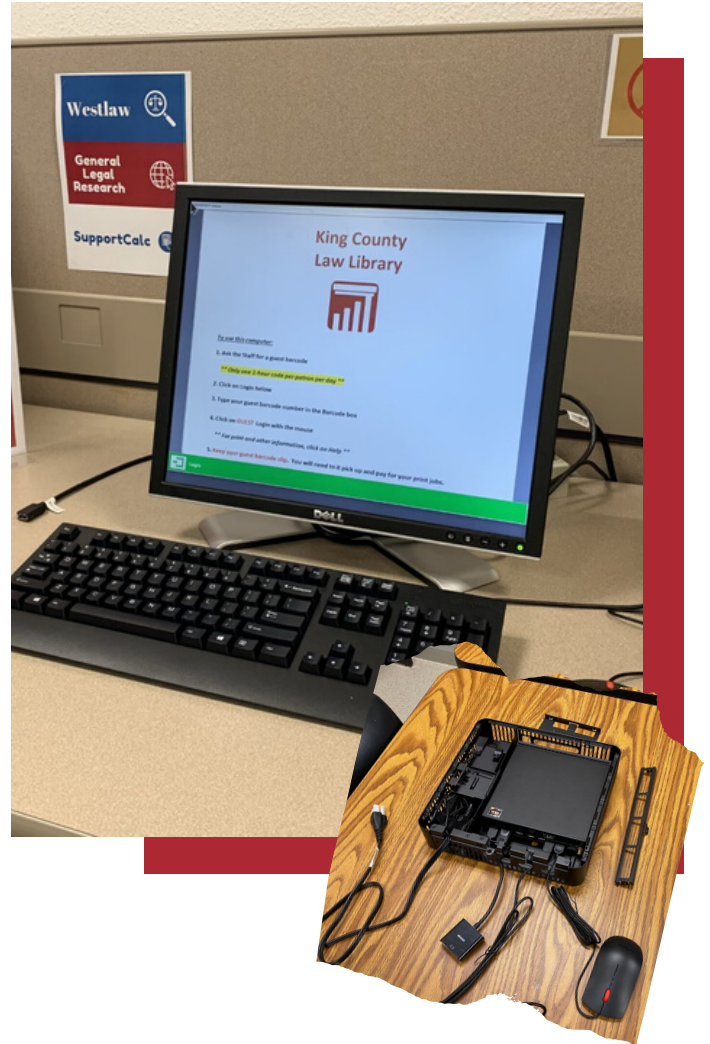




Letter (cont.)

Public Computer Replacement Project

In preparing to reopen, we realized that our computers available for public patrons were getting so old (close to two decades!) that they could no longer support necessary software updates. Once again, the King County Law Library Foundation came to the rescue with a sizeable grant allowing us to replace the 15 public patron computers and an additional 6 public services related computers that facilitate reference services, printing, and database management. The KCLL Foundation grant was supplemented by a grant from the American Rescue Plan Act.



Upgrading Website

Website Service Platform Upgrade

Our website was also feeling its age. We did a major overhaul of the look and feel of the website to better accommodate resource discovery for our remote users. We also began adding significantly more content such as videos and interactive infographics. As our content became more sophisticated, our service platform was unable to keep pace. An upgrade to a more robust service platform was required. The cost quadrupled but was a necessary expense as we transition to permanent enhancements to our remote outreach and services model.



Letter (cont.)

Updating Policies and Procedures

Marketing and Outreach Protocol

Prior to the pandemic, the bulk of our outreach was done in-person through law library signage, word of mouth advertising, and intra-building referrals from other courthouse agencies. With the switch to remote operations, we developed a press release protocol to advertise our programs and resources to our existing users and the wider community. We used best practices of other county law libraries to create a protocol to effectively disseminate law library news both to in-house and remote users.



Collection Development

As our service model changed from prioritizing remotely accessible digital materials over print materials, our collection development policy became outmoded. Our technical services librarian redrafted our policy to conform with the new normal of post-pandemic law library operations.





Letter (cont.)

Expanding Outreach

Partnership to Facilitate Hearings Access

The Housing Justice Project received a CARES act grant to purchase laptops to facilitate attendance at remote hearings for litigants without access to adequate technology. The law library worked with HJP to provide private conference room space for people using HJP's computers. This partnership nicely solved the dilemma of HJP having computers but no private space and the law library's ability to accommodate private space to attend hearings but lacking laptops. Win-win

Partnering with the Clerk's Office – Workshops & Outreach

The law library is partnering with the King County Superior Court Clerk's office to present workshops for subject areas that the Clerk's office staff encounter most frequently. Our Outreach Services Librarian organizes the webinars, sometimes teaching them himself but more often recruiting an attorney or other legal services provider to co-teach. He runs 2-3 online workshops per month with very high attendance numbers and very positive attendee feedback. Marketing through the Clerk's Alerts email push has allowed us to engage with a whole new audience.





Letter (cont.)

Expanding & Reimagining the Collection

Expanded Database Content

We added new Wolters Kluwer content to expand the portion of our eBook collection available to the general public. With their eBook subscription, Wolters Kluwer (formerly Aspen) offers access to their VitalLaw (formerly Cheetah) platform and unlimited remote use, making it feasible to allow multiple users simultaneous access to the same content. We also licensed EZ-proxy to have a secure method for our patrons to log into our remote content. This functions very similarly to the Seattle Public Library and King County Library System remote database log in methods.

We also significantly expanded our Lexis Digital eBook holdings including many seminal treatises to help fill subject matter gaps in the collection. An exciting new addition is the WSBA Deskbook series. The WSBA is partnering with Lexis to publish both the print and eBook versions of the WSBA Deskbook series. Offering remote access to the WSBA deskbooks to our subscribers has been on our wish list for many years.



Rebuilding the Print Collection

With the migration of much of the collection to digital content we are being mindful of how we rebuild the print collection post-COVID. Wolters Kluwer offers a 90% discount for print copies of the eBooks to which we subscribe. Similarly, Lexis Nexis offers a free print copy of each treatise we subscribe to in digital format. We are taking advantage of these offers to update and expand our print holdings in a very cost-effective manner.

These are a few of the major highlights of 2021. Like the Phoenix, as we rise from the ashes of the COVID closure and permanent disruption of our service model, we find ourselves, in many ways, stronger for having lived through the experience.



Collection Update



406
Volumes
Added

38,868
Titles

12
Volumes
Lost

323
Volumes
Removed

Top 5:

- 1 WA Prac - Evidence Law & Practice
- 2 Annotated Statutes
- 3 WA Prac - Criminal Practice & Proc.
- 4 WA Prac - Criminal Law & Sentencing
- 5 WA Prac - Family & Community Prop.



Financial Report

INCOME

Filing Fees	\$606,372
Fee-Based Services	\$55,201
Other Income	\$419,334
TOTAL	\$1,080,907

EXPENDITURES – SEATTLE

Books & Periodicals	\$185,303
Operating	\$58,563
Payroll/Benefits	\$471,795
Capital	\$0
TOTAL	\$715,661

EXPENDITURES – KENT

Books & Periodicals	\$23,038
Operating	\$13,903
Payroll/Benefits	\$157,243
Capital	\$0
TOTAL	\$194,184

Board of Trustees

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