2019 Annual Report

KING COUNTY LAW LIBRARY

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Letter from the Executive Director

BARBARA ENGSTROM

With the ground work laid from extensive changes regarding the physical space, the collection, and the financial operations in 2017 and 2018, 2019 was a year of building on our efforts. The renovation and repurposing of underused spaces brought in **significant new conference room revenue**, reconsideration of the purpose and use of the collection led to **expanded digital access** and **long range stability in print pricing,** and work on right sizing staffing and operations led to an **improved outlook for financial operations.** To cap it all off, the law library was awarded **national recognition for our Self-Represented Litigant Workshop series.**

One of the most popular changes that occurred in 2019 was the decision by the law library's Board of Trustees to revert to our **original name**, the King County Law Library. Both longtime patrons and new users found the moniker, the Public Law Library of King County, difficult to adapt to. The name also led to brand confusion with the public library system of King County. A surprising number of patrons reached out to express their appreciation for the reversion back to the original name.

Over the last few decades, the primary patron base has flipped from primarily attorneys to pro ses. A goal of the law library over the past three years has been to **recapture the attorney users.** Because of initiatives to get more attorneys in the law library such as increasing the number of Westlaw terminals in both Seattle and Kent, upgrading the Westlaw subscription to include the entirety of their content, holding deeply discounted CLEs during the noon hour, and increasing the availability and ease of use of conference room reservations, 2019 saw the first uptick in attorney reference interactions in several years.

We also **increased services to our pro se patrons.** We continued to expand the content of our Self-Represented Litigant Workshop series by creating additional advanced civil procedure classes and a four part family law workshop along with several single subject programs. We also expanded the reach of our workshops to several additional public library locations around the county. In recognition of our outreach efforts for those having to represent themselves in lawsuits, the King County Law Library was **awarded the inaugural Excellence in Community Engagement Award** from the American Association of Law Libraries. This is a highly selective award and was our proudest achievement of 2019.

2019 Highlights

NEW OLD NAME

Since its inception in 1919, the law library was known for most of its history as the King County Law Library. As part of a rebranding effort in 2010, the name was changed to the Public Law Library of King County. Over the last decade it was discovered that contrary to the rebranding intent, library patrons found the new name hard to pronounce and it generated brand confusion with the public libraries of the King County Library System. As the law library momentum for outreach picked up steam in 2019, it became imperative that our name be simple, concise, and unique to our library. With the approach of law library's 100th anniversary, the law library's board of trustees saw an opportune time to revert back to the original and well loved name. The change brought much positive feedback from the law library community both in King County and beyond.

ENHANCED WESTLAW ACCESS

Access to Westlaw is an important part of the law library service model for both attorneys and pro se litigants. We examined our acquisitions budget and usage statistics and determined that resources allocated to additional Westlaw terminals would be well spent. We added one terminal in each branch bringing the Seattle total to three and the Kent total to two. The additional terminals have been well received and heavily used.

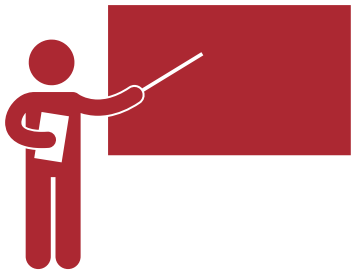
DIGITAL ARCHIVES

The law library has never had an organized archiving system and has not retained much in the way of historical documents or physical objects. With the approach of the 100th anniversary, technical services librarian, **Tamara Hayes,** saw a need to remedy this and created an archive for the law library. Tamara gathered what little we have in our files and researched the historical KCBA Bar Bulletin and the King County Archives to find information pertaining to the law library. She also developed archive guidelines to shepherd the process as we go forward. The archives help us to capture and retain the institutional knowledge of the law library and will be a great source of historical ephemera as we begin planning our centenary celebration.

2019 Highlights

(CONTINUED)

EXPANDED SELF-REPRESENTED LITIGANT RESOURCES



Building on the success of our initial 90 minute workshop *Civil Lawsuits Without Tears*, which introduces pro se's to the basics of civil procedure and court rules, and the advanced workshop, *The Nuts and Bolts of Motions*, volunteer attorney, **Jeff Cowan** developed 2 additional advanced workshops: *Exploring Pretrial Discovery* and *Examining Evidence*. We also partnered with legal technicians **Jennifer Ortega** and **Sarah Bove** to create a four part family law series.

Outreach Services Attorney **Stephen Seely** was instrumental in shaping and facilitating the presentation of this new complement of workshops.

In addition to the workshops, the law library has ventured into producing video content for self-represented litigants. Working in partnership with the **Seattle University School of Law**, Educational Technology Librarian **Sean Powers** created a video to walk pro ses through service of process. https://kcll.org/videos/#CivilProcedure

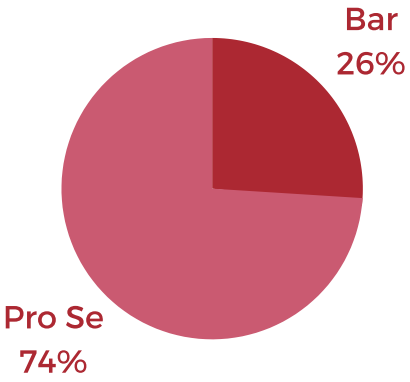
AALL EXCELLENCE IN COMMUNITY ENGAGEMENT AWARD

In April we were pleased to discover that the law library had won the American Association of Law Library's (AALL) Excellence in Community Engagement Award. AALL is the major professional organization for law libraries and this award has national scope.

2019 was the inaugural year for the Excellence in Community Engagement award and there were more nominations than any for any other award in the history of AALL. Needless to say, we are incredibly pleased that all of the hard work that we and our partners put into the SRL workshops was recognized with this prestigious award.

Reference Numbers

OUR PATRON INTERACTIONS AT A GLANCE

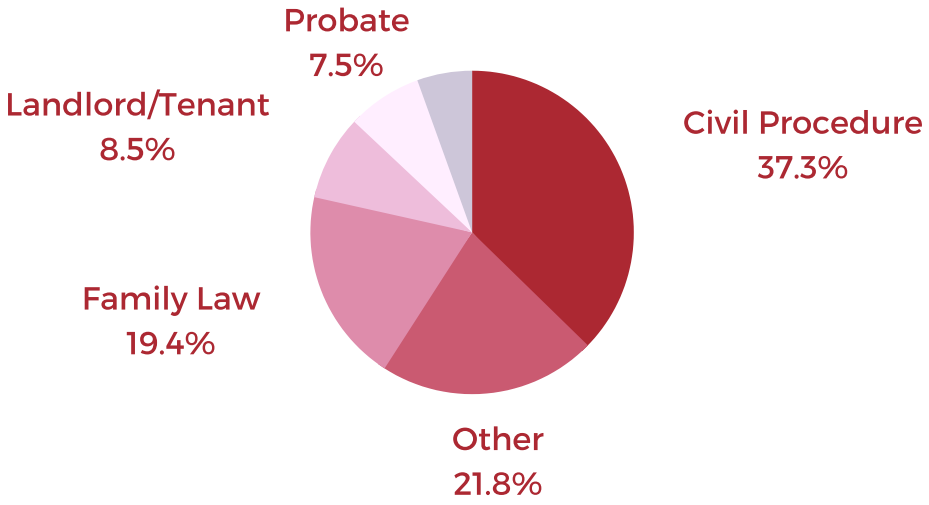


BREAKDOWN OF PATRONS

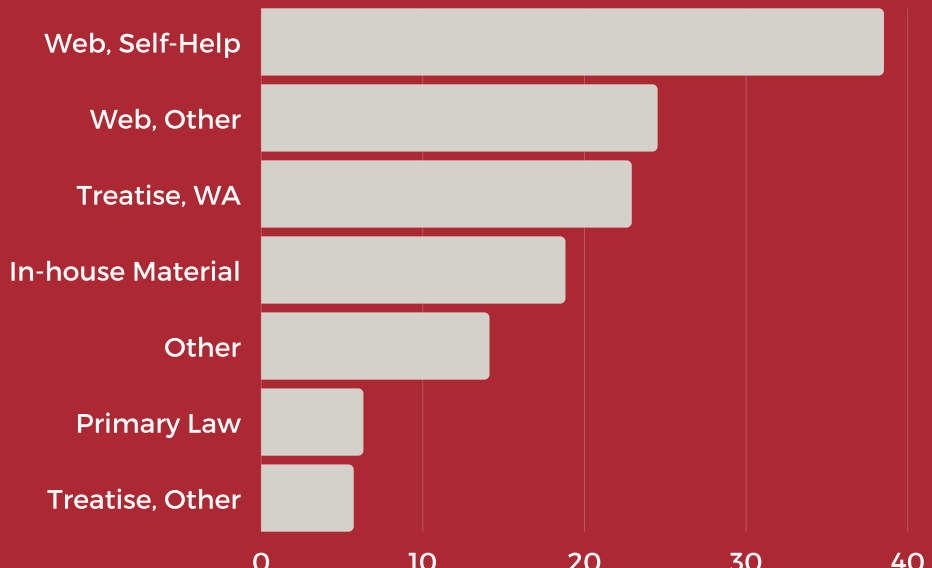
Interactions with Bar members made up a slightly larger percentage of our overall interactions compared to 2018.

QUESTION TYPES

A larger percentage of our reference questions concerned **civil procedure** in 2019. There was also a greater percentage of **landlord/tenant** inquiries.



RESOURCES USED (%)



25,535

Total Interactions with Patrons

4,716

Reference Questions Answered

The Collection

BOOKS BY THE NUMBERS

39,786
Number of titles

1,206
Volumes added

204
Volumes removed

97
Missing/lost

Top 5 Checked-out Titles

1. **Creditors' Remedies - Debtors' Relief** (WA Prac)
2. **Revised Code of Washington** (RCWA)
3. **Contract Law and Practice** (WA Prac)
4. **Rules Practice** (WA Prac)
5. **Courtroom Handbook on Evidence** (WA Prac)

CLEs and Classes

EDUCATION AT THE LIBRARY

SOME OF THE 17 CLASSES WE OFFERED:

"Copyright Basics"

"First Time Homebuyers: Keep it Simple"

"Settlement Guardian ad Litem - Tips From a Pro"

"E-Filing Basics"

"Making the Most of Casemaker and Fastcase"

"Introduction to Blockchain Technology and Cryptocurrency"

"Exploring A.I. and Legal Tech with ROSS Intelligence"

"Word to the Wise: Microsoft Word Skills for Legal Professionals"

"Privacy Basics"

"Health Benefits Under COBRA"

VARIETY IS THE SPICE OF LIFE

The Library hosted CLEs and classes on a wide variety of subjects, piquing interest with topics that went beyond the usual fare .

COLLABORATION IS KEY

In addition to our own classes, we reached out to a number of different presenters to teach at the Library. Partnering with well-regarded practitioners, academics and industry leaders helped to maintain our visibility in the legal community.

ON THE ROAD AGAIN

In an effort to "meet the customers where they are," the Library took one of its more popular CLEs on the road. Our in-house class on using Casemaker and Fastcase was taught at a downtown Seattle firm during lunchtime. With about a dozen attendees, the class proved to be a nice source of revenue and the outreach effort garnered a lot of positive feedback.

2019 Financial Report

INCOME

Filing Fees	$758,099
Fee-Based Services	$128,268
Other Income	$394,264
TOTAL	**$1,280,632**

EXPENDITURES - SEATTLE

Books & Periodicals	$377,339
Operating	$59,303
Payroll/Benefits	$466,878
Capital	$2,002
TOTAL	**$905,534**

EXPENDITURES - KENT

Books & Periodicals	$60,745
Operating	$14,725
Payroll/Benefits	$155,131
Capital	$0
TOTAL	**$230,603**

Board of Trustees

The Honorable Susan Amini, President

Miriam Gordon, Esq., Vice President

Joe Bringman, Esq.

The Honorable Averil Rothrock

Mike Hoover, Esq. (Designee of County Council Chair Joe McDermott) through February 2019

Kendall Moore, Esq. (Designee of County Council Chair Joe McDermott) beginning March 2019