



# ANNUAL REPORT 2018

# BACKGROUND



ON JULY 15, 1869,  
A HANDFUL OF BC  
LAWYERS GATHERED  
TOGETHER TO FORM A  
LAW SOCIETY, WHICH  
HAD AS ITS PRIMARY  
OBJECTIVE THE  
ESTABLISHMENT OF  
A LAW LIBRARY.

On July 15, 1869, a handful of BC lawyers gathered together to form a Law Society, which had as its primary objective the establishment of a law library. Courthouse Libraries BC (“CLBC”) over the years has grown to 29 branches located throughout the Province, and has now established a significant virtual presence that serves the legal community and general public whenever, and wherever, needed.

CLBC is a not-for-profit registered charity under the BC Societies Act and is funded primarily through major contributions from the Law Foundation of British Columbia, the Law Society of British Columbia, as well as through its own operational revenue. CLBC also receives project funding from the Notaries Foundation. The Ministry of Attorney General provides physical space for the library in 29 courthouses throughout the Province.

CLBC’s **mission** is to manage knowledge for justice in BC in collaboration with others, and we strive to meet this by providing the following **core services**:

1. **Providing information services:** connecting clients to legal information and services.
2. **Curating print and digital materials:** developing and maintaining legal information collections that meets our clients’ needs.
3. **Delivering training and outreach programs:** building the capacity of our clients to use legal information and services.

CLBC’s **strategic plan** guides the overall direction of the library by outlining objectives and activities intended to achieve four goals:

1. We continually identify and meet the legal information and service needs of our users.
2. We are a lead curator of legal information in BC.
3. We are a key part of a network that connects the public and the legal community to the legal resources and services they need.
4. We innovate, generating products, services, and approaches to curating, sharing and connecting legal information to keep up with a rapidly changing world.

Our highest priority is to use our expertise to deliver guidance, provide information and support access to justice in BC.

**“A LIBRARY OUTRANKS  
ANY OTHER ONE THING  
A COMMUNITY CAN DO  
TO BENEFIT ITS PEOPLE.  
IT IS A NEVER FAILING  
SPRING IN THE DESERT.”**

**ANDREW CARNEGIE**

# 2018 IN FOCUS



2018 was a year of growth for the CLBC. Demand for our services grew, and with it grew the library's capacity to meet the demand.

In response to calls for standardized business hours among our major branches, we extended hours in the Kamloops, Nanaimo and New Westminster locations, and hired and trained staff to address the additional load. Reporting indicated a 19% increase in client front-line information requests at those locations, which

was almost double the 10% average increase across all locations.

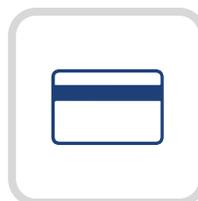
CLBC is committed to addressing the growing demand for legal information and services, and in 2018 we significantly increased investment in our print collection and added both resources and access capabilities to our online programs. We also requested and received funding to expand the Law Matters program, which serves BC's public libraries.

## 2018 SERVICE STATS



### Book-in-a-Box:

Serving over 40 remote communities in BC via Canada Post's Library Materials Services, demand for the Book-in-a-Box service increased 22% over 2017.



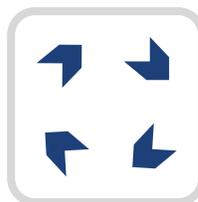
### Library card services:

Active card users remained steady in 2018, with an average of 750 unique users each quarter. Approximately 20% of those were new users.



### WiFi:

After a Q1 spike of almost 200% over 2017 usage, WiFi sessions at all branches eased slightly but remained strong at about a 150% increase to finish the year.



### Print circulation:

After a decline across all branches to mid 2017, print circulation saw a steady climb back to previous levels by the end of 2018.



### Public Access Computers (PAC):

Demand for PACs remained strong at all locations, and while upgrade roll-outs were slower than planned in 2018, work continues to bring all locations up to current computing standards.



### Front-line reference information requests:

Addressing client requests via 1-800 phone service, email and in-person, our front-line services saw significant growth, driven by increased operating hours and general client demand across all locations.

# DELIVERING ON THE MISSION

## PROVIDING INFORMATION SERVICES

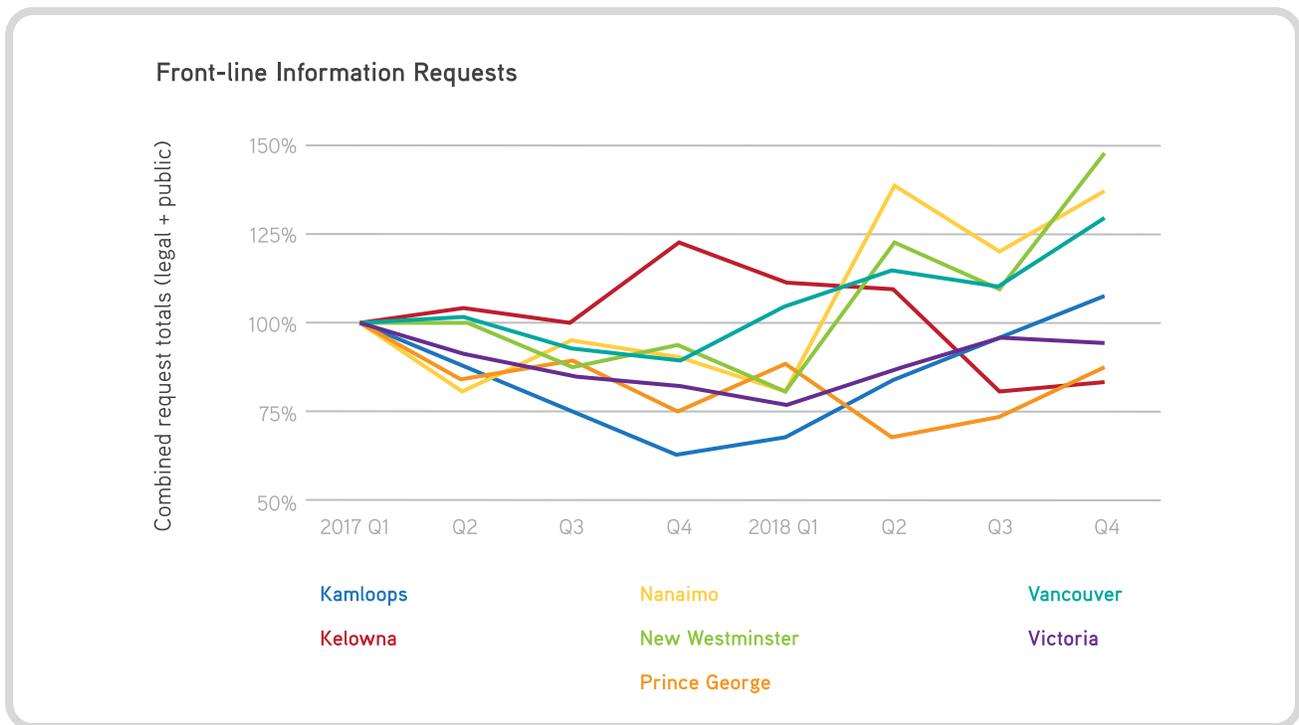
### In person

CLBC fields tens of thousands of front-line information requests each year from the public and from members of the legal profession. 2018 saw an increase in both the volume and the complexity of those requests, with three locations seeing more than a 25% increase in volume over the same periods in 2017.

The goal is to point users in the right direction for their legal information needs by directing them to the relevant online and print resources in CLBC's collection, and by making effective referrals. During our annual in depth survey of information services interactions, we found that staff spent 66% of their time helping clients with complex (42%) and quick reference (24%)

questions. This is consistent with previous surveys conducted over the last several years, and shows a consistently high percentage of staff time going towards high value service.

To improve our capacity to provide additional services, in 2018 the Kamloops, Nanaimo and New Westminster libraries extended their hours to align full-time service across our seven largest locations. Activities leading up to this included hiring new staff, developing and delivering a comprehensive training program, and communicating the extended hours to our clients. The increase in the number of clients we were able to serve in 2018 can be partially attributed to these additional hours.



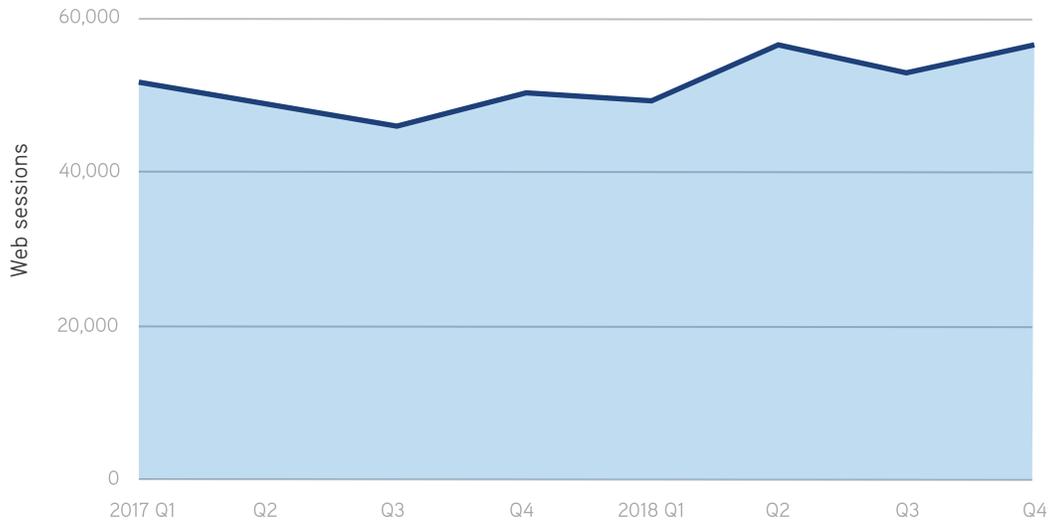
## Online

CLBC provides a variety of information services and repositories online, hosted across several web properties. The online homebase of the library is CourthouseLibrary.ca, which saw an increase in traffic in 2018 over 2017.

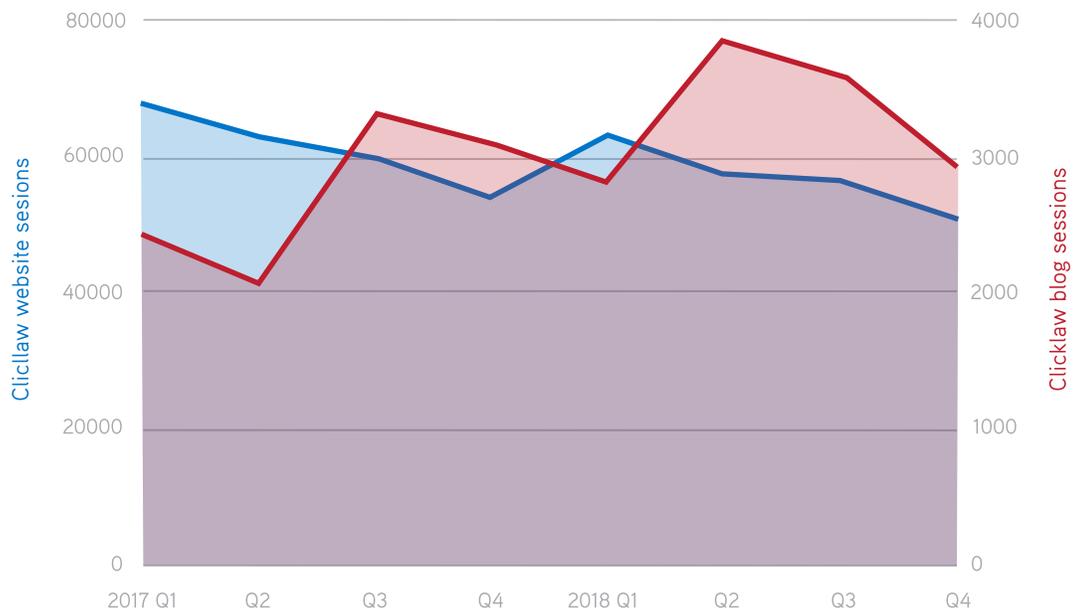
In 2018 CourthouseLibrary.ca evolved to a responsive design,

to better serve our growing number of mobile users. We also finished the Integrated Catalogue Project, which provides a more complete catalogue search, and we began work on an improved account registration and document delivery backend, in order to streamline the user experience.

### CourthouseLibrary.ca Web Traffic



### Clicklaw Website & Blog Sessions



In addition to the main site, CLBC curates and manages:

### **Clicklaw Wikibooks**

Clicklaw Wikibooks is a web-based publishing platform connecting public legal education and information providers (PLEI Providers) to almost half a million users annually. The platform's 27 publication titles saw 890,000 page views in 2018, an increase of more than 47% over 2017. Clicklaw Wikibooks successfully underwent a major site upgrade in 2018 to the latest release of MediaWiki, allowing it to better serve clients and publishers.

### **Lawbster.net**

Rebranded in 2018 from the generic "Online Community Platform," Lawbster.net continued to bring together lawyers to improve communication and access to practice resources.

### **Clicklaw.bc.ca**

Despite a slight overall decline in search traffic over 2017 numbers, Clicklaw saw a 51% increase through its paid channels due to staff's optimization efforts. Additionally, the Clicklaw Blog saw an increase of 17% in traffic in 2018 and staff continued to improve the site's performance and value to its active user base.

## **CURATING PRINT AND DIGITAL MATERIALS**

We purchased \$464,087 worth of new print materials over the course of 2018 to better serve client needs. This included new titles, new editions, and updated loose-leaf contents. Where possible, we hand down replaced contents to other branches to improve the currency of the recipient locations and of the overall CLBC print collection.

Print circulation in 2018 held steady at 2017 levels, and

the number of clients using the Book-in-a-Box service increased. While the number of active library card holders has decreased, there is still a consistent number of new library card applications each year, which demonstrates an ongoing demand for print resources. The subscription databases being accessed through the PACs have seen a slight increase on a whole, with CLE Online access increasing significantly.

## **DELIVERING TRAINING AND OUTREACH PROGRAMS**

CLBC provides training on the use of legal information tools and practice management skills, and works in partnership with subject matter experts to deliver training on substantive and procedural law. Training is aimed at the legal community, including lawyers, judges, law students, paralegals, legal advocates, community workers and public librarians.

CLBC worked with 14 organizational partners and 39 subject-matter experts to deliver a total of 58 training sessions in 2018.

The training is provided in a variety of ways, including in-person, via webinar and through on-demand videos, and covers an extensive range of topics important to BC

residents, including residential tenancy law, employment standards law, human rights law, bankruptcy and family law.

In 2018, the subject matter confidence ratings reported by our training participants increased by 46%, from an average of 2.6 to 3.8 (on a 5 point scale).

Our 28 branch locations give us a physical presence that spans the Province. Meeting rooms and other spaces in our facilities were booked 91 times in 2018 by a variety of law-related groups, including CBA BC sections, judges and judicial administrators, C-DAS, Mediate BC, Access Pro Bono, and many others. We welcomed close to one thousand individuals from third party groups in 2018.

**“PROBLEMS OF HUMAN  
BEHAVIOR STILL  
CONTINUE TO BAFFLE  
US, BUT AT LEAST IN  
THE LIBRARY WE HAVE  
THEM PROPERLY FILED.”**

**ANITA BROOKNER**

# FINANCIALS



	OPERATIONS	PROJECTS	TOTAL
<b>FUNDING SOURCES</b>			
Law Foundation of BC	1,837,544	216,701	2,054,245
Law Society of BC	1,939,599	-	1,939,599
Amortization of deferred capital contributions	243,871	-	243,871
Recognition of revenue from deferred contributions unspent	263,509	-	263,509
Operating Revenue	149,870	-	149,870
Project Funding Grants	-	52,279	52,279
<b>Total</b>	<b>4,434,393</b>	<b>268,980</b>	<b>4,703,373</b>
<b>EXPENDITURES</b>			
Staff	2,384,501	1,726	2,386,227
Information Sources	656,905	45,380	702,285
Operations	860,407	221,874	1,082,281
Amortization of Capital Assets	360,436	-	360,436
<b>Total</b>	<b>4,262,249</b>	<b>268,980</b>	<b>4,531,229</b>
<b>INFORMATION SOURCES EXPENDITURES</b>			
Print Resources*	(511)	45,380	44,869
Digital Resources	657,416	-	657,416
Other Expenditures	33,302	-	33,302
<b>Total</b>	<b>690,207</b>	<b>45,380</b>	<b>735,587</b>

\*does not include purchase of books considered capital assets, which was \$464,598 in 2018



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Courthouse Library Society**

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