

The cover features a large, overlapping composition of circles. A light blue circle is on the left, a dark red circle is on the right, and a dark blue circle is at the top right. A central circle contains a close-up of water droplets. Another circle below it shows a splash of water with many droplets. The text is positioned in the lower right area of the dark red circle.

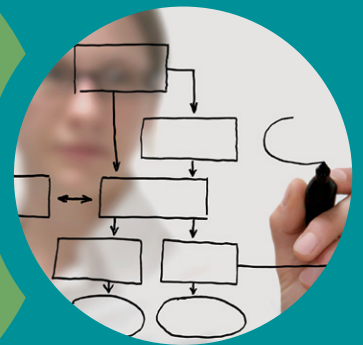

**COURTHOUSE
LIBRARIES | BC**

Annual Report 2012

Introduction.

Courthouse Libraries BC entered 2012 with significant momentum. Our 2011-2013 strategic plan focuses on four key areas: effective client service, financial stability, improving internal processes, and supporting the development of our team. As we execute the plan we are seeing positive developments across all of these matrices. We made advances during the past year with increased training offerings, a major computer system upgrade for our public terminals, revitalization of local branches, and additions to our digital collections that benefit a larger number of lawyers.

Following a governance review by our Board of Directors, our constitution and bylaws were passed at the June 2012 AGM. One outcome is a reduction in the number of directors from 12 to 7, and a reduction in the members of the society from 12 to 3. This reflects current trends in governance to move away from large stakeholder boards.



Success from Multiple Perspectives

CLIENT SERVICE



We added value beyond the courthouse walls with the "Lawyers' Reading Room", a collection of more than a thousand digital publications, ebooks, law journals and tools accessible to BC lawyers anywhere via the internet.

Our web team supported criminal law practitioners, a group heavily represented by small firms and solos throughout BC, by launching a web portal to meet their information needs.

We offered a greater number and variety of training events for lawyers. We nearly doubled the number of lawyers trained compared to 2011 and more than doubled the CPD hours lawyers received from us. We also doubled the training we provided other groups within the legal community (including law clerks, law students, paralegals, and legal advocates).

Assisting the public remains an important part of our

mandate. In 2012, questions from the public in our branches accounted for 43% of total information requests, and online our public-facing Clicklaw portal website saw a 45% increase in traffic.

We also launched Clicklaw Wikibooks to serve up digital legal information and printed books for the public using a cost-effective, collaborative approach.

FINANCIAL



A more equitable fee structure was introduced in January 2012, managing a more-or-less revenue neutral result while at the same time resolving certain complaints over fees.

We saved \$40,000 in 2012 by substituting stable electronic resource licences for print copies of certain materials in our branches.

We began implementing a new marketing plan with important themes and tactics for us to follow into 2013 in communicating our value to lawyers.

PEOPLE: LEARNING & GROWTH



A benchmarking staff engagement survey highlighted that staff are very supportive of the direction of the library, enjoy good

working relationships, and feel engaged and supported.

We established performance planning accounts for staff to enable them to take responsibility for their own

professional development, while piloting an internal staff-to-staff training program that increased confidence among staff using productivity and legal information tools.

INTERNAL PRACTICE & PROCESS



We piloted outsourcing our payroll, and identified a replacement for our outmoded Integrated Library System through an RFP process.

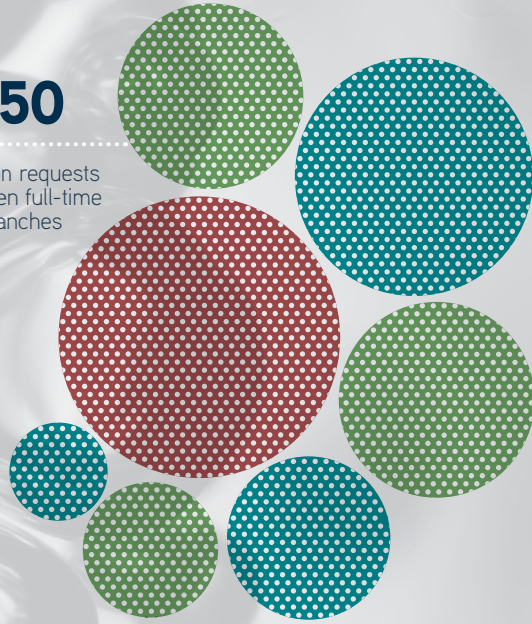
We have begun to see financial relief from our migration to digital sources of information, while at the same time increasing in absolute terms the

amount of resources we offer our clients, and while increasing the number of clients who can access this information.

Infographics.

45,550

Information requests in the seven full-time staffed branches



182

Information requests daily



4.4/5

Client feedback scores for overall performance in meeting clients' needs



4.9/5

Client feedback scores for staff's performance in meeting clients' needs



3,000

Texts changed from "in library use only" to circulating



\$40,000

In savings from replacing print titles with digital equivalents in 2012



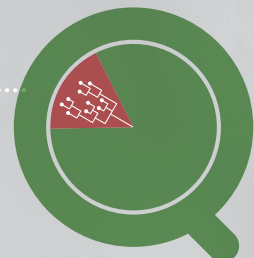
43

Percentage of legal information requests from the public

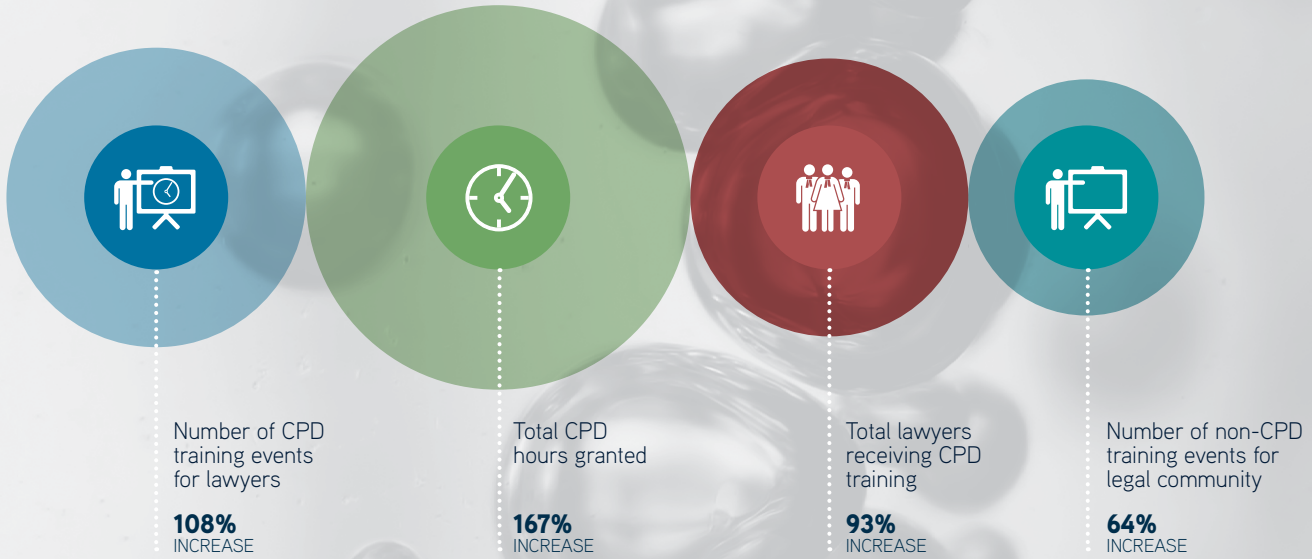


18

Percentage of complex questions

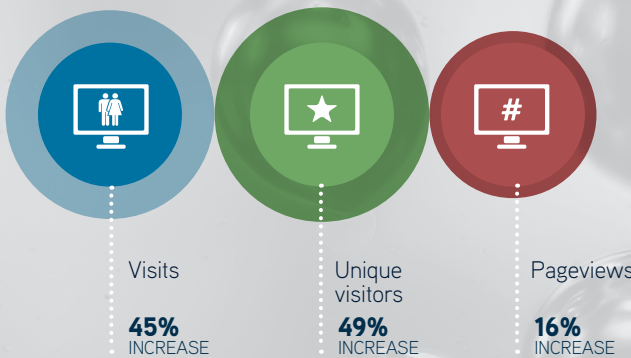


Training for the legal community:



Training for the legal community	2011	2012
Number of CPD training events for lawyers	26	54
Total CPD hours granted	307	821
Total lawyers receiving CPD training	307	594
Number of non-CPD training events for legal community (clerks, PLTC and law students, advocates, and paralegals)	11	18

Traffic to Clicklaw:



Traffic to Clicklaw	2011	2012
Visits	99,395	143,964
Unique visitors	75,500	112,329
Pageviews	322,821	375,725

Client Services.

In November 2012 we began collecting client feedback cards, and the initial results show a score of 4.4 out of 5 in terms of our overall performance in meeting clients' needs, while staff in particular were rated very highly for their effectiveness in meeting clients' needs, scoring 4.9 out of 5.

The Digital Library

Statistics for digital products show increased use overall by 7% compared to 2011. In local branches the increase was more dramatic at 75%. Web traffic also rose 7% over 2011, much of which was due to the launch of the "Lawyers' Reading Room". The Reading Room is an extension to the Courthouse Libraries BC website where approximately 150 Irwin Law e-books and 1,500 law journals through HeinOnline are made available anywhere users have an internet connection. By the close of 2012, 750 lawyers and articling students had signed up for this free service.

The Criminal Law Practice Portal, launched in 2012, is the first Practice Portal designed with direct input from lawyers and judges. In late 2012 an intuitive and powerful criminal sentencing tool called Rangefindr was licenced and added to the portal.

While the trend to licence products that lawyers and others can use from their desktop has begun, in most cases the presence of legal information in digital form has not diminished the importance of the physical library. In 2012, the majority of our digitally licenced content was still restricted by vendors to in-library use. As such, the advantage of the digital licence also derives from it being a cost-effective alternative to print (which in many cases continues to climb in price as much as 10-15%), both in terms of staff processing time, and in terms of per-use cost where usage is seldom but

the per-copy price is high. By substituting stable electronic resource licences for print copies, we saved \$40,000 in 2012.

Opening the Print Collection

Clients prefer a collection that is open for lending over one where books are continuously reserved for reference. We have converted 3,000 texts from in-house use only to circulating. In December 2012, we launched the "Book in a Box" program, to further expand how far a copy of a book can travel. This opens up our collections to a much larger population of BC lawyers. Canada Post's library book rate of \$2.00, which includes free return, provides an affordable way for Courthouse Libraries BC to serve more remote law practices. Users can now select Canada Post as their method for delivery, and we pay the marginal cost.



Community Outreach.

Training for Lawyers

Courthouse Libraries BC began rolling out a much broader range of training initiatives for lawyers in 2011. In 2012 we accomplished twice as much as we did the prior year. Our focus on skills-based courses to assist lawyers in finding and using legal information effectively is coordinated by our legal community liaisons, who are lawyers with experience in private practice. Our focus in our training initiatives is much like our collection: designed to solve and answer real, practice-oriented challenges and problems encountered on a daily basis.

In 2012, we delivered 56 CPD-accredited training events to lawyers, ranging from half-day training workshops to one-hour lunch & learns. We enabled 594 lawyers to receive a total of 821 hours of CPD credits for free. Lawyers taking our training reported a 53% increase in confidence in using legal information tools. We also engaged with another 500 PLTC students, clerks, and law students.

Significant training was done in conjunction with the local branch revitalization initiative commenced in 2011. We delivered half-day training workshops that provided 3.5 hours of CPD credits to 58 lawyers in six communities. Participants reported a 50% increase in confidence in finding legal information online, and rated the program at 4.6 out of 5 in terms of being effective and one they would recommend to a colleague.

Clicklaw and LawMatters

Clicklaw and LawMatters serve our goal to make legal information more accessible by the public. Clicklaw, the public legal education and information portal which aggregates and presents resources from contributing legal groups and organizations, continued to grow with 45% more visits than in 2011. An online survey of 600 Clicklaw visitors indicated that 65% found information that they intended to use, and many indicated that the information they found helped them to take the next step in solving their legal problem.

Clicklaw Wikibooks

In March 2012, Courthouse Libraries BC oversaw the release of the third edition of Legal Help for British Columbians. This edition not only represented the combined efforts of lawyer Cliff Thorstenson and a group of other lawyers who collaborated by editing and writing updates to the plain language guide, but was the first demonstration of a book produced as a Clicklaw Wikibook.

The third edition of Legal Help Guide for British Columbians was accessed 20 times more frequently as a wikibook than the previous edition was accessed as a PDF for download on Clicklaw.

The wikibook platform uses the same software that powers Wikipedia to facilitate the work of collaborative editors and authors, allows the work to be viewed online as a wiki website, and also provides the means for on-demand printing and even fully bound books. LawMatters funded the printing of this book for delivery to public libraries throughout BC.

Community Outreach (continued).

The next wikibook project was working with family law lawyer John-Paul Boyd to convert his popular family law website, www.bcfamilylawresource.com, into a wikibook, with the intention of producing a print and online version of the resource for the coming into force of the Family Law Act in March 2013. We also collaborated with Peoples Law School to enable them to use the wiki platform to produce online and print versions of two of their booklets.

LawMatters

In 2012, LawMatters helped 229 public library locations across BC acquire legal texts through the administration of \$83,354 in grants.

The program also conducted eight workshops and webinars, providing training to 93 public library staff.



People, Infrastructure and Facilities.

High-Level Reform

Our constitution and bylaws were passed at the June 2012 AGM. It was the result of a governance review by our Board of Directors. One of the outcomes is a reduction in the number of directors from 12 to 7, and a reduction in the members of the society from 12 to 3. This reflects current trends in governance to move away from large stakeholder boards. In conjunction with the board governance review our three funders – The Law Society of BC, BC Law Foundation and Ministry of Justice – created a Task Force to review the library funding model. The final report acknowledged the key role the library plays in access to justice. The report made recommendations to streamline our funding application processes, underscored the value of partnering with other organizations to serve our clients, and validated one of our most crucial missions as a library in a digital age: our steady migration from a static, print-based collection that is physically stuck in place, to a nimble, on-demand, digital library that reaches clients and serves them legal information wherever they happen to be.

Staff Engagement

We retained TWI surveys in 2012 to survey staff and create a benchmark of our internal performance. The initial results clearly showed a very engaged, committed staff group and provided management with very useful feedback on developing better in-house training among other suggestions. This process allows staff to provide feedback on internal policies in a confidential manner that helps guide the direction of the organization. We are now committed to conducting the survey annually, to ensure that we are performing at the highest levels possible.

Facilities

New public computers were installed throughout all branches, with better USB support, larger monitors, and better performance.

We upgraded the main boardroom in the Vancouver library, and added a training room. Both spaces are equipped with smart boards, wifi, and are designed to be used by other non-profit groups in the community, taking the library one step further along the path to becoming a community hub and learning commons.



Financial Highlights 2012.

The Courthouse Libraries BC's new client-centered focus has led to significant cost reductions and the creation of a contingency fund that will be used to further enhance our IT platform and local branches.

We have worked on creating a long-term funding model with our major

fundors, and shifted our focus from print to digital resources.

We plan on utilizing a portion of the contingency funds to pay for capital and facility upgrades in 2013.

	Operations	Projects	Total
Funding Sources			
Law Foundation of BC	2,737,750	—	2,737,750
Law Society of BC	1,936,284	—	1,936,284
Legal Service Society of BC	20,000	—	20,000
Project Funding Grants	—	173,244	173,244
Operating Revenue	229,602	—	229,602
Amortization of deferred contributions related to capital assets	36,566	—	36,566
Total	4,960,202	173,244	5,133,446
Expenditures			
Staff	2,477,724	—	2,477,724
Information sources	1,649,107	83,354	1,732,461
Operations	707,488	97,743	805,231
Amortization of capital assets	166,097	—	166,097
Total	5,000,416	181,097	5,181,513
Information Sources Expenditures			
Print subscriptions	1,436,217	—	1,436,217
New information materials	163,553	83,354	246,907
Other expenditures	49,337	—	49,337
Total	1,649,107	83,354	1,732,461



**British Columbia
Courthouse Library Society**

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