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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 Vision

Everyone in BC has ready access to the legal information & resources they need.

CLBC's Mission

CLBC's mission is to provide the legal community and public with legal resources, Librarian expertise & informed referrals, to help people research and manage their legal issues. 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 meet our clients' needs.
- 3. Delivering training and outreach programs:** building the capacity of our clients to use legal information and services.

CLBC Values

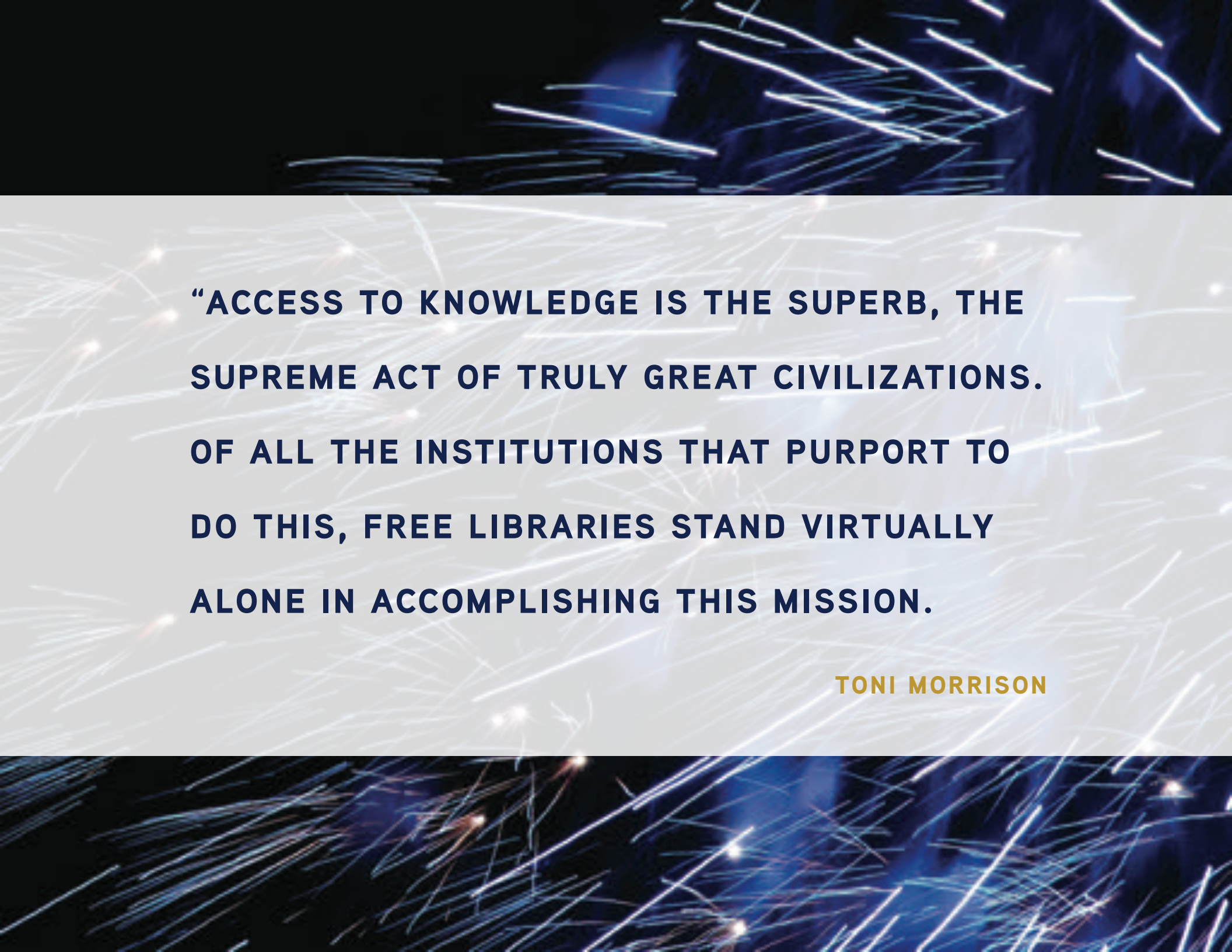
- Accountability
- Excellence
- Service
- Equity & Inclusion
- Adaptability
- Kindness

CLBC's Strategic Plan

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

- 1.** Expertly curate and protect the quality of our legal information & resources.
- 2.** Invest in the acquisition & sharing of staff expertise.
- 3.** Reduce barriers to accessing high quality legal information & resources.
- 4.** Empower people to effectively research and manage their own or client legal issues.

Foundation: We continuously improve our business processes & governance to support this work.



**“ACCESS TO KNOWLEDGE IS THE SUPERB, THE
SUPREME ACT OF TRULY GREAT CIVILIZATIONS.
OF ALL THE INSTITUTIONS THAT PURPORT TO
DO THIS, FREE LIBRARIES STAND VIRTUALLY
ALONE IN ACCOMPLISHING THIS MISSION.**

TONI MORRISON



The James Bay courthouse in Victoria was built in 1860 and was the building where the Law Society of BC, and the Courthouse Libraries BC can trace their roots in the province. This location also acted as BC's Supreme Court until 1888, and was eventually destroyed in 1957.

In 1869, a group of lawyers in Victoria founded a Law Society. They resolved that the first objective of the Society would be the formation of a law library.

The first library was established in Victoria in 1869, followed by a library in New Westminster in 1890 and the Vancouver location in 1893, which in the 1950s became the main library.

The BC Law Library Foundation was formed in 1974 and in 1984 changed its name to BC Courthouse Library Society (BCCLS, eventually becoming CLBC). Over the years, CLBC has grown and now operates 29 courthouse libraries throughout the province and serves hundreds of thousands of people each year, online and in person.



CLBC has grown steadily over the years and now supports communities and court houses across BC, including Vernon, Salmon Arm, Vancouver, Chilliwack and Nanaimo.



2019 has been a year of transition, signified by important work to assess, repair and stabilize the essential IT infrastructure that is the backbone of CLBC's ability to serve the public and legal community's legal information needs. During the course of the year, through an innovative staff / Board collaboration, a new Strategic Plan was developed to guide CLBC's activities in 2020 and beyond.

Demand for the library's resources and services continues to increase, as has consistently been the case over the last five years. However, this year we saw the steepest increase ever. Inquiries rose an average of 24% across the board in our full time locations, with substantially larger increases in those locations where additional public hours were provided for the first time this entire year,



Book-in-a-Box:

Serving over 40 remote communities in BC, demand for the Book-in-a-Box service increased significantly again for the fifth straight year.



WiFi:

Wi-Fi usage in the seven largest libraries has increased by 40% since introduction as a service in 2017.



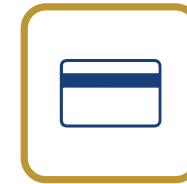
Public Access Computers (PAC):

Demand for PACs increased by 10% from the previous year, driven by returns from IT infrastructure improvements.

To support our staff and clients' ability to find and use legal information, we made strategic capital investments in the stabilization of our IT infrastructure.

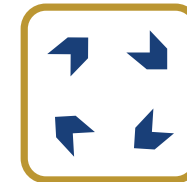
Our LawMatters program, which supports developing legal reference skills of staff in public libraries, received increased support for training, purchasing legal resources, and community activities to improve legal referrals.

Thanks to the strong support of the Law Foundation of BC, the Law Society of BC and the Ministry of Attorney General, we continue to invest in the people, resources and services required to 'level the playing field' and support both access to justice and lawyer competence throughout the province.



Library card services:

Articling students and LSBC members both increased card usage, with overall active card users up 12%.



Print circulation:

Print circulation continued an overall 5 year trend downward, but saw a 19% increase in New Westminster after a print collection rejuvenation effort.



Front-line reference information requests:

Year-over-year legal information requests increased to 65,397, a 24% increase between 2018 and 2019.

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. 2019 saw another increase in both the amount and the complexity of those requests, with the volume of year-over-year legal information requests increasing sharply to 65,397, a 24% increase over last year.

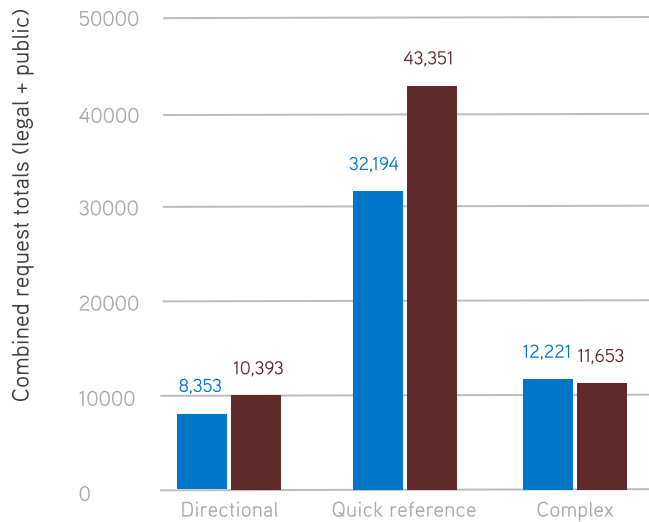
The goal is to point clients in the right direction for their legal information needs by directing them to the relevant online and print resources in CLBC’s collection, and by making effective referrals.

During our annual in depth survey of information services interactions, we found 93% of staff time dedicated to answering questions is spent sharing expertise, via quick reference and complex questions. Time spent on directional questions continues to decrease, allowing our staff to focus on providing higher value service.

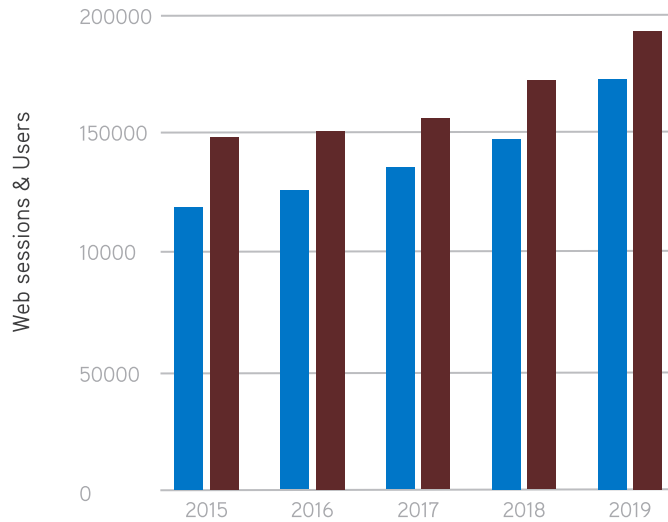
Online

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 a 16% increase in users and 12% increase in sessions over 2018.

Front-line Information Requests ■ 2018 ■ 2019



CourthouseLibrary.ca Web Traffic - 5 year trend ■ Users ■ Sessions





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

Wiki.clicklaw.bc.ca

Clicklaw Wikibooks, CLBC’s highest traffic online site, is a web-based publishing platform that connected public legal education and information providers (PLEI Providers) to over 750,000 users in 2019. The platform’s 27 publication titles saw users and sessions increasing 28% and 26% respectively over 2018.

Lawbster.net

2019 was a critical year for proving the usefulness of Lawbster.net, an online community platform for legal professionals. The Family Law Organizer (“FLO”) was launched in early 2019 with new features, and the user growth seen in 2019 will continue to be evaluated for its value into 2020.

Clicklaw.bc.ca

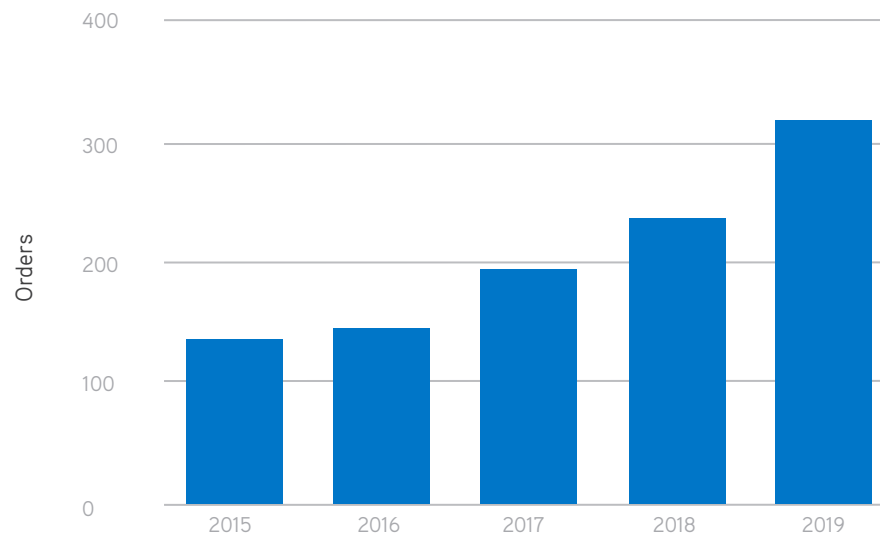
Clicklaw continued to be an important online resource to CLBC’s clients and legal information professionals, with

usage remaining strong with a slight increase in numbers over 2018. Technical improvements in 2019 included new feedback forms and accessibility features, and content was kept fresh in coordination with Clicklaw’s network of content providers and popular guest posts on the blog.

Curating print and digital materials

The average number of active library card holders grew 12% from 2018 to 2019. Print circulation across the branches continues its 5 year trend down, with 2019 circulation 11% lower than 2018, but niche high-value print material services such as Book-in-a-Box continue a steady increase year-over-year.

Subscription database usage from Public Access Computers (PACs) dropped 16% in 2019 from the previous year, with CLE usage down, likely due to changes in the CLE platform. Remote subscription accounts increased, with close to 40% of practicing lawyers now signed up for access to remote subscriptions.



The Book-in-a-Box service usage increased sharply again in 2019 over previous years, and is expected to continue that trend with 2020’s remote-heavy work environment.

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.

Working with 16 organizational partners and 36 subject-matter experts, we delivered 46 training sessions for the legal community, including 24 for CPD credit, and five as part of the LawMatters program.

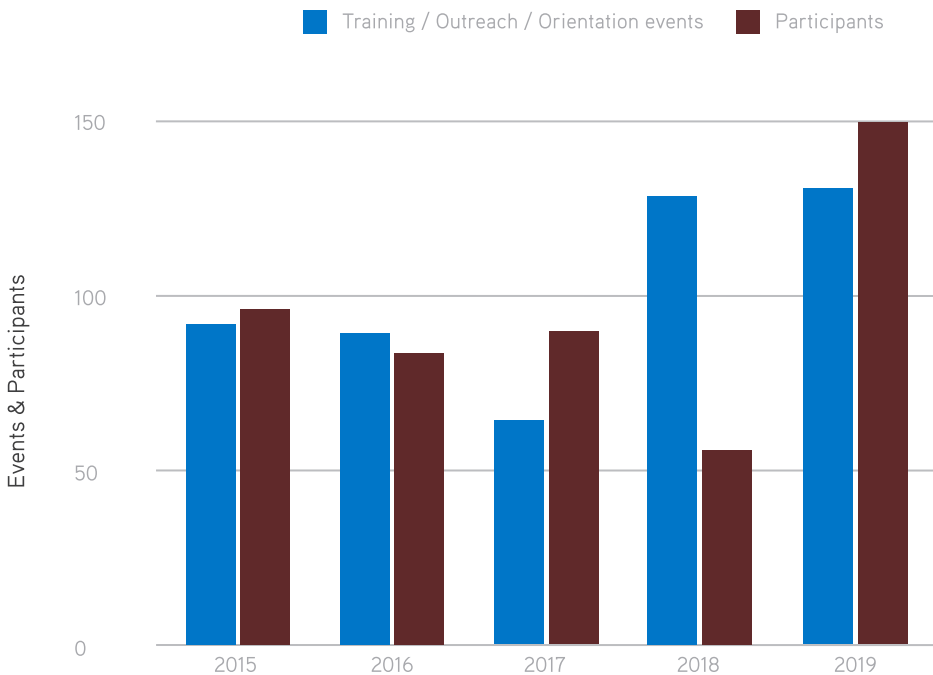
The training is provided in a variety of ways, including in-person, via webinar and through on-demand videos, and covers an extensive range of topics important to BC

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

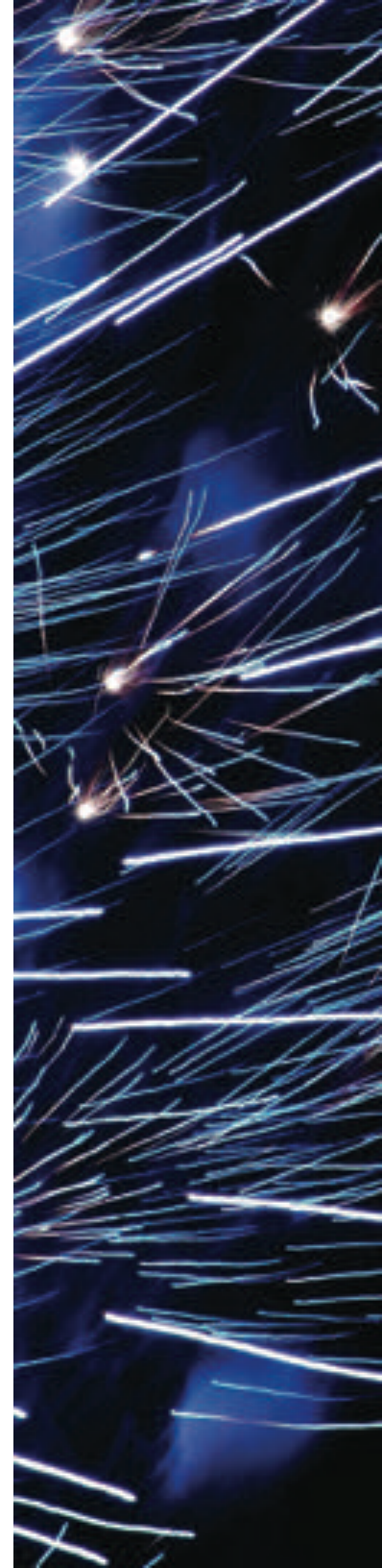
LawMatters

Aided by increased funding from the Law Foundation, the LawMatters enhancement plan was developed and operationalized in 2019.

This brought enhancements to collection development activities, training and support of public libraries across BC, assisting in their important role as a community-based source of quality legal information. The program will continue to grow in 2020 and will allow CLBC to share its expertise effectively with the public through BC's public library systems.



Training participation increased significantly by 166% in 2019, even with the number of events remaining relatively constant.





**“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

150 CELEBRATION



Top L To R: CLBC Board President Mark Virgin, CLBC CEO Caroline Nevin, Hon. Chief Justice Robert Bauman, Hon. Chief Judge Melissa Gillespie, Hon. Chief Justice Christopher Hinkson, Hon. David Eby, QC; CLBC CEO Caroline Nevin, CLBC Board President Mark Virgin; Mary Mouat, QC, LFBC Governor Lindsay Leblanc, UVic Law School Dean Susan Breau; CLBC HR Manager Shelly Feather-Burnay, Law Society Director of Education & Practice Alan Treleaven, CLBC Director of Community Engagement Brenda Rosee; Songhees Nation Councillor Garry Sam, CLBC Board President Mark Virgin

In 2019, the Courthouse Libraries BC celebrated the 150th anniversary of law libraries in British Columbia, an incredible milestone in its long history in the province.

To recognize this special anniversary the library organized a gathering of funders, friends and supporters of the CLBC in Victoria, BC, where in 1869 the original

group of 13 lawyers pooled their books and petitioned the government for more.

The informal and warm “kitchen party” recognized the role the libraries play as the warm hearth of each courthouse location, where those brought together by the law can gather in safety and comfort, and receive the guidance and support of our trusted librarians each day.



Top L To R: Hon. Chief Justice Robert Bauman, Hon. Chief Judge Melissa Gillespie, Hon. Chief Justice Christopher Hinkson; Rory Tooke, CLBC Board Member Katie Armitage, CLBC Board Member Jeff Locke, Micah Rankin; LSBC Executive Director & CEO Don Avison, QC, LSBC President Nancy Merrill, QC, CLBC Board President Mark Virgin, CLBC Julie Loerke



**CHEERS
TO THE
NEXT
150!**



	OPERATIONS	PROJECTS	TOTAL
FUNDING SOURCES			
Law Foundation of BC	2,170,501	381,298	2,551,799
Law Society of BC	2,170,531	-	2,170,531
Amortization of deferred capital contributions	233,575	-	233,575
Recognition of revenue from deferred contributions unspent	171,272	-	171,272
Operating Revenue	182,447	-	182,447
Project Funding Grants	-	37,627	37,627
Total	4,928,326	418,925	5,347,251
EXPENDITURES			
Staff	2,817,241	16,487	2,833,728
Information Sources	797,466	169,673	967,139
Operations	982,183	232,765	1,214,948
Amortization of Capital Assets	375,208	-	375,208
Total	4,972,098	418,925	5,391,023
INFORMATION SOURCES EXPENDITURES			
Print Resources*	93,991	-	93,991
Digital Resources	659,348	-	659,348
Other Expenditures	44,127	169,673	213,800
Total	797,466	169,673	967,139

*does not include purchase of books considered capital assets, which was \$378,364 in 2019
Audited financial statements available upon request.



**British Columbia
Courthouse Library Society**

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604.660.2910
www.courthouselibrary.ca