

Annual Report 2016

A photograph of a forest path at night. The path is illuminated by a soft, warm light, possibly from a lamp or fire. The surrounding area is filled with tall, thin trees and dense green foliage. Numerous small, bright yellow lights are scattered throughout the scene, creating a magical, ethereal atmosphere. The lights appear to be floating or glowing from the ground, possibly representing fireflies or small lights.

 COURTHOUSE
LIBRARIES | BC



Highlights

In 2016 CLBC took a big leap into the future with a more robust commitment to a data driven focus on user-design of resources and services and a second leap supporting the knowledge management aspect of the BC Access to Justice Committee (A2JBC) chaired by the Chief Justice. Both of these initiatives are predicated on working with others and sharing resources and expertise. This approach is embedded in every aspect of our service from training to digital resources to answering questions to sharing space. Further leaps occurred throughout the year with IT infrastructure work to lay the groundwork for a move to the Cloud in 2017 and enhance wireless service to allow for access to licensed content in the libraries via clients devices. We also strengthened partnerships with a wide variety of legal organizations.

Both NGO's and for profit businesses are expanding their focus to a wider lens recognizing that an increasingly connected world requires more integration and cooperation than previously. CLBC continued its collaborative approach to services and resource sharing within the justice sector.

We worked with the Access to Justice BC Committee (A2JBC) chaired by Chief Justice Bauman to create a shared workspace for the various internal committees and to support the work of the Leadership Group.

CLBC was also pleased to support the Family Law Unbundling Toolkit and Roster Initiative. The Law Society, Law Foundation and Mediate BC played key roles in this initiative and our staff worked with Kari Boyle, the project lead, to make the toolkits widely available and the Roster accessible.

We developed a more robust evaluation framework, created new benchmarks and worked with others in the justice sector to align our metrics with the work of others to the extent possible. While every organization has a unique set of metrics the more we can coordinate and adopt common metrics where appropriate, the more opportunities we create in the justice sector for more coordinated and effective services.

One of the main initiatives in 2016 was gaining a better understanding of lawyers' information needs using a user-design methodology that is different from the usual surveys. The findings of that study will inform CLBC's future work ensuring that client needs are met. The findings will also be shared broadly within the justice sector to examine mechanisms to align our work products to meet end user needs effectively. It is a data driven approach to designing services and resources that has been adopted in other sectors and now increasingly in the justice sector.

We connected directly with lawyers, Clicklaw Wikibook contributors, public library staff and other legal organizations

to use our physical space for webinars, meetings and seminars. Our training and outreach programs worked with 42 different organizations and individuals. 83 events were held in Vancouver and the regional libraries with over 1100 attendees. Our webinar offerings for lawyers, developed in partnership with

“
Sometimes the status quo is actually riskier than taking a leap into the unknown.

DANA ROUSMANIERE
HARVARD BUSINESS REVIEW
MAY 2016

”

others, increased by 130% – 55 CPD accredited sessions reaching over 2800 participants, many of these sessions with waiting lists. Training for legal intermediaries also increased. There were 45 sessions for that group.

Information requests to staff increased by 10% over last year. This occurred at a time when many law libraries are experiencing a decline. The requests are almost equally divided between lawyers and the public. A new benchmark measured the amount of time spent on information requests with each sector, indicating that 57% of staff time was devoted to the legal community and 65% of staff time focused on the high value service of answering complex and quick reference questions.

Consistent with many law libraries and public libraries the use of the print collection is declining and we have adjusted our purchases accordingly.

The electronic resources are consistently used and use of desktop access for lawyers to some licensed products via the Reading Room increased.

We retained counsel to review and revise our constitution and by-laws to comply with the new Societies Act. The new constitution and by-laws will be implemented in 2017.



Strategic Goals

1

We continually develop expertise on the needs of those seeking legal material and information.

Our evaluation framework aligns with our strategic plan, the Law Foundation's PLEI common metrics initiative and the Triple Aim used by Access to Justice BC.

2

We are a lead curator of legal information in BC.

We have clear internal guidelines for what we curate. We reviewed our non-circulating print collection and made adjustments to increase access to key resources for our clients.

3

We are at the centre of a network that connects the public and the legal community to the legal resources they need.

The legal community, the courts and community legal organizations use our physical and virtual spaces for seminars, meetings and webinars. We started the effective referrals group meetings for service providers near the Vancouver courthouse. Through our front line services, we connect the public and the legal community with the legal resources they need. We are expanding on the concept of library beyond physical and digital legal resources by designing and building an Online Community Platform that will create a virtual space where groups in the legal community can work together and share knowledge.



4

We are a leader in building the capacity of communities across BC to use legal information.

Our front line services focus on building capacity to use legal information resources. Our training and outreach programs involve working with 42 organizations and individual experts. New groups are approaching us to collaborate on training initiatives.

5

We operate an innovative stream internally and externally that creates new products, services and approaches to curating, sharing and connecting legal information.

This year, we sought to better understand the needs of BC lawyers. This marks the shift to a user-design, data driven approach to providing services and resources.

Evaluation framework

After conducting an internal audit of our operational and impact metrics, we hired an evaluation expert to create a draft evaluation framework that aligns not only with CLBC strategy but also the Access to Justice Committee's work and the Law Foundation's Common Metrics for PLEI Committee. Also informing our framework is the work we have done with the Lawyer Needs Research, Clicklaw Wikibook Contributor workshop, and the LawMatters evaluation.

Print and digital collection

We secured significant discounts for print materials.

A total of 48,193 books were borrowed, renewed and used in the Vancouver and regional libraries in 2016, down 8% from 2015 (Vancouver and regionals only).

Licensing digital resources saves money and extends reach. For example, one electronic resource costs \$36,000 per year for digital access at all of our public computers in 29 locations. The cost to provide print in our locations would be over \$400,000, and only one client in each location would be able to use the book at a time.

40% of new library cards were issued to articling students, suggesting our PLTC sessions and Law School presentation are having an impact as we connect with new lawyers.

The Reading Room provides online access from anywhere to subscription content for lawyers. 616 Reading Room accounts for lawyers were added in 2016 for a total of 3,460 accounts.

Websites (CLBC, Clicklaw, Clicklaw Wikibooks, Law Society Wiki)

CLBC website

- Started CLBC website blog series highlighting the library's print and digital resources and staff's knowledge and expertise.
- Family law section of CLBC website revamped to meet initial needs of Unbundling project (Unbundling Toolkit and Unbundling Roster Sign-Up)
- Phase 1 Website Refresh: Conducted user research to inform website redesign & navigation (IA), launched About Us section with new team profiles, drafted new Homepage, refreshed Training section and Family Law practice portal.

Clicklaw program

- Shared calendar pilot between PLEI providers, so information about upcoming events can be shared more easily.
- Resources now labelled date when "last reviewed" which aligns with the work of the PLEI Standard Committee, ensuring PLEI is accurate, current, and maintained.
- Completed development work on the Clicklaw website for future integration with the Civil Resolution Tribunal's Solution Explorer.

Clicklaw Wikibooks program (connected to LawMatters program funding)

- Supported Law Students Legal Advice Program to add their Manual to Clicklaw Wikibooks.
- Information on new Societies Act added to wikibook platform.

Clicklaw Wikibook Contributor Workshop

Key to the success of the Clicklaw Wikibook program is the participation of external experts and the quality of the content created. To better understand the needs of our Clicklaw Wikibook Contributor community, we held a facilitated workshop with 17 people to identify the key aspects to successful participation in the program. The results of this workshop informed our strategy for contributor engagement this year. We updated contributor onboarding materials, produced a regular newsletter for contributors, and provided them with easier access to user feedback.

Law Society Wiki

- Continued work with Law Society of BC and an independent editorial board to create a Practice Management E-Book.

Front line services

Traditionally, we have counted the number and type of requests that come in from the legal community and the public. This year over a two week period, we collected additional information about staff time spent on requests, to give us a better measurement of the value we provide to clients.

Information services requests were up 10%, to 44,645 requests across our Vancouver and regional locations:

- Number of requests: 52% public, 48% legal community
- How staff time is spent on requests: 57% on the legal community, 43% on the public

We learned that when interacting with clients, CLBC staff spends 65% of their time on high value tasks – complex questions and quick reference questions.

We started to examine how we can create efficiencies in processes that will allow staff to reduce time spent on other tasks so they can continue to focus their efforts on providing high value services.

Building connections in our locations

83 events were held by external groups in our Vancouver and Regional libraries, composed of 1,182 attendees.

In addition to this, Kelowna had 28 students from a business law class use the library daily to research a class project over a 6 week period, and 8 paralegal students and their instructor from VCC using the library on a regular basis during the duration of their course.

Partnerships with other organizations

- Rise Women's Centre and Indigenous Legal Clinic at UBC – training for their new students and participation in webinars.
- Work with CLE to provide training on legal research and improving communication about upcoming training opportunities.
- Thompson Rivers University and the Law Society to train law students via PLTC and other classes.
- Primary support for the implementation of the Family Law Unbundling Toolkit and Roster, teaming up with Kari Boyle, and using various digital assets and internal capabilities (Clicklaw, the CLBC domain, and staff U/I, communications and web analytics skills) to implement toolkit with practical information and precedents for lawyers and a roster (plus signup) linked through Clicklaw. This initiative was part of the Mediate BC project funded by the Law Foundation with support from the Law Society and aligned with the work of the A2JBC Unbundling Initiative.



Enhance community training

Develop and deliver training curriculum for legal community and intermediaries who help the public with legal issues

- Provided 95 training sessions, reaching at least 3,420 participants (88% increase)
 - 55 CPD sessions for lawyers, reaching at least 2,813 participants (130% increase)
- 6 training and orientation sessions for PLTC students with 481 attendees
- 11 sessions (tours, orientation, training) for law students and articulated students, with 284 attendees
 - 4 sessions for 153 Thompson River University Law Students
- Continued to provide training in partnership with different organizations on a variety of legal topics and legal research tools
- 42% increase in confidence for substantive law training
- 46% increase in confidence on using legal information tools

Outreach & orientation activities

- Participated in 90 outreach and orientation activities, reaching at least 2,249 participants.

LawMatters evaluation

As part of the LawMatters evaluation, we wanted to learn more about public library staff, and ways that we can support them in their work with the public and their legal questions. Through a survey and in person interviews, we learned more about the needs of public library staff, and will use this information to inform 2017 programming decisions.

Other innovative work

- Developed iframe to allow Clicklaw integration with Civil Resolution Tribunal Solution Explorer
- Participated in Twitter Town Hall featuring Chief Judge Crabtree
- Attended the Do Law Differently event to speak to CLBC's innovative legal projects, including Clicklaw

Schedule B: Year End Financial Statements

	OPERATIONS	PROJECTS	TOTAL
FUNDING SOURCES			
Law Foundation of BC	2,188,816	—	2,188,816
Law Society of BC	2,207,928	—	2,207,928
Operating Revenue	139,596	—	139,596
Project Funding Grants	—	154,585	154,585
Total	4,536,340	154,585	4,690,925
EXPENDITURES			
Staff	2,259,379	—	2,259,379
Information sources	1,131,772	40,550	1,172,322
Operations	1,579,958	114,035	1,693,993
Amortization of Capital Assets	49,482	—	49,482
Total	5,020,591	154,585	5,175,176
INFORMATION SOURCES EXPENDITURES			
Print resources	474,463	40,550	515,013
Digital resources	622,756	—	622,756
Other expenditures	34,553	—	34,553
Total	1,131,772	40,550	1,172,322

In 2016, the Board approved several projects funded by CLBC's unrestricted net assets. These costs are included in the operations line item in addition to regular operations.



**British Columbia
Courthouse Library Society**

CEO: Johanne Blenkin

800 Smithe Street
Vancouver, BC V6Z 2E1

604.660.2910
www.courthouselibrary.ca



**COURTHOUSE
LIBRARIES | BC**