Notice of Regular Monthly Meeting of Marin County Law Library Board of Trustees
Monday, June 20, 2016 at 5:15 p.m.

Agenda

Call to Order*

1. Approval of Minutes
   1.1 May 16, 2016 Minutes

2. Open Forum: Opportunity for Comments from Public

3. Financial Report
   3.1 May 2016 Fiscal Report
   3.2 June 2016 Warrants

4. Librarian’s Report
   4.1 Status Report: Appointment of Trustee by Board of Supervisors
   4.2 Report on Staff Training on MUNIS
   4.3 Grand Jury Web Transparency Evaluation of Law Library
   4.4 What’s New in the Law Library

5. Reports of Special Committees
   5.1 Report from Lawyers in the Library Committee Chairperson
   5.2 Report from Outreach Committee Chairperson

* This meeting may be recorded as authorized by the Government Code.

If requested, pursuant to Government Code Section 54953.2, this agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Section 12132), and the federal rules and regulations adopted in implementation thereof. To make a request for disability-related modification or accommodation, please contact (415) 473-4381 (Voice/TTY) or 711 for the California Relay Service or e-mail disabilityaccess@marincounty.org at least five working days in advance of the meeting.

A complete packet of information containing reports and exhibits related to each item is available for public review at least 72 hours prior to the meeting or, in the event that it is delivered to the Law Library Trustees less than 72 hours prior to a Meeting, as soon as it is so delivered. The packet is available at the front desk of the Marin County Law Library, on the Law Library’s bulletin board, and on the Law Library website at www.marincountylawlibrary.org. It is also available 24/7 in the ground floor lobby of the third and Northernmost archway entrance to the Civic Center at 3501 Civic Center Drive, San Rafael, CA 94903 at least 72 hours prior to the meeting.
6. Old Business:
6.1 Discussion and Action Item: Discuss Current CEB Subscriptions and Reductions in the Collection and Resolution to Approve Purchase of CEB Onlaw Subscription
6.2 Discussion and Action Item: Report on Inland Dispute
6.3 Discussion and Action Item: Report on Paid Sick Leave Policy
6.4 Discussion and Action Item: Report on Revisions to Employment Policy

7. New Business:
7.1 Discussion and Action Item: Review and Discuss Draft Strategic Plan
7.2 Discussion and Action Item: Consider Allowing Conference Room Rentals by Charitable and/or Nonprofit Organizations at Reduced Rates or Free of Charge and Define Parameters for Qualifying as a Charitable or Nonprofit Organization

8. Board Members' Suggestions for Next Month's Agenda

9. Adjournment
The next board meeting will be held on Monday, July 18, at 5:15 p.m.
Present: Sam Ware, Denise Bashline, Alexandria Quam, Jonathan Frieman, Robert Begley and Laurie Vaala-Olsen, Ex-Officio Secretary.

Also Present: Jacqueline Grossman, Bill Hale and Sheila Lichtblau, Esq.

Call to Order

Sam Ware, the Board’s President, called the meeting to order at 5:16 p.m., and thereafter presided.

1. Approval of the Minutes

1.1 The April 18, 2016 Minutes were reviewed. Jonathan moved for approval of the Minutes as presented. Denise seconded. The motion passed with 4 Ayes, 0 Noes, and 1 Abstention by Alexandria because she did not attend the April Board Meeting.

2. Open Forum

There were no comments from the public. Sam pointed out Jackie Grossman’s presence and thanked her for the donations of numerous current legal publications to our law library from the Kilpatrick firm in San Francisco.

3. Financial Report

3.1 April 2016 Fiscal Report

Laurie presented the May 2016 Fiscal Statement. The Unrestricted Fund Balance as of May 16, 2016 is $59,176.65. Year to date balance is $18,410.28. Our monthly expenses exceeded our projections in part due to pay increases for Laurie and Robert that were retroactive to February 1, as well as it being the first full month that Bettina has been on board. There was also a quarterly insurance payment last month. However, if you look at the year to date expenses for April, we are well under what we projected and almost $3,000 above the revenue we had anticipated receiving year to date. Laurie pointed out that our May filing fee income of $15,925.91 was almost $1,000 more than the $14,594.61 we had received the previous year.
3.2 May 2016 Warrants

Laurie presented the list of May 2016 Warrants. She stated that all of the warrants were standard expenses, with the exception of the payment for our annual subscription to The Recorder legal newspaper. The payment to Chien Liew for the Trend Security Systems is for renewal of the anti-virus software that we use on our computers. The payment to U.S. Bank is for purchases made with the Cal Card, which is for petty cash expenses. Robert moved to approve the warrants as amended, and Denise seconded. The motion passed with 5 Ayes, 0 Noes and 0 Abstentions.

4. Librarian’s Report

Acquisition of Books from Kilpatrick Law Firm thanks to Jackie: Laurie reported that she had recently traveled to San Francisco to meet with Jackie Grossman at the Kilpatrick Law Firm and box up current legal publications that the firm was discarding due to downsizing. We are grateful to Jackie for the 12 boxes of books we received, which served to update publications we had discontinued due to budget constraints, including Cal Jur, Legal Malpractice by Mallen, Restatements of the Law and numerous federal law practice guides.

Staff Training on MUNIS: Both Bettina and Robert will attend 5 hours of training on accounts payable and journal entries in the new accounting system that the County will implement on July 1. The trainings are held off site, so they will be attending on days that they are not normally scheduled to work. That will cost the Law Library an extra $156.25. Laurie will attend 13 hours of training in accounts payable, journal entries, budget transfers and amendments, process approvals, inquiries and reports.

State Bar of California Pamphlets: Thanks to Bill’s heads up to us about various publications available free from the California State Bar Association, we now have the three pamphlets that Bill showed us at the last board meeting, including two in Spanish. We also have three other pamphlets for the public which are on display at the front desk, and information about five additional pamphlets which are available only online, which Laurie plans to put on our website via a link.

6. Old Business

6.1 Closed Session: [Gov. Code sections 54950 – 54963]
Conference with Legal Counsel – Existing Litigation
California Government Code section 54956.9(a)
Name of Case: Hale v. Marin County Law Library Board of Trustees
Marin County Superior Court, Case No. 1404780
Alameda County Superior Court, Case No. RG15755355

Sam proposed to take the closed session item out of order. Since there was no objection to doing so, Sam excused the public from the meeting. County Counsel Sheila Lichtblau then met with the board of trustees.
Reconvene at Conclusion of Closed Session
California Government Code section 54957.1
Report on Action Taken in Closed Session, If Any

Sam reconvened the open meeting and stated there was no action taken in closed session and therefore nothing to report.

5. Reports of Special Committees

5.1 Report from Subcommittee on Lawyers in the Library

Alexandria referred trustees to the memo summarizing the May 11th meeting of the Lawyers in the Library Committee. Marie Barnes, a volunteer attorney with the Contra Costa County Lawyers in the Library program and Patricia Medina, Outreach Coordinator for the Marin County Bar Association ("MCBA"), have been tasked with reaching out to the legal community to ascertain if there is interest, and if so, what concerns the attorneys may have about volunteering. Laurie, Alexandria and Denise will create the structure for the program, the forms the lawyers will use to sign up, and ideas for how to market the service to the community. Alexandria also reached out to the MCBA Law Library Liaison, who will be very helpful. Alexandria further reported that there seems to be a bit of hesitation on the part of the bar association, but we will do our best to rally the bar's participation. Robert inquired about the malpractice insurance issue. Alexandria stated that each volunteer will be required to carry their own malpractice insurance if they wish to participate in the program. Denise reported that the attorneys volunteering in the Sacramento program do not give advice, but instead characterize their assistance as “issue spotting and referral”. The next meeting has not been scheduled yet, but we will meet again to move forward once we have completed our respective tasks.

5.2 Report from Subcommittee on Outreach

Denise stated that the committee members met and discussed the items in her report, especially utilizing social media outlets Facebook and LinkedIn. Denise would like to meet with Law Library Staff to get this work up and running so we can start linking with other like-minded entities. Undertaking these social media efforts at the initial levels are free. In regard to print media, Denise stated we could create templates for press releases, media updates and events hosted by the law library, which can be distributed to both legal and local newspapers free of charge. She also touched on the topic of various exhibitions that could be held at the Law Library, as well as the possibility of hosting a speaker series to inform and engage the public. Their committee discussed a tiered rollout of various events and ideas that are identified in her report to get the public into the Law Library as an initial step in developing a Friends of the Law Library fundraising group. She reported that Jonathan suggested we identify and compile a list of legal resource agencies in Marin County with whom the Law Library might be able to partner to expand our reach in providing legal services. Lastly, Denise spoke about ways the public could donate to the Law Library once we have created a Friends of the Library Charter. Elliot's experience in grant-writing can also be well-utilized for the benefit of the Law Library. Jonathan added that Facebook is a great way to get people
to know about the Law Library by simply talking about what is going on at the Law Library. He also reported that ads on Facebook are very inexpensive and can be directed at specific groups of people. There was disagreement among board members about paying for ads on Facebook. Laurie reported that the board had been working on developing a strategic plan for the Law Library back in October 2014, but it was not adopted at that time. Laurie further reported that she has been contacted by an individual who is ready and willing to volunteer on fundraising efforts once the board completes its Strategic Plan.

Sam stated that the basic concept of the committee work is a joint venture, i.e. that it has an end to it. The Lawyers in the Library committee is still in its conceptual stage and not yet at the point where we can present a proposal to the board. Sam would like us to reach the point where the committees present proposals to the board for specific projects that the board can consider and vote on. Sam can then go to the board of supervisors or to the bar association with the respective proposal(s). Denise stated that her Outreach Committee Report, which was attached to the agenda packet, constitutes the final report for their committee. However, there is still work to be done by the Outreach Committee.

6.3 Discuss Current CEB Subscriptions and Reductions in the Collection

Sam directed the board members’ attention to a two page summary attached to the agenda packet which lists the CEB books frequently used by patrons and the CEB books seldom used by patrons, as reported by Law Library staff. We propose that the Law Library discontinue the annual print updates of the CEB publications that are seldom used by patrons and use the savings from doing so to purchase a subscription to CEB Onlaw, the electronic version of CEB’s practice guides. A subscription to Onlaw will give law library patrons access to every practice guide published by CEB. In addition, it will be available via Wi-Fi throughout the Law Library such that patrons will be able to access it on their laptops. Sam requested that the trustees review the lists and let the board know if they disagree with any of the entries.

6.5 Discuss and Approve Replacement of 4 Existing Public Access Computers with 4 Newer Computers

Sam reported that upon further inquiry to Chien Liew about the expected lifespan of the donated used computers that we are considering using to replace the existing computers, Chien stated he did not believe they would last 5 years. His revised recommendation was to purchase new equipment instead.

7.0 New Business

7.1 Discuss Law Library Assistant Robert Carrington’s Upcoming Jury Duty Service

Sam reported that Robert has received a summons to appear for jury duty on June 3 so the board must decide whether the Law Library will pay his wage during the hours he will be absent from work. Robert is on Social Security Disability in addition to the work
he does at the Law Library. There was discussion regarding providing reimbursement
to Robert that would be the prorated equivalent to what the board provided for the
Director’s jury duty service. Robert made a motion to reimburse Robert Carrington for
up to 1.5 days of jury duty service, or 12 hours. Denise seconded. Motion passed with
5 Ayes, 0 Noes and 0 Abstentions.

6.4 Report on Inland Dispute and Replacement

Sam summarized the Inland situation; Inland has hired a collection agency which
offered to settle the outstanding debt of $1,000 for $800. We do not agree with Inland’s
claim that we owe them $1,000 and Inland has refused to provide a written response to
our written analysis of the disagreement. The contract with DeLage Landen for the
lease of the equipment is separate from our contract with Inland. However, Inland owns
the hardware that is attached to the computers that tracks the costs for copies and
prints made on each piece of equipment. That hardware is expensive, so Sam
proposes that we agree to settle for $800 provided we get to keep the chargeback
hardware. It is not possible to clarify the contract or legality of the invoices because
Inland refuses to provide the basis for their position in writing. We are only one [sic]
year into the five year contract. The costs will go up soon because we have almost
come to the end of the free copies we were granted. Sam said he will talk to them
about settling, as he does not see any way that we can continue with Inland.

6.2 Discuss and Approve Resolution 2016-6 to Reimburse Law Library
Director for Extra Hours Worked to Prepare for and Attend Monthly Board
of Trustees Meetings in February and March Due to Staff Shortage

Robert moved to approve resolution 2016-6 to reimburse Director Laurie Vaala-Olsen
for 17.5 hours of work that was necessary over and above her 35 hour per week regular
work schedule in order to prepare for and attend the monthly board of trustees meetings
for the months of February 2016 and March 2016. Jonathan seconded. Resolution was
approved with 4 Ayes, 0 Noes and 0 Abstentions.

8. Board Members’ Suggestions for Next Month’s Agenda

The board members would like the following items to be on the June Agenda: 1) the
Strategic Plan that was being discussed by the trustees in the Fall of 2014.

9. Adjournment

All business before the Board having been considered, Alexandria moved to adjourn
the meeting, and Robert seconded. The meeting was adjourned at 7:15 p.m. The
next meeting of the Marin County Law Library Board of Trustees will be held on
Monday, June 20, 2016, at 5:15 p.m.

Respectfully submitted,

Samuel G. Ware, President

Laurie Vaala-Olsen, Ex-Officio Secretary
## Marin County Law Library 2015/2016 FY
### May 2016 Fiscal Statement

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<tr>
<th>G/L Acct. No.</th>
<th>Account Description</th>
<th>Proj. Budget 2015-2016</th>
<th>Proj. Budget Monthly</th>
<th>Actual Monthly</th>
<th>Proj. Budget Year to Date</th>
<th>Actual Year to Date</th>
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<td>4310215</td>
<td>Court Filing Fees</td>
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<td>4631810</td>
<td>Fax &amp; Paper Sales</td>
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<td>Other Income (MCLE, etc.)</td>
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<td>Total Credits:</td>
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<td>$163,494.21</td>
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### Difference: $1,745.80 $16,921.93

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<th>Account Description</th>
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<th>Proj. Budget Year to Date</th>
<th>Actual Year to Date</th>
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<td>5110110</td>
<td>Libra Director*</td>
<td>$41,600.00</td>
<td>$3,466.67</td>
<td>$17,329.00</td>
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<td>5110210</td>
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**Subtotal:** $86,468.40 $7,205.70 $6,547.41 $79,262.70 $67,773.66

### Difference: $658.29 $11,489.04

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**Subtotal:** $19,787.80 $1,648.92 $1,143.98 $18,138.12 $18,796.71

### Difference: $504.94 $5,658.59

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**Subtotal:** $72,102.00 $6,008.50 $5,706.75 $66,093.50 $60,002.02

### Difference: $301.75 $6,091.48

**Total Debts:** $178,357.40 $14,863.12 $13,398.14 $163,494.32 $146,572.39

### Difference: $1,464.98 $16,921.93

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<thead>
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<th>Monthly:</th>
<th>Year to Date:</th>
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<tr>
<td><strong>BALANCE:</strong></td>
<td>3,210.77</td>
<td>21,643.89</td>
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**Unrestricted Fund Balance (as of 6/15/16): $76,149.12**

* Note that this is a correction made to the two payroll accounts by County DOF to accurately reflect wages paid to the director separately from wages paid to the staff.
### MCLL COURT FILING FEE REVENUE

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| ANNUAL TOTALS | 260,316.77 | 230,610.81 | 204,385.29 | 182,611.11 | 174,589.13 | 169,679.33 |

### FISCAL YEAR

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<td>204,385.29</td>
<td>182,611.11</td>
<td>174,589.13</td>
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Each current month's filing fee revenue represents income generated from the Court filings of two months ago. June revenue comes from April filings, etc.
Marin County Law Library
June 2016 WARRANTS
(Account Balance: $76,149.12)

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Totals: $8,069.36 $8,069.36

Salaries: $6,447.76
Total Expenses: $8,069.36

Total Revenue Available: $76,149.12
Total Expenditures (proposed): $14,517.12
Remaining Cash Balance: $61,632.00
TO: Marin County Law Library Board of Trustees  
June 20, 2016 Board Meeting

FROM: Alexandria Quam, Esq., Chairperson, and  
Laurie Vaala-Olsen, Director

DATE: June 13, 2016

RE: Lawyers in the Library Committee Report

On June 3rd we received a message from Patricia Medina following a meeting she had with  
Mee Mee Wong, Executive Director of the Marin County Bar Association (“MCBA”), and Larry  
Strick, President of MCBA, that MCBA supports the Law Library’s goal to pilot a Lawyers in the  
Library program. Mee Mee, Larry, committee member Marie Barnes and Patricia are willing  
to work on publicity and networking to solicit lawyer volunteers for the program. Laurie and  
Ali will work on creating the program structure and the forms for use by the volunteer  
attorneys and patrons who wish to participate in the program. The anticipated start date is  
October or November of this year. Ali and Laurie propose scheduling the meetings twice  
monthly on the second and fourth Monday of the month from 4:00 to 6:30 p.m. The goal is  
to have four attorneys from distinct legal areas meet with four patrons every 20 minutes for a  
two hour period. A Law Library staff person will meet with the patrons and help with the  
intake process. Ali will meet with the volunteer lawyers prior to each session to provide  
guidelines and give the attorneys the opportunity to ask any questions they might have about  
the program. She will insure that the attorneys are familiar with other County resources and  
forms that they can distribute to patrons as applicable.

Once Laurie and Ali have completed development of the proposed program structure and  
forms, the committee will reconvene to discuss implementation.
**Social Media**

1) Facebook
- Share services, information about Marin County Law Library through postings / updates
  This includes:
  1) Conference Room rental availability
  2) Proctoring services and availability
  3) MCLE Credit Opportunity (Materials donated / available for rental)
- Share legal updates and information that is relevant from other respected, verified sources.

2) Linkedin
These two initial social media sources offer the following opportunities:
- Outreach
- Linkage to like-minded organizations
- Publicizing services offered by the law library / Increased awareness
- Shared information with approved, respected and verified sources

Suggested outreach:
- Marin County Bar Association
- Santa Rosa Bar Association
- SF County Bar Association
- CA State Bar Association
- Marin Legal Aid
- Bay Area Legal Aid
- SF Paralegal Association
- Court Reporting organizations / services
- Legal firms on Facebook (Marin, Sonoma)
- Alameda County, SF County, Sonoma County Law Libraries
- Legal programs (University, State, ABA approved paralegal programs, Court Reporters, etc.)
- Senior organizations
- Public defender office
- District Attorney
- There is an existing Marin County Law Library Facebook account
- Both social media sources are free at basic level

**Print Media**

- Marin IJ
- Novato Advance
- Marin Magazine
- Pacific Sun
- Daily Journal
- The Recorder

Opportunities:
- Create template for press releases / media updates / events hosted by the library
- Publicity
- Increased awareness through more traditional news networking
Exhibitions at the library

-Spanish Land Grant Map Exhibition
-Bernie Kleina Civil Rights
-Marin County Museum - What available materials might be of interest?
-Alameda County Law Library has featured quilt exhibitions.
Note: Marin County has the Mt. Tam Quilt Guild

Considerations:
Insurance
Permission
Wall space
Installation

Opportunities:
Outreach / Publicity / Press
Donations
Funding
Introduction of ongoing Friends of Library membership and events

Speaker Series

Get to know Marin County Legal Service / Organizations / Providers:
-Marin Legal Aid
-Fair Housing of Marin
-New Beginnings San Rafael
-Legal Self Help Services of Marin
-Public Defender
-Marin Youth Court (Administered by the Marin YMCA)

Opportunities:
-Outreach to public
-Marin Law Library relevance to community
-To engage relevant service providers by
  1) Identifying them
  2) Developing relationships

Friends of the Library Chapter

-Identify desired structure / entity / legal structure
-Form the structure / entity (See attachment) Direct weblink:
http://www.alb.org/united/sites/alb.org.united/files/content/friends/libraries-need-friends-1_0.pdf
-Membership and levels
-Introduction
-Outreach
-Gifting / Does Law Library of Marin have an account a donor might gift securities to?
-Estate planning: gifting and bequests
Grants / Loans

- Identify what grants / loans / public and private funding opportunities are available
- Local:
  1) Buck Trust
  2) van Loben Sels / RembeRock Foundation
  3) Government / County / State
  4) Private individuals
  5) Sales

Identify & compile list of legal resources / agencies in Marin County

- Identification of like / common mission
- Identification of groups / individuals that may be partners to library mission
- Identify potential donors / support to law library mission
- Introduction of law library / services to organizations that may be unfamiliar with law library
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Current as of 6/15/16
REGULAR MEETING OF THE MARIN COUNTY LAW LIBRARY BOARD OF TRUSTEES
Monday, June 20, 2016

RESOLUTION 2016-7

WHEREAS the Board of Trustees of the Marin County Law Library at its regularly scheduled meeting on June 20, 2016 approved cancellation of the Law Library’s current subscriptions to ______ CEB Practice Guide print publications, which are identified on the attached list of CEB Publications Seldom Used by Patrons, and

WHEREAS, the cost of the combined cancellations will result in a savings of $___________ to the 2016-2017 FY Law Library Budget for its collection of legal publications, and

WHEREAS, the Board of Trustees approved applying the cost savings from the cancellation of the CEB print publications to the purchase of a subscription to CEB’s Onlaw database, which is the electronic version of CEB’s entire library of California Practice Guides, at a cost not to exceed $3,533,

NOW THEREFORE BE IT RESOLVED that cancellation of the _____ print publications shall be transmitted to CEB forthwith and the purchase of the Onlaw subscription at a cost not to exceed $3,533 shall be made at the start of the 2016-2017 Fiscal Year.

Trustee ___________________________ moved for approval of the Resolution.
Trustee ___________________________ seconded the motion for approval.

Vote: _______ Ayes _______ Nayes _______ Abstention(s)

Motion passed.

______________________________
Samuel G. Ware, Esq.
President, Board of Trustees
Marin County Law Library
Strategic Plan for Fiscal Years 2014 to 2016

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Mission

The Marin County Law Library serves the public by providing access to legal information.
resources through a variety of media, research assistance, and technologies needed to give practical expression to the law while maintaining a flexible and supportive presence that fosters the ends of community service and social justice.

Synopsis

The users and patrons of the law library have dramatically changed over the past five years. More and more users of the library are non-attorneys who seek assistance for themselves in legal matters. The poor are no longer the only people representing themselves in court; much of the general middle class also does not have the resources to hire an attorney and are therefore using the Law Library on an increasing basis. This changing demographic is something that the Library has not been able to keep up with. In 2005, a moratorium on the increase in filing fees was created by Government Code section 70601. The Law Library, which receives $32 per filing, has not been able to seek an increase in its share of filings since that time. This has resulted in inflation chipping away at the Library's budget every fiscal year and delays the modernization and updating of its infrastructure. This strategic plan takes this into consideration and seeks solutions that will stabilize the Library's resources and benefit the community now and for generations to come.

1. Improve Legal Research Capabilities and Reference Assistance

1.1 Adjust collection development priorities to suit changing user needs, new technologies, and budgetary restrictions

The Law Library has encountered two trends in collection development over the last three years - a funding crisis and a rise in publication costs. Both have put considerable pressure on the Library budget. During the past few years, there has been a decline in overall filings due to the growing use of alternative dispute resolution. Additionally, more fee waivers have been granted. With an 8 to 15 percent inflationary rise in publication expenses per year, the Library has had difficulty keeping up. With steady declines in the Library budget, subscriptions have been significantly cut to make adjustments.

We can address this budgetary squeeze by redefining our mission. Instead of seeking to maintain a large amount of scholarly literature that benefits our collection but remains less used, we seek to provide access to much of it through eliminating duplication, cooperative agreements with other institutions, and an increased use of interlibrary loan services. We can achieve more through these partnerships than we can alone, and some goals can only be achieved in partnership with others. Each of our goals will begin by asking who our partners might be and what can be achieved collectively. Ultimately, this will reduce the costs of maintaining those collections while still making them available to interested patrons.

1.2 Make our resources available to patrons on multiple technological platforms
With the expansion of electronic resources and the savings from consortial purchasing, the Library will seek additional resources through electronic technologies, such as Lexis, Onlaw, and Westlaw. At present, there are only two Westlaw computer terminals. This makes Westlaw often limited and ineffective as a resource due to accessibility issues. The Library must have a budget for both book research and computer systems to usher in new technology. This will allow the Library to provide services for all of its users, and in so doing, will allow those users to be more efficient and effective in their legal research.

While the move towards electronic resources has assisted the Library, we have not been able financially to keep up with new expectations on the part of our patrons for more terminals. Although in many cases the Library has been able to avoid the duplication of costs by canceling print equivalents, in other cases provision of electronic access has meant new expenses that require funding not yet available.

1.3 Create a unified partnership with Marin County legal service agencies in order to direct people to the most appropriate form of assistance

The Law Library encounters a number of Marin residents who need legal services and are unsure of where to turn. A partnership with the Marin County Self-Help Center, Legal Aid of Marin, the Canal Community Alliance, and other legal service providers will make a major contribution by removing some of the roadblocks in the legal process. Focused referrals to specific legal service providers will allow patrons to connect with the appropriate agency as long as they meet certain criteria.

In order to create an effective partnership within the community, the Law Library will collaborate with all of Marin County’s legal service agencies in order to better understand their role within the community. Many of the non-legal practitioners who utilize the Library ultimately need to be referred to one of these agencies, but often they return to the Library because a specific service agency could not serve them for a variety of reasons. The Library will participate in outreach to these service agencies and help to direct them to the appropriate service when patrons initially come to the Library in an effort to determine what service agency might serve them best. This will not only make the Library more efficient and effective in its service to the public, it will also help reduce unnecessary back and forth trips between the Library and local legal agencies.

The Law Library continues to be the first point of reference for patrons with legal questions, particularly in providing forms. Partnering with local agencies will not only help Marin residents navigate the legal system, but also help relieve some of the pressure courts face in meeting the needs of unprepared litigants. Likewise, when litigants have the correct form in hand, clerks can more readily expedite filings. Judges may rule on an issue more effectively when relevant facts and the appropriate laws have been presented.
1.4 Partner with the Marin County Bar Association so that we may provide attorneys for legal workshops for the community.

The Law Library's partnership with MCBA is intended to provide limited pro bono services that are not otherwise provided by local legal agencies. Workshops are planned that will be available on evenings and weekends and present an invaluable service to Marin residents whose work or other obligations during the day might otherwise prevent them from receiving affordable legal counsel.

The ultimate aim of these workshops will be to facilitate brief access to information and referrals to Marin attorneys who serve pro bono. Because the Library's mission is to connect people with legal information, the Library envisions this program as forging yet another connection between the private bar and the community members who are least likely to otherwise access such opportunities.

2. Utilize Mobile Technologies to Effectively Reach More People Within the Community and Increase Environmental Consciousness and Responsibility Among Library Staff and Patrons.

2.1 Create and implement a green online card catalog that allows attorneys, students and community members to access the Library's card catalog remotely.

During the strategic plan of operation, the Law Library proposes modernizing its card catalog by replacing it with a green online card system. The Los Angeles Public Law Library installed their system in 1995. After nearly 20 years of computerized systems being in place, this makes our transition long overdue. If funding can be found, then the whole community will benefit. Marin residents will have the ability to quickly find materials and search the database online before arriving at the Library.

This project will more than pay for itself by allowing the public to have much easier and efficient access to the Library's entire inventory. This massive undertaking can be performed both by increasing the hours of the Library's current part-time employees, and also by utilizing an additional employee. Once the system is up and running, it would only require regular maintenance to keep it effective for Marin residents.

2.2 Expand public access to legal information through library web pages and a green online forms catalog.

The Law Library also intends to serve the public through an electronic library with an online forms catalog. The Library will host the site on its new website and will be responsible for daily site administration, technological planning, legal updates, and, through collaboration with the Law Library Board of Trustees, development of new information resources. The Director of the Law Library will be responsible for ensuring clear and effective communications between library patrons and website management.
Additionally, library reference staff will offer recommendations for new content based on incoming reference questions from the general public.

Our new green catalog will provide residents and employees of Marin County with a common access point to forms and template pleadings. Managed by staff, the forms catalog will contain electronic versions of current forms, allowing patrons to more easily conduct business within the County of Marin.

2.3 Implement an electronic document delivery service for county employees and the general public

In addition to maintaining a green forms catalog, the Library intends to create a document delivery system via the internet for use with our online card catalog. This service is already provided as a courtesy to a number of County employees but would expand to include PDF delivery to the public, thereby allowing people to access information remotely. This service would lessen the need to visit the Library in person, which benefits the environment. Most importantly, document delivery would serve as an additional source of revenue for the Law Library.

3. Develop a Well Trained Team for the Delivery of Legal Reference Services

3.1 Invest in career skills and professional development for library staff

The Law Library is committed to providing staff with opportunities to improve their knowledge of legal resources. The Library seeks to add this commitment to our budget, which will include funding for technology and research training for staff in all areas. Library staff are quite often called upon to assist users, both legal practitioners and laypeople, in using the research tools. As research mediums are constantly changing and being updated, staff should have ongoing training to allow them to better assist library patrons. As part of the Library’s mission to provide the most complete and thorough service to its myriad users, we cannot underestimate the value of well trained staff.

The Library director is also encouraged to attend conferences and workshops to learn current trends and developments happening in libraries locally and across the country. In addition to these learning opportunities, the director is encouraged to participate in the California Council of County Law Librarians and to attend their annual conferences to learn about innovation and ideas from other libraries and institutions around the state. Such ideas and information will be brought back for discussion and possible implementation within our library.

3.2 Hire a fulltime Assistant Librarian to assist the Marin community with informational needs

One of the most significant changes over the last several years is the growing number of self-represented patrons, with 52 percent of Library respondents identifying as non-
attorneys. These individuals are not trained in the law and require a great degree of assistance that in turn requires staff to spend their time explaining what each source contains and how to utilize them. Library staff must often clarify the difference between statutory law and case law as well as the difference between primary and secondary authority. The Law Library also acts as a distribution point for court forms and instructions, producing and assembling forms in multiple languages.

While these services can take the burden away from court departments that are not equipped or authorized to provide research training and referrals, the Library is finding that it is unable to keep up with the community’s increasing demands without additional staff hours. An assistant librarian would provide the requisite skills of online research, assistance to laypeople, referrals to various service agencies, organization of the online card catalog, and assistance in the multitude of daily needs that are thrust upon the Library. Such an employee would be critical to helping the Library become a more efficient and effective source of legal research for its patrons. This would help the public to better understand their legal matters, thereby creating less congestion at the court, less hassle for county employees, and better informed citizens overall.

On a statewide level, county general fund support for law libraries continues to vary from county to county and from year to year. For example, the staff at the Solano and Tulare County law libraries are county employees and are paid from the general fund. In other counties, county general fund support has since been withdrawn, which contributed to the closure of the Plumas, Alpine, and Sutter County law libraries. While we do not intend to convert each of our employees into the county system, we will encourage the Marin County Board of Supervisors to consider exercising the power given it under California Business and Professions Code § 6324, to enter into a Memorandum of Understanding with the Law Library, and “to appropriate from the county treasury for law library purposes such sums as may in their discretion appear proper” for the purposes of funding library staff. There is no doubt that Marin County deserves to have a first rate public law library with an excellent online presence, the appropriate resource tools, and a qualified permanent fulltime staff to connect people seeking access to justice.

3.3 Explore new avenues for library internships, volunteers, and other recruiting initiatives

The Law Library is considering building upon its successful experience with volunteers and school interns and develop a program for students from paralegal schools such as Berkeley, San Francisco and Sonoma State University to intern on site. This project will assess the current program, identify best practices, implement standardized protocols and create guidelines and policies that will ensure continuity and secure a documented and replicable history. The result will be a formalized intern program with streamlined orientation and education and efficient utilization of staff time invested in implementing an optimum intern experience.
The internship program will offer students the opportunity to work on special projects as well as the opportunity to gain experience and enhance their research and reference skills. Past projects include exploring social media uses for the library, creating an attorney listserv, and working on the creation of a new Library website.
Appendix A:
Strategic Plan Contributors

Marin County Law Library Board of Trustees and
Strategic Plan Committee
Benjamin Gale, Former President
Board of Supervisors Appointed
Steven Schoonover, Former Trustee
Board of Supervisors Appointed
Marta Osterloh, Former Trustee
Judicially Appointed
Sam Ware, Trustee
Judicially Appointed
Alexandria Quam, Trustee
Judicially Appointed
Robert Begley, Trustee
Judicially Appointed
Elliot Bien, Trustee
Judicially Appointed
Jason Voelker, Former MCLL Director
Ex-officio Secretary

Strategic Plan Subcommittee
Benjamin Gale (Former President of the Marin County Law Library Board of Trustees)
Steven Schoonover (Former Chair of MCBA Law Library Subcommittee)
Alexandria Quam (Director of Marin County's Legal Self-Help Services)
Jason Voelker (Former Director of the Marin County Law Library)

Contributors
Kim Turner (Retired Court Executive Officer, Marin County Superior Court)
Sid Hartman (CFO at Marin Community Foundation)
Vikki Garrod (Vice President at Marin Community Foundation)