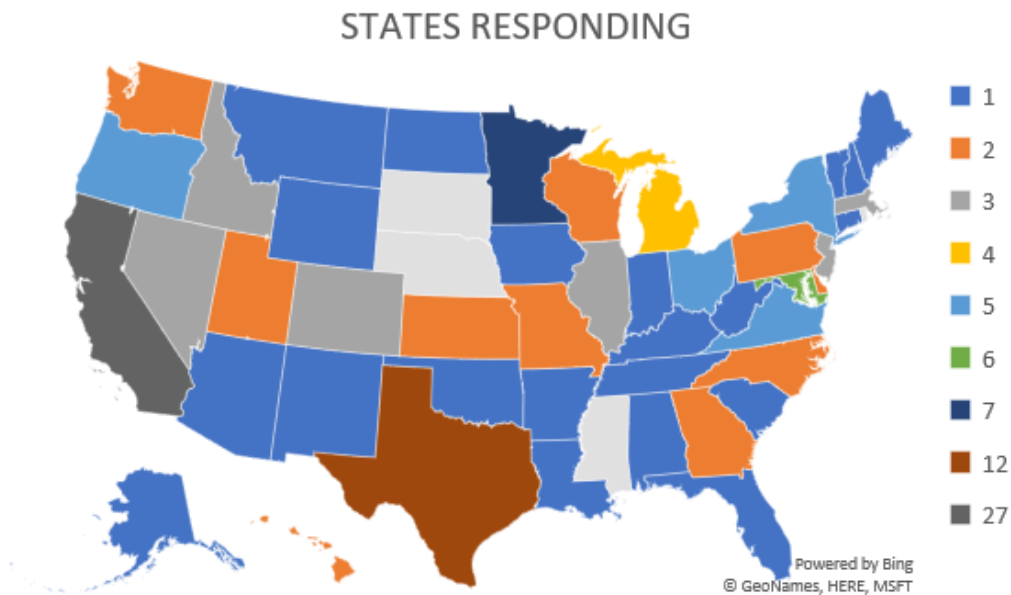


APPENDIX –2019 Survey of Library Services to Self-Represented Litigants: Results and Graphs

Question 1 -3 for internal use – not reported

- 1. Who is completing this survey?
- 2. Do you receive SRLN's Newsletter, listserv or participate in any Working Group?
- 3. Please provide information about your library.

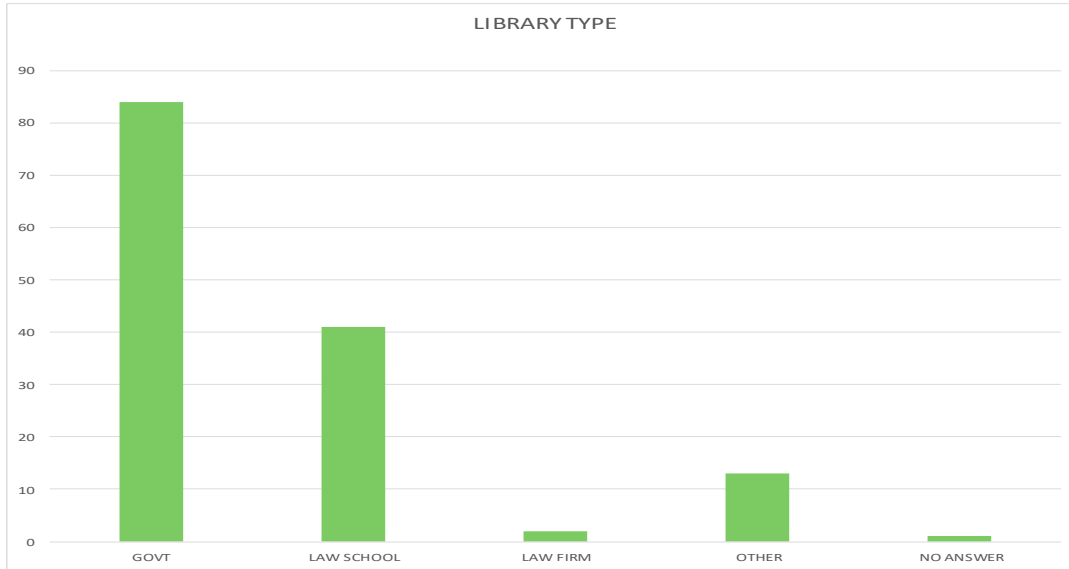


**122 DIFFERENT
COUNTIES**

NO RESPONSE FROM:

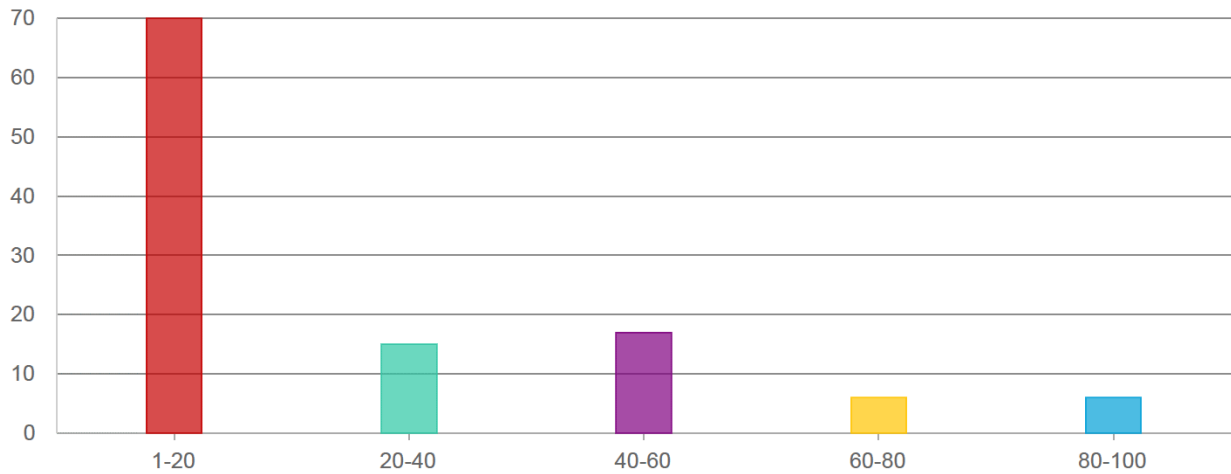
American Samoa
Commonwealth of the Northern Mariana Islands
Guam
Mississippi
Nebraska
Puerto Rico
Rhode Island
South Dakota
United States Virgin Islands

4. How would you characterize your library?



GOVT	84	60%
LAW SCHOOL	41	29%
LAW FIRM	2	1%
OTHER	13	9%
NO ANSWER	1	1%

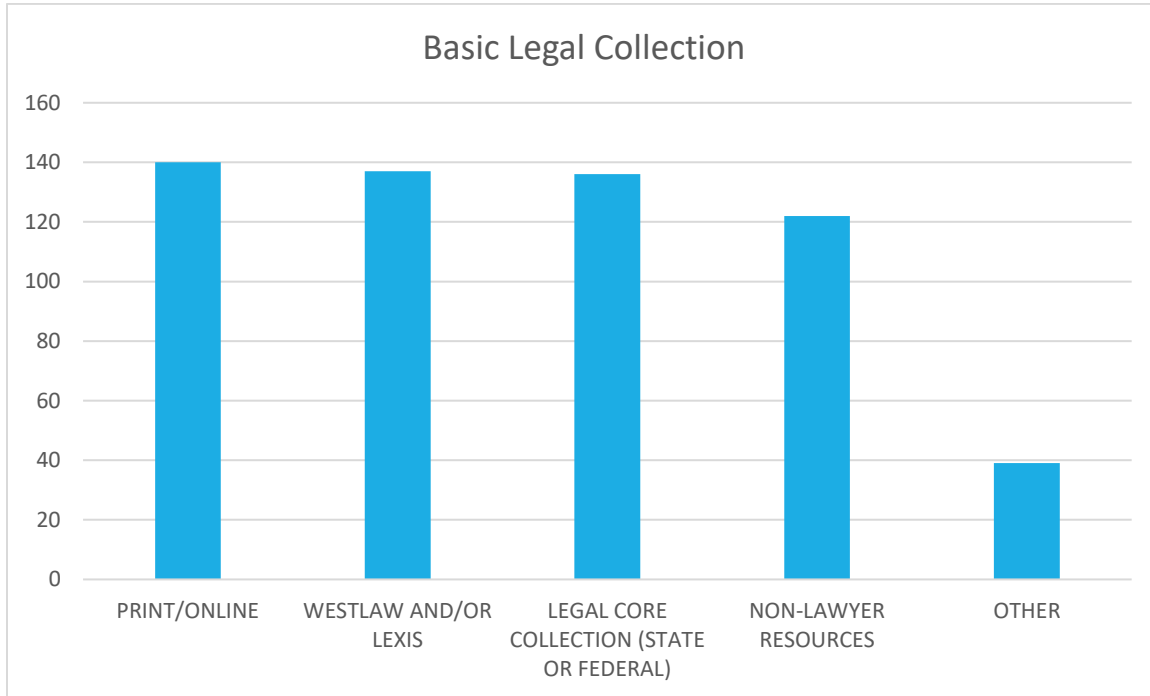
5. How many public law libraries do you know of (or does your organization have) in your state?



6. Which counties and/or judicial district(s) do you serve?

Used for mapping and not reported here.

7. What is included in your basic legal collection?



PRINT/ONLINE	140	99%
WESTLAW AND/OR LEXIS	137	97%
LEGAL CORE COLLECTION (STATE OR FEDERAL)	136	96%
NON-LAWYER RESOURCES	122	87%
OTHER	39	28%

OTHER=

The law library administers the Virginia Judicial System Court Self-Help website at:
<https://selfhelp.vacourts.gov/>

Treatises, Hornbooks, Study Aids, and IICLEs

Virginia CLEs and materials on attorney professionalism

historical material on telecommunications

Judicial biographies, judicial portrait/photo collection, plat maps

treatises, government documents

state historical legal resources

Extensive legal treatises collection geared towards attorneys; well-developed collection geared towards non-attorney patrons/self-represented litigants.

HeinOnline, VerdictSearch (DC, MD and VA) VADER (VA), Geronimo Casefinder,

Maryland history and genealogy

Federal Depository Library - Highest Appeal Court designation

Federal and State Documents

Archives

Federal and State Depository, some historical California codes

CLE materials

Law student materials

Our collection includes Treatises on a broad selection of topics, CLEs, and anatomical exhibits.

Treatises, Legal Encyclopedias, Legal Practice Guides, Legal Dictionaries and Writing Manuals,

County publications/information; Circuit Court for Howard County information

MCLE self-study programs, historical California and San Francisco resources, LMP materials

Tax, California legal history, archival materials

Microfilm/fiche; audio; video. Global law materials

California historical legal materials. California and National Practice Guides in most areas of practice.

California briefs depository. Extensive self-help materials and guides. We also have over 15 legal databases.

Treatises in print

Form examples

Historical print materials

Treatises, other state, foreign, and international materials

State Bar publications and CLEs

Study aids

HeinOnline

government documents

CEB Onlaw, HeinOnline

FDLP Member

Various legal research databases such as Fastcase, Nexis Uni, CCH, HeinOnline, Proquest, etc.

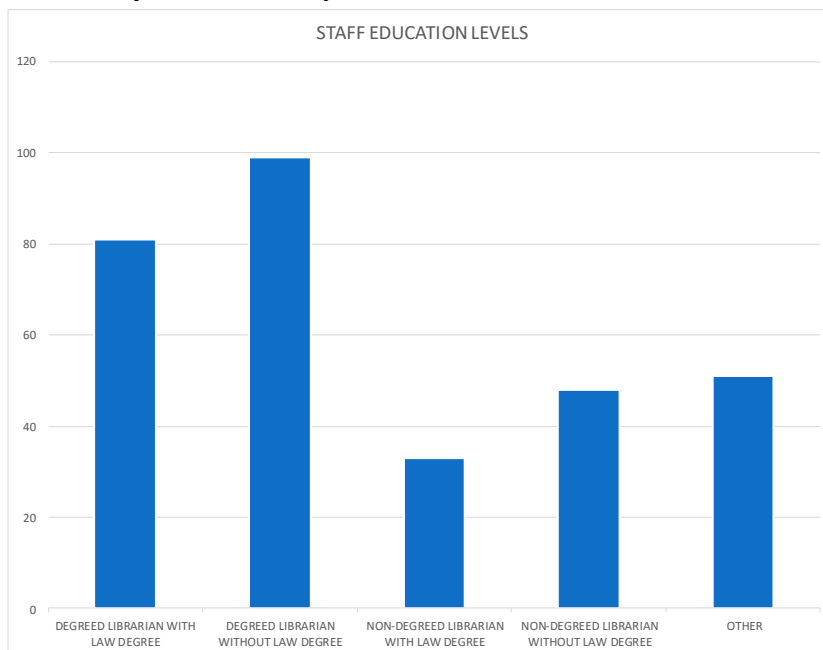
CD-Roms; Resources for attorneys; treatises; primary law and secondary sources;

Other legal databases - PACER, Dissomaster, Ebsco

Bloomberg Law, Fastcase, West Academic, ProQuest Congressional, HeinOnline, Nolo, Newsbank

medico-legal materials in addition to a circulating collection of true crime and fiction

8. How is your staff comprised?



DEGREED LIBRARIAN WITH LAW DEGREE	81
DEGREED LIBRARIAN WITHOUT LAW DEGREE	99
NON-DEGREED LIBRARIAN WITH LAW DEGREE	33
NON-DEGREED LIBRARIAN WITHOUT LAW DEGREE	48
OTHER	51

OTHER=

Law Library Technician (Paraprofessional) and Administrative Assistant/Bookkeeper

Non-degreed library clerk

Staff with no library or law degree

Clerks and Paraprofessional with college degrees. Student staff.

Master of information science + completed University Law certificate

staff with BA and staff with high school diplomas

paraprofessional

para-professionals and student workers

degreed paraprofessionals

para-professionals

TWO part-time evening non-degreed staffers

Support staff w/o college degrees

Clerks

Law Library Assistant - bachelor's Degree

Clerks, para-professionals

Paraprofessional library staff, IT staff, security guard, office manager, Staff attorney, Staff paralegal

Paraprofessionals (Library technicians); student worker; graduate school intern

BAs and masters of other emphasis.

Attorneys working as attorneys (not as librarians) and paralegal/translator

Reference Attorney and paralegal

Librarians with BAs

We also have a full range of admin services (HR, Finance, etc.), IT, Facilities and technical services staff

Library technicians, administrative staff, finance and personnel.

Non-librarian Technician

Clerical staff without degrees.

Library paraprofessional staff.

Library assistants without library degrees

Library Clerk

Non-library degreed staff without law degree

non-librarian clerks and supervisors, administrative support

Program Manager with Law Degree. Non-degreed Law Library staff.

clerical staff at different levels with different skills

Student workers

A few staff members are paraprofessionals (not librarians) who have neither library nor law degrees.

Several non-librarian support staff

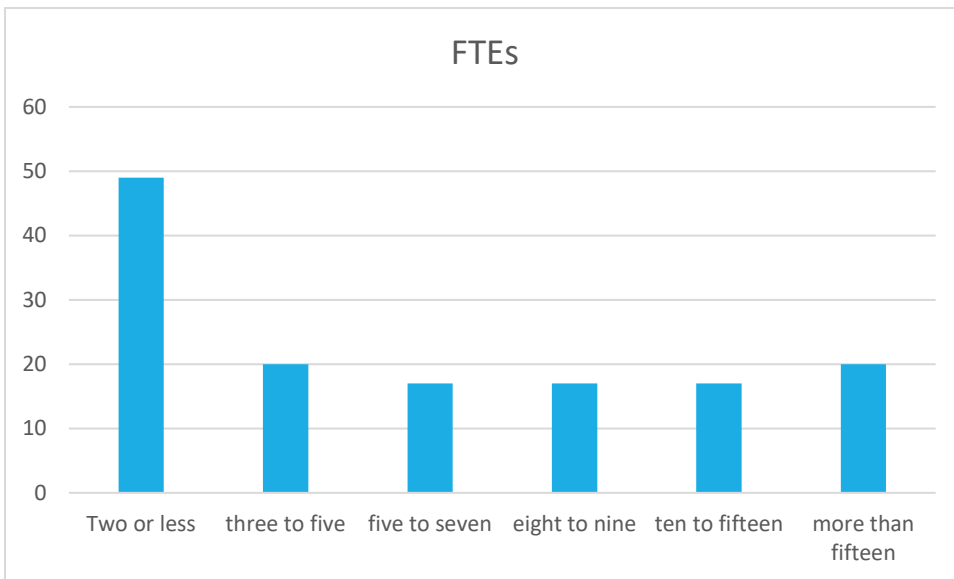
Para-professionals

Non-degreed library staff

Paraprofessional staff

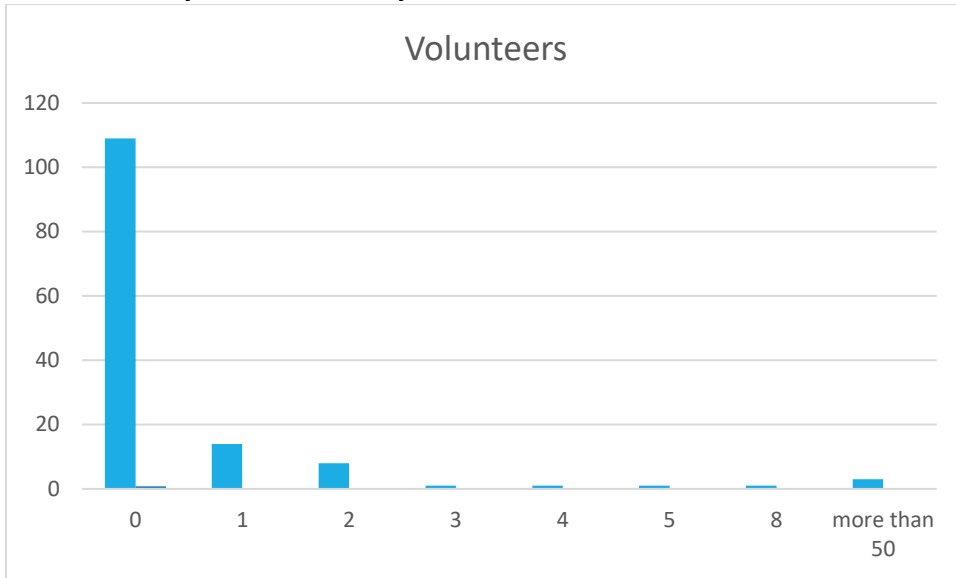
2 full-time non-librarian staff
 most staff members do not have a library degree.
 library staff beyond librarians without law degrees
 Library Technicians
 Non-librarian staff
 Non-librarian staff includes various educational levels.
 paraprofessionals doing admin and clerical work
 Non-degreed library assistants with and without law degree
 1 Library Associate (Part-time) w/ bachelor's degree
 library technician with substantial business and legal experience
 Paraprofessionals
 Paraprofessional staff and law student assistants with bachelor's degrees.
 Bachelor's degree, but not in Library Science. Experience in law firms
 Paralegals
 Library Technical Assistant

9. How many FTEs do you have?



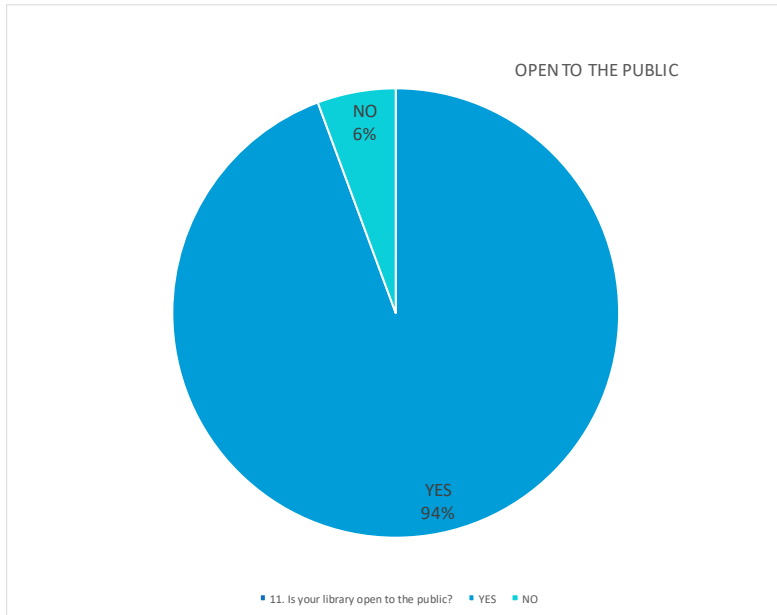
Two or less	49	35.00%
three to five	20	14.29%
five to seven	17	12.14%
eight to nine	17	12.14%
ten to fifteen	17	12.14%
more than fifteen	20	14.29%

10. How many volunteers do you have?



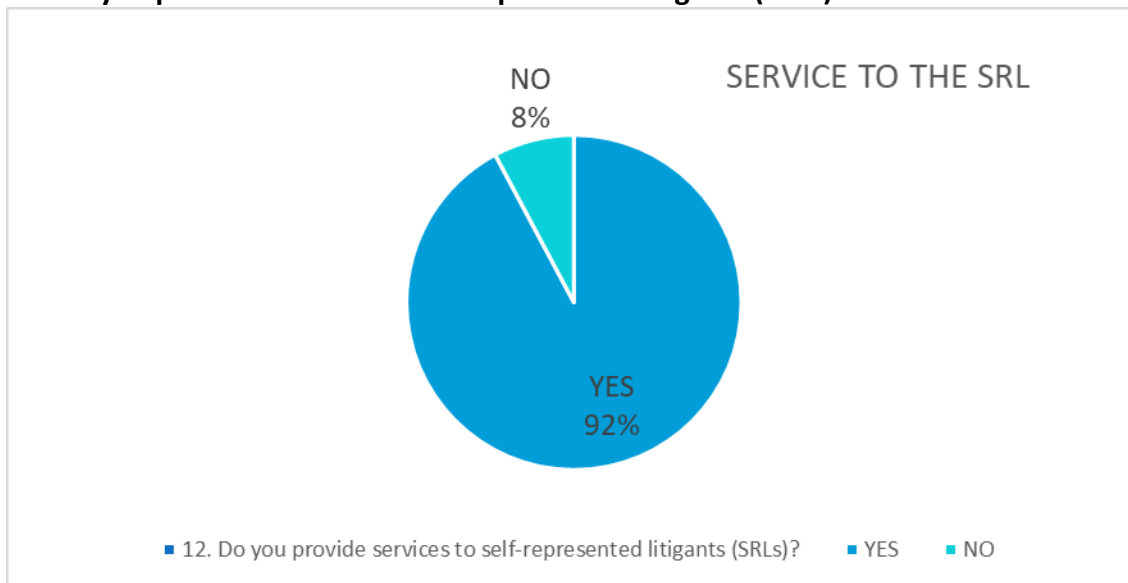
0	109	77.30%
1	14	9.93%
2	8	5.67%
3	1	0.71%
4	1	0.71%
5	1	0.71%
8	1	0.71%
more than 50	3	2.13%

11. Is your library open to the public?



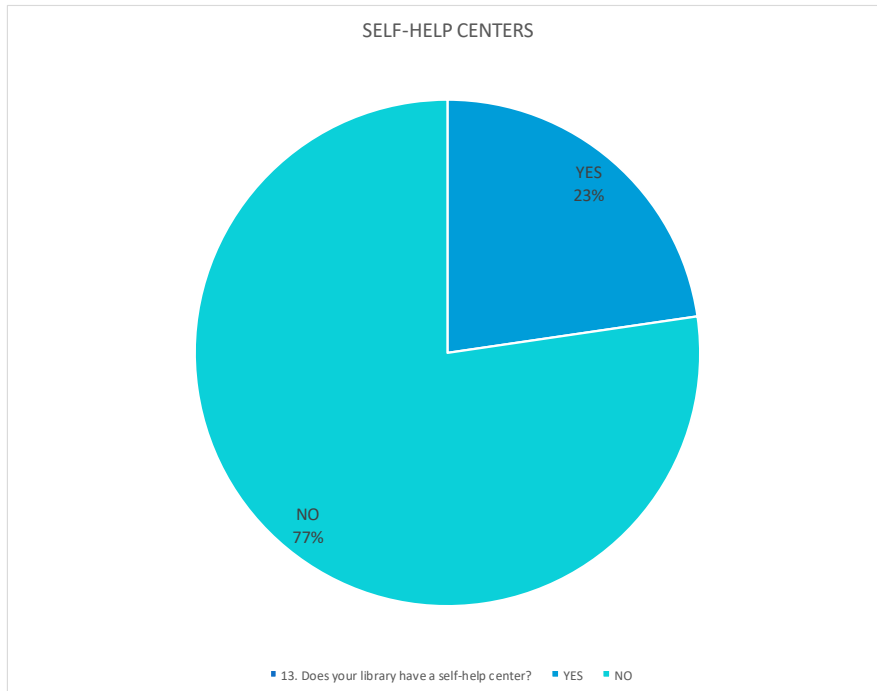
YES	133	94.33%
NO	8	5.67%

12. Do you provide services to self-represented litigants (SRLs)?



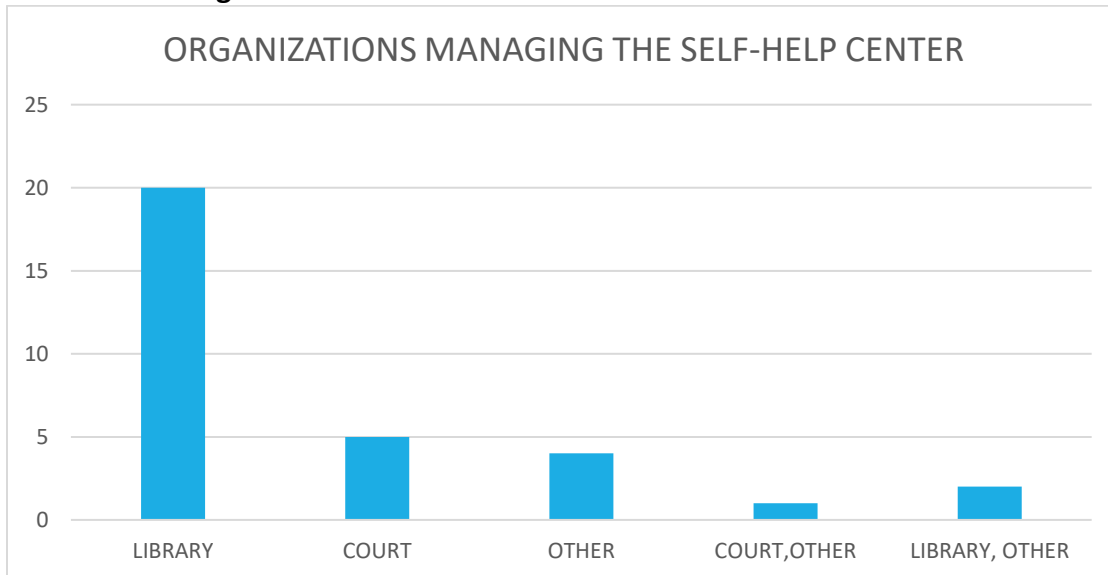
YES	130	92%
NO	11	8%

13. Does your library have a self-help center?



YES	32	22.70%
NO	109	77.30%

13a. Who manages it?



LIBRARY	20	57%
COURT	5	14%
OTHER	4	11%

COURT, OTHER	1	3%
LIBRARY, OTHER	2	6%

OTHER=

Equal Justice Wyoming, a non-profit

Information booth managed by Houston Volunteer Lawyers (part of Houston Bar Association)
legal aid

Legal Aid of Western Missouri

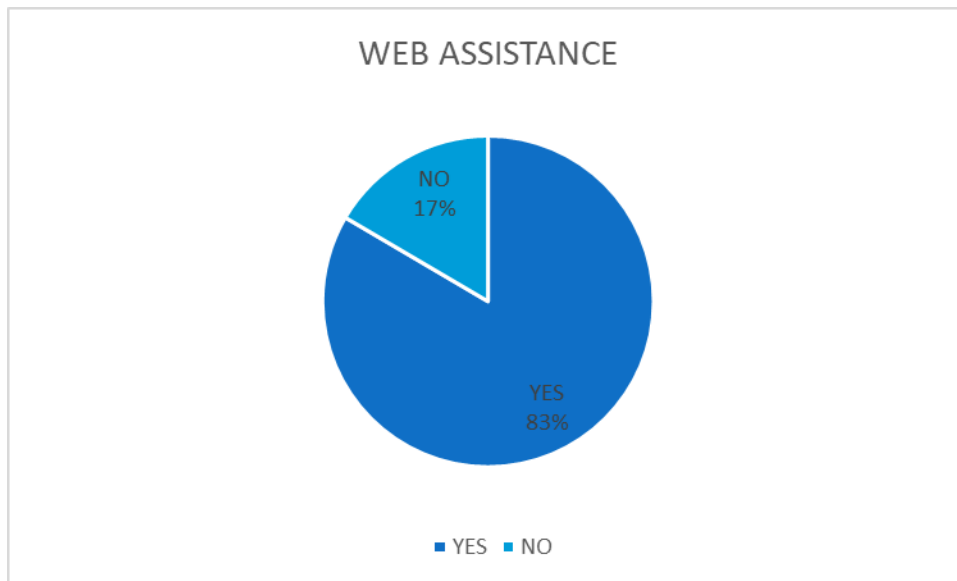
Legal Aid through contract with the court via grant funding

The court manages their staff which basically covers family law, small claims, landlord tenant.

We share space and help with everything else including their overflow but not family law.

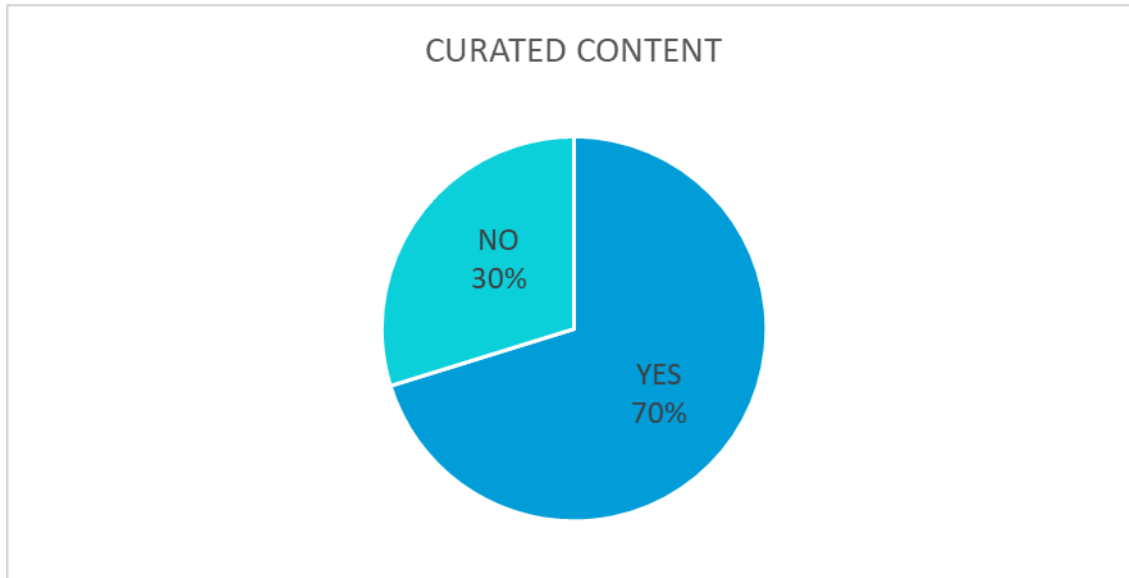
The Law Library Program Manager also oversees the Self-Help Center. Staff rotates between both areas. The Self-Help Center has 2.5 staff.

14. Does your staff provide one-on-one assistance to SRLs in locating and/or navigating legal self-help websites?



YES	116	82%
NO	23	16%
NO ANSWER	2	1%

15. Does your library produce curated content on a webpage or handout that provides legal information, FAQs or highlights relevant legal help resources?



YES	99	70%
NO	42	30%

15a. What legal website(s) do you frequently use?

CA state courts; LA Superior Court; Sacramento Law Library; and numerous paid publisher databases

California Judicial Council website; Sacramento County Law Library website; CEB OnLaw; Westlaw; stream weekly webinars on guardianship and divorce and custody

Circuit Court of Cook County, Clerk of the Circuit Court of Cook County, Illinois General Assembly, Illinois

Cornell, pacer, state/county court websites

courts.ca.gov (official site of Cal. courts, including extensive self-help and forms),

saccourt.ca.gov, <https://leginfo.legislature.ca.gov/> (Cal code), www.courts.ca.gov/opinions.htm (Cal Cases), Google Scholar, Nolo

courts.ca.gov, sacaw.org, and other government sites as necessary. i.e. U.S. courts, social security links

<http://guides.law.sc.edu/CircuitRiders> and <https://www.lawhelp.org/sc> and <https://sclegal.org/>

and <https://www.sccourts.org/> and <https://www.scbar.org/public/> and <https://www.scstatehouse.gov/> and

<https://www.sccourts.org/>

<http://libguides.law.unm.edu/nm>, <http://libguides.law.unm.edu/FreeLegalResources>,

<http://libguides.law.unm.edu/FreeLegalResources>

<http://mn.gov/law-library>

<http://www.lawhelp.org/hi>

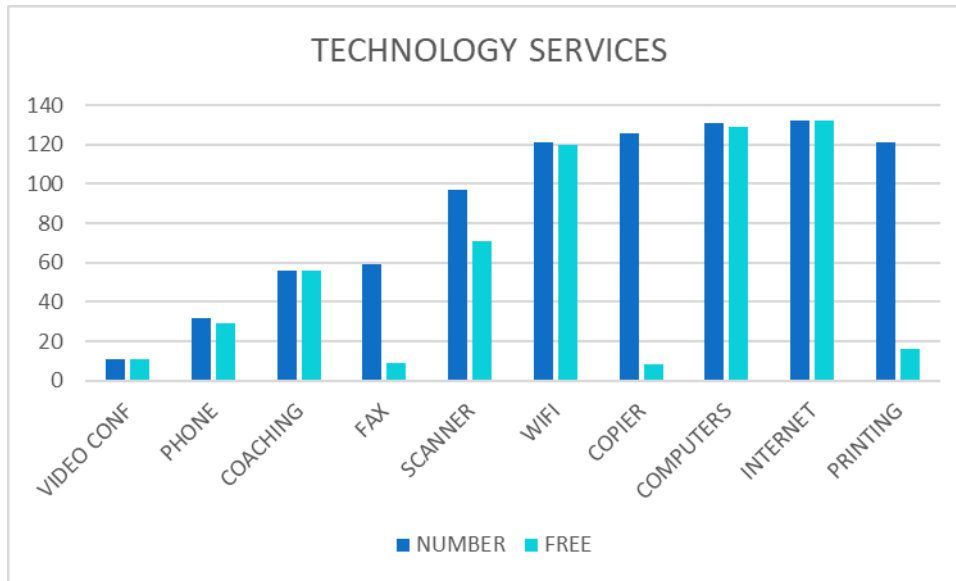
<http://www.MichiganLegalHelp.org>

<http://www.publiclawlibrary.org> (Sacramento Public Law Library
<https://azbar.legalserviceslink.com/>
<https://lasc.libguides.com/resources-for-self-represented-litigants>;
<https://www.lsba.org/public/findlegalhelp/>
<https://law.marquette.edu/mvlc/milwaukee-legal-aid-providers>; <http://wilawlibrary.gov/>;
<https://www.milwaukeejusticecenter.org/>; govinfo.gov; <https://docs.legis.wisconsin.gov>; and
many others
<https://library.law.hawaii.edu/public-patron-services/>
<https://research.ppld.org/lawandlegalresources> ; <http://www.checkerboard.co/> ;
https://www.courts.state.co.us/Self_Help/Index.cfm
<https://saclaw.org/>
<https://selfhelp.vacourts.gov/>, <http://www.courts.state.va.us/> and <https://www.valegalaid.org/>
<https://selfhelp.vacourts.gov/>; <http://www.courts.state.va.us/main.htm>;
<https://courts.arlingtonva.us/circuit-court/>
<https://www.courts.ca.gov/forms.htm>; <https://www.courts.ca.gov/selfhelp.htm>
<https://www.courts.ca.gov/selfhelp.htm>
<https://www.mass.gov/guides/massachusetts-law-about>
<https://www.peoples-law.org/homepage> and
<http://aacpll.pbworks.com/w/page/53296703/AACPLL%20FAQs>
Iowa legislature site, govinfo.gov, congress.gov, paid sites
Judicial branch website, KS legal services, Judicial council
Judicial council; state legislature; Contra Costa Court; other law libraries; many others.
Kansas Legal Services, Kansas Legislature
Lawriter Ohio Revised Code; Legal Information Institute; local court websites
leginfo.gov; [saclaw](http://saclaw.org); nolo.com; findlaw.com
lexis, westlaw, CEBonlaw
LII, state specific resources, US federal resources
Lexis, Westlaw, HeinOnline
mdcourts.gov
MNCourts.gov
mncourts.gov, lawhelpmn.org, ag.state.mn.us, leg.state.mn.us
mncourts.gov; lawhelpmn.org
mncourts.gov; lawhelpmn.org, etc.
NCGA, Google Scholar Cases, Congress.gov, NCOAH, nccourts.gov
Numerous ones
secretary of state
courts.mt.gov/forms
ctlawhelp.org, Connecticut Judicial Branch libraries' website, Connecticut General Assembly
website
Delaware Legal Help Link, NOLO, Cornell Legal Information Institute
Fastcase, Oregon e-courts, Lexis, Westlaw, Hein, NOLO
Georgia Code online,
Government authenticated websites

http://calcountylawlib.libguides.com/sfil?b=g&d=a&group_id=14469,
<https://sflawlibrary.org/legal->
Official County Court/State Judicial Dept/State Legislature/State Archives websites;
oregonlaws.org;
oregonlawhelp.org
People's Law Library of Maryland (www.peoples-law.org), Nolo (www.nolo.com/legal-encyclopedia), numerous Maryland government websites
peoples-law.org
Pine Tree Legal Assistance, Volunteer Lawyer's Project, Maine Justice Action Group
Sacramento County Public Law Library, other public law libraries
Self Help resources at www.ndcourts.gov; Legal Services of North Dakota at legalassist.org
self represent website; Missouri court website with links to forms
SelfHelp.nvcourts.gov; Nevada legislature website; Nevada Supreme Court website; and other various resources.
Standardized State Court Forms <http://www.illinoiscourts.gov/Forms/approved/Circuit.asp> and
Illinois Legal Aid Online <https://www.illinoislegalaid.org/>
Texas Law Help
TexasLawHelp.org; tyla.org; many government sites
texaslawhelp.org
texaslawhelp.org
texaslawhelp.org
TexasLawHelp.org
texaslawhelp.org, texaslegalanswers.org, efiletexas.gov, hba.org, tyla.org, txcourts.gov,
justex.net, jp.hctx.net, sll.texas.gov, harriscountylawlibrary.org
The People's Law Library; Westlaw Public Access; federal, state, and local agency/court websites
Those that provide free legal research resources.
too many to list - all state and federal agencies, courts, legal assistance orgs, etc.
Univ. of MN University Libraries, State Law Library, Legislative Reference Library, govinfo
Ventura Superior Court website; Ventura County Law Library website
Vermont Judiciary, libguides (<http://libguides.vermontlaw.edu/vermontlawguide>)
washingtonlawhelp.org
washingtonlawhelp.org, courts.wa.gov
Westlaw Lexis
Westlaw, CEB, California Courts
Westlaw, HeinOnline, National Center for State Courts, Legal Information Institute, GovInfo,
Westlaw, Lexis, HeinOnline, Fastcase, West Academic, NCLC
Westlaw. Lexis, Georgia Legal Aid, Georgia General Assembly, Georgia Laws
www.civillawselfhelpcenter.org
www.courts.ca.gov
www.courts.ca.gov, www.govinfo.gov
www.courts.ca.gov;
www.mass.gov/; www.masslegalhelp.org
www.nycourts.gov

www.palawhelp.org, https://courts.phila.gov/forms/, https://www.philalegal.org/
 www.sblawlibrary.org
 www.TexasLawHelp.org
 www.texaslawhelp.org

The following questions (16-25a) pertain to how you support the public's technology needs.

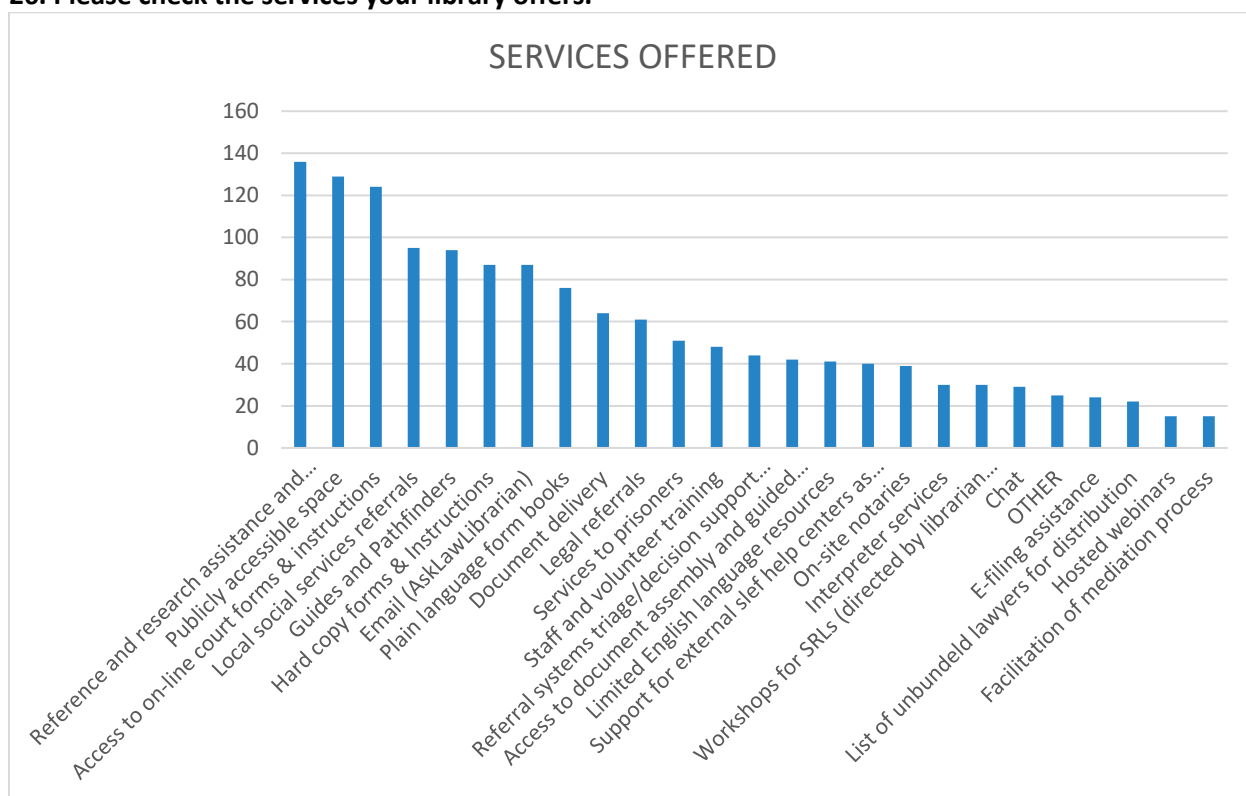


16. Do you support the public's technology needs with FAX access?	
YES	59
NO	82
16a. Is the FAX free or is there a fee?	
FREE	9
USER FEE	50
17. Do you support the public's technology needs with Copier access?	
YES	126
NO	14
NO ANSWER	1
17a. Is the Copier free or is there a fee?	
FREE	8
USER FEE	118
18. Do you support the public's technology needs with Scanner access?	
YES	97
NO	42
NO ANSWER	2

18a. Is the scanner free or is there a fee?	
FREE	71
USER FEE	26
19. Do you support the public's technology needs with Phone access?	
YES	32
NO	109
19a. Is the phone free or is there a fee?	
FREE	29
USER FEE	3
20. Do you support the public's technology needs with WiFi access?	
YES	121
NO	20
20a. Is WiFi free or is there a fee?	
FREE	120
USER FEE	1
21. Do you support the public's technology needs with Computer access?	
YES	131
NO	9
FREE	129
USER FEE	2
22. Do you support the public's technology needs with Technology Coaching?	
YES	56
NO	85
22a. Is Technology Coaching free or is there a fee?	
FREE	56
USER FEE	0
23. Do you support the public's technology needs with Video Conferencing?	
YES	16
NO	124
NO ANSWER	1
23a. Is Video Conferencing free or is there a fee?	
FREE	11
USER FEE	4
NO ANSWER	1
24. Do you support the public's technology needs with Internet access?	
YES	132
NO	9

24a. Is Internet use free or is there a fee?	
FREE	132
USER FEE	0
25. Do you support the public's technology needs with Computer Printing?	
YES	121
NO	20
25a. Is Computer Printing free or is there a fee?	
FREE	16
USER FEE	105
	121

26. Please check the services your library offers.



Reference and research assistance and instruction	136	96%
Publicly accessible space	129	91%
Access to on-line court forms & instructions	124	88%
Local social services referrals	95	67%
Guides and Pathfinders	94	67%
Hard copy forms & Instructions	87	62%
Email (AskLawLibrarian)	87	62%
Plain language form books	76	54%

Document delivery	64	45%
Legal referrals	61	43%
Services to prisoners	51	36%
Staff and volunteer training	48	34%
Referral systems triage/decision support tools	44	31%
Access to document assembly and guided interviews	42	30%
Limited English language resources	41	29%
Support for external self-help centers as available	40	28%
On-site notaries	39	28%
Interpreter services	30	21%
Workshops for SRLs (directed by librarian or coordinated by library staff)	30	21%
Chat	29	21%
OTHER	25	18%
E-filing assistance	24	17%
List of unbundled lawyers for distribution	22	16%
Hosted webinars	15	11%
Facilitation of mediation process	15	11%

OTHER=

A Self-Represented Litigant Coordinator provides appellate assistance through the Supreme Court and Court of Appeals Clerks' Office. Each District has one or more Self-Represented Litigant Coordinators who work with individuals at the trial court level.

As a FDLP we provide access to material both online and hardcopy. We will provide limited assistance in use of materials, but not assist patrons in researching or finding their answers.

Attorneys assist with family, expunction, & driver's license law; legal aid intake office; hosted clinics; direct-access phone to lawyer referral; library attorney drafts forms & facilitates in docket between court and SRL; district clerk office in LL

Borrowing books; benefits programs for MCLE and other services.
clinics

Court itself offers some of these services, like mediation, e-filing assistance. (Main Library)

Eight months a year we host a "Lawyer in the Library" event staffed by Legal Services volunteer attorneys and volunteer law students. Patrons must apply beforehand and are vetted by legal services as to eligibility. Some get referred for full services.

free live MCLE programs, conference rooms

Hosted workshops and clinics taught by legal aid, volunteer lawyers and other legal partners. Classes for non-lawyers on numerous legal issues (e.g., how to start a business; how to represent yourself in court; basics of small claims; and dozens more)

Hosted workshops run by other groups

Legal and community resource lists

Legal research training for local public libraries and library systems

Legal Research, background checks for companies/people

Limited Printing

Limited representation by Legal Aid attorneys

Manage the Circuit Court's free legal advice programs: Civil Law Center and Family Law Assistance Program

other

other

Our law library pays for an attorney to teach a SRL Clinic each week regarding the final divorce decree and preparation for court. This clinic is a couple hours long and is required for SRLs in divorce cases for Smith County.

Pro per legal clinics for SRLs; Conservatorship training for family members, including many SRLs

Public general guidance and directions with regards to court processes and procedures

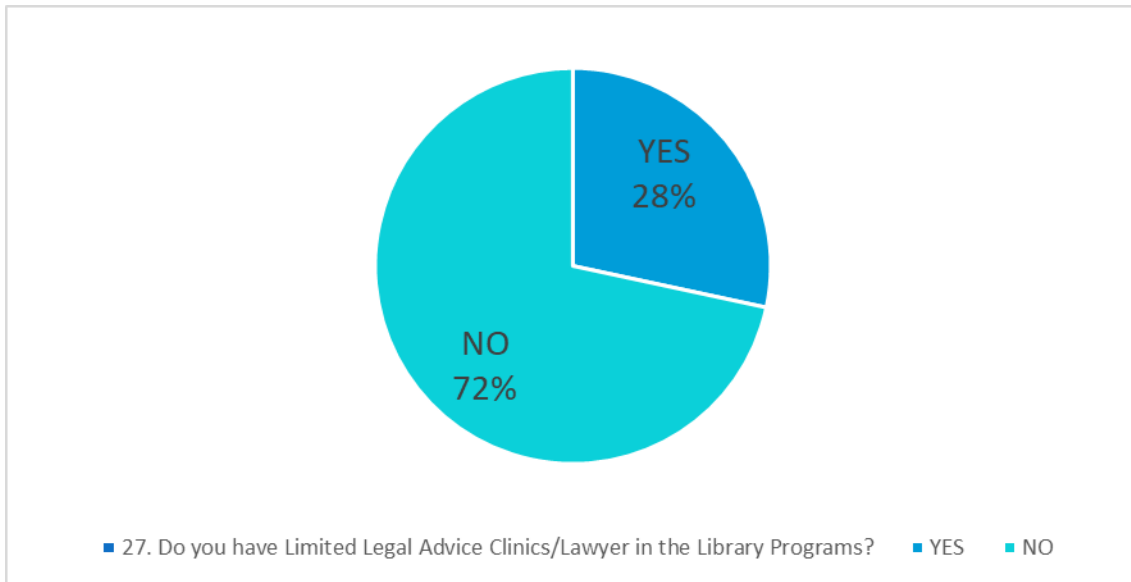
We host annual events: free tax preparation, wills clinics, etc.

We provide referral information to S.C. Legal Services and the SC Bar's Lawyer Referral Service.

We refer to other legal aid orgs but not lawyers. We provide wifi/computer internet access to legal research and gov sites only.

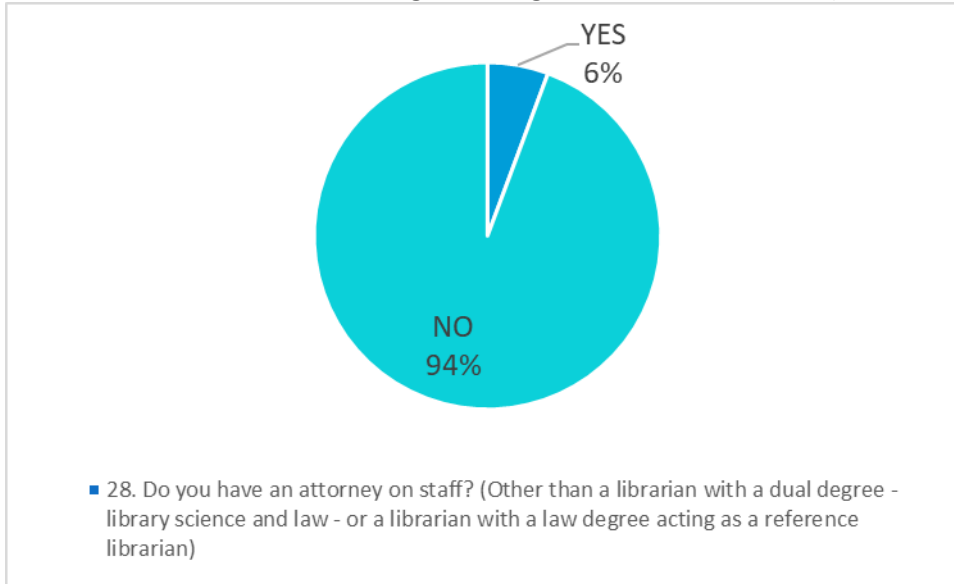
Weekly Lawyer in the Library 1-on-1 30-minute consultations

27. Do you have Limited Legal Advice Clinics/Lawyer in the Library Programs?



YES	40
NO	101
	141

28. Do you have an attorney on staff? (Other than a librarian with a dual degree - library science and law - or a librarian with a law degree acting as a reference librarian)

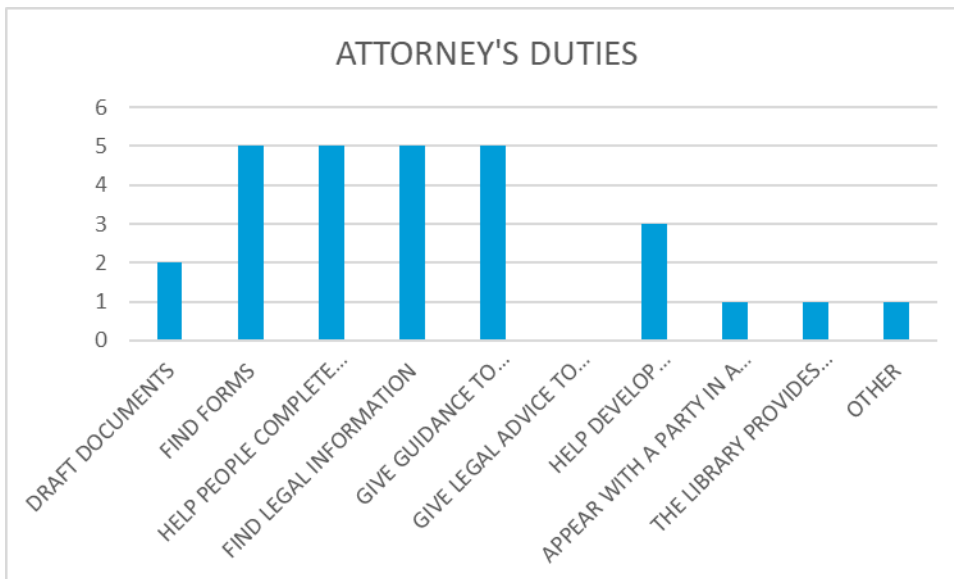


YES	8	5.67%
NO	133	94.33%

28a. What is their title?

- Assistant Librarian
- Executive Director/General Counsel
- Family Law Facilitator; Director of Self-Help Center; President, Board of Trustees of the Law Library
- Librarian
- Reference Attorney
- Reference Attorney
- Self Help Attorney
- Staff Attorney

28b. Check all that apply to the attorney's duties.

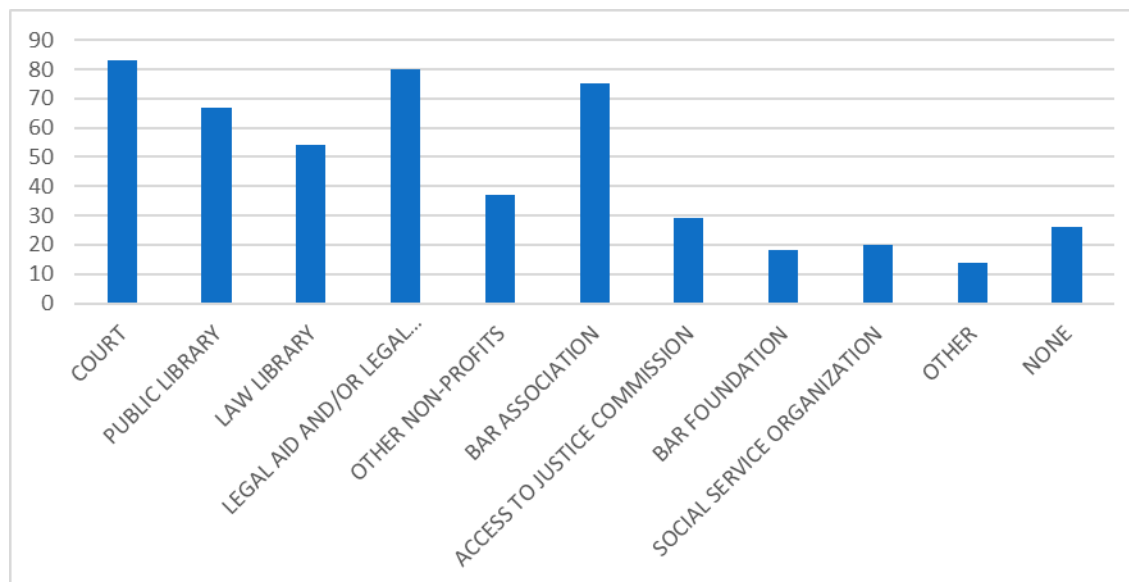


DRAFT DOCUMENTS	2
FIND FORMS	5
HELP PEOPLE COMPLETE FORMS	5
FIND LEGAL INFORMATION	5
GIVE GUIDANCE TO PATRONS REGARDING THEIR CASE	5
GIVE LEGAL ADVICE TO PATRONS REGARDING THEIR CASE	0
HELP DEVELOP INSTRUCTIONAL GUIDES FOR SRLs	3
APPEAR WITH A PARTY IN A COURTROOM	1
THE LIBRARY PROVIDES MALPRACTICE INUSRANCE FOR THE ATTORNEY	1
OTHER	1

OTHER=

Review content of instructional materials.

29. With whom does your library partner or collaborate?



COURT	83
PUBLIC LIBRARY	67
LAW LIBRARY	54
LEGAL AID AND/OR LEGAL SERVICE PROVIDERS	80
OTHER NON-PROFITS	37
BAR ASSOCIATION	75
ACCESS TO JUSTICE COMMISSION	29
BAR FOUNDATION	18
SOCIAL SERVICE ORGANIZATION	20
OTHER	14
NONE	26

OTHER=

Circuit, District and Juvenile and Domestic Court procedural and processing for practitioners and the public

District Clerk staff office in Law Library to accept filings in the library (which is not located in the courthouse); host law school legal clinics and bar association legal clinics

family law facilitator

Howard University School of Law Clinical Programs

Iowa Legislative Services Agency, main campus library

Law firms; local modest-means incubator program; government organizations and elected officials

Main University Library

Marquette Volunteer Legal Clinic to provide certain resources to the clinic.

Other University Libraries

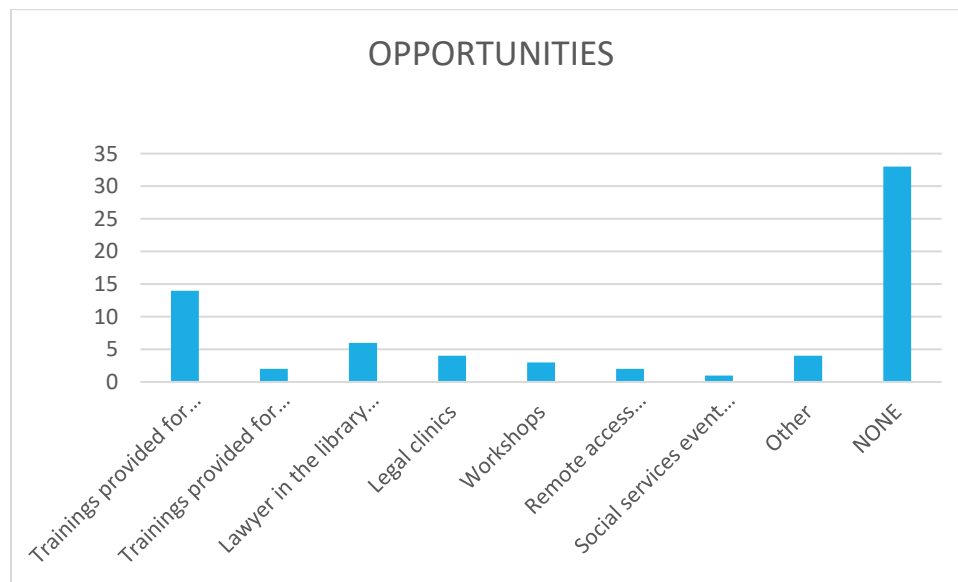
The corporation

Three local law schools, legislative offices.

Vegas PBS and State Ombudsman

We are open to the members of the NC Bar, but we do not officially partner with them.

30. What types of initiatives/opportunities are provided?



Trainings provided for public librarians	14
Trainings provided for public library patrons	2
Lawyer in the library programs	6
Legal clinics	4
Workshops	3
Remote access programming	2
Social services event (such as "Homeless Day")	1
Other	4
NONE	33

OTHER=

"Mobile Law Library" - Hennepin County Law Librarians provide regular legal reference assistance in public library locations

CLEs

Continuing Lawyer Education

Joint programming (ex: book discussion group)

LAIC - incubator consortium to train new attorneys in representing modest means clients. Three in-house, multi-part, class series: 1) Civil Lawsuit Basics; 2) How to Start & Grow Your Own Business; & 3)

Where You Begin, basics of popular legal subjects

Legal resource support for clinics.

Legal Tech training

Library provides legal form packets for a nominal charge. Library staff provides help with no fault divorce forms at Philadelphia Court of Common Pleas Family Help Center on a weekly basis, as well as offering online support to various legal groups.

MCLE events

Mock Trial (statewide competition for high school students)

Monthly CLEs for attorneys

Supporting Self Help Centers, Access to Justice Rooms, community ATJ initiatives such as the "Community Navigator" program as well as assisting with the pending "Legal Navigator" tool (online, using AI to assist people with civil legal needs)

The Court has trained public librarians on the electronic filing system.

We have provided training for Non-Profits like Legal Aid.

we offer tours to the public librarians when they request

Weekly public legal tech training; on-demand video CLE and videos for self-represented litigants

31. Please tell us about other services available to the public at either your library or other libraries in the state that you think might be of interest to us.

All our superior court judges tell us basic civics courses are needed for pro per patrons. Cross training with public librarians on when and how to send people to public law libraries is needed.

"At our library, county residents have the opportunity to serve on the Law Library Advisory Board.

We have microfilm equipment and microfilm reels of state legislative history materials, which have limited availability (or high cost) elsewhere.

While we don't have formal or explicitly defined services to prisoners, we do respond to mail from inmates at the county jail.

Currently, our State Law Library funds and provides access to both Fastcase and Nolo/Ebsco subscription databases for any resident in our state. They've been doing this for the past 3+ years."

Court management and staff trainings and seminars held in Library Conference Room facilities

I pay for "Patron Access" Westlaw & Lexis for our walk-ins. We allow walk-ins to use our extensive print collection of Michigan practice guides (ICLE).

Library of Michigan in Lansing, MI has a law library. There is an Oakland County Law Library that is open to the public, I believe. Michigan State, Wayne State, and Univ. of Michigan are public colleges with law programs, so I'd assume their law libraries are open to the public. WMU Cooley Law School has a campus in Grand Rapids, MI as well as in Lansing, MI and in Auburn Hills, MI. They are private but the libraries are open to the public for legal research purposes. There are also non-libraries, such as the Legal Assistance Center here in Grand Rapids, MI. And there is the online Michigan Legal Help website.

Many of the "local" public law libraries in Virginia offer "Lawyer in the Library" programs, as well as Lexis and/or Westlaw and basic legal reference training. The University of Virginia Law School Library has developed videos that provide basic legal research instruction -- these are available at the Va. Judicial System Self-Help website.

Monthly Noontime Legal Seminars (one-hour) on topics like the latest in county cannabis laws; landlord/tenant issues; laws pertaining to neighbors; laws pertaining to pets and livestock; laws pertaining to homeowners associations and road associations and mobile home parks; legal responsibilities of nonprofit boards; planning life with dementia, etc. All taught by attorneys for the general public and attorneys, who receive one-hour of MCLE credit.

Nothing available to the public

Our county public libraries (non-law) collaborate with the SC Bar Association and SC Legal Services to provide legal clinics. Two counties in SC provide Westlaw for all of their branches. Our law school student pro bono program is very active and works with the SC Bar and other organizations to provide assistance to citizens without attorneys. We have an active Clinics program at the law school, including our most recent Veterans Clinic.

Our Legal Aid of Western Ohio holds a Pro Se Divorce Clinic on the second Thursday of each month in the Courthouse.

Our reference librarians have done trainings for public and academic library staff at library association meetings on basic legal research, free sources, etc. We have also done trainings (in partnership with Access to Justice and Legal Services) for trial court staff on the difference between legal information (okay to give out) and legal advice (prohibited) to help them distinguish many instances when they ARE able to help!

Our services are available statewide, including remote locations. To make our collection accessible, we have library kiosks in courthouses throughout the state. These kiosks include a computer with access to our electronic materials, print copies of the Alaska Statutes, Alaska Court Rules, and Alaska Administrative Code, and information on how to contact librarians.

Prisoner response mail services - free copying, up to 100 pages for specific citations (no research services)

"See ""Mobile Law Library"" above. Hennepin County Law Library (HCLL) also appears at public library community events in order to promote the law library and inform citizens of our services.

Some of the larger California county law libraries are part of the State Depository Program. Also, certain county law libraries possess MCLE materials or hold MCLE-credit activities.

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"State law library has a program for law librarians in public libraries. Other county law libraries have similar programs where they do legal reference at public library locations
Foreign language Skype in one other county law library

State Law Library has online chat service as well as more user guides.

The Community Legal Information Center (CLIC) is the state of Vermont's sole public law library. Services are expanding - many ideas are in the works!

The Council of California County Law Librarians staffs a chat service called "Ask a Law Librarian", which may be accessed from the Self-Help Center web page on the California Courts website.

The Enoch Pratt Free Library, based in Baltimore, periodically offers "lawyer in the library" days at its branches (and has since 2015).

The law school has limited free legal clinics which we can direct patrons to. Also, the Utah Courts has a fantastic Self-Help Center: <https://www.utcourts.gov/selfhelp/contact/>

The University of Toledo Law Library provides legal help clinics to pro se patrons.

The webpage of the Sacramento Public Law Library that provides helpful instructions and forms to self-help litigants.

"This is a University law library. There is a free legal service offered by the law students (overviewed by a lawyer) to the public. We refer the individual that contact us to them, but the library does not offer the service itself.

"Three law libraries are open to the public in Colorado: the University of Colorado William A. Wise Law Library in Boulder, the Colorado Supreme Court Library in Denver, and the Tenth Circuit Court of Appeals Library in Denver.

The Pikes Peak Library District in Colorado Springs includes some print legal materials in its collection and onsite access to Westlaw at its Penrose location.

The Denver Public Library provides computer and technology services and community assistance resources.

Unfortunately, due to limited budget and limited staff, we operate at a pretty basic level of public services. But we are interested in trying to do more.

Virtual Pro Se Clinic; Estate and Probate Classes; Basic Legal Research Classes; Renter's Rights Workshops

We are a Passport Acceptance Facility

We are a small library but see more and more people every year. We don't have any fluff, all of our books are updated. We have two computers with Westlaw Next. We have copy services, fax, scanning,

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notary and we have a boardroom that we rent out for mediation and depositions. We don't have copies available for people to pick up because we feel that is giving law advice. We look everything up on our computers or books. We also are coordinators for our multipurpose courtrooms.

We are an FDLP member (law library), and thus provide a small selection beyond the basic core collection of FDLP.

"We are currently working to put a self help center in our Supreme Court Law Library, there are currently 5 other self help centers in KS. libraries or court clerk's offices. They all have access to forms, some have volunteer attorney's & para legals that help staff their centers. Our access to Justice committee is looking for ways to have access in all Counties for some very basic self-help forms, and internet access."

We are not open to the general public, but we are open to members of the California Bar. We offer numerous resources to California attorneys, including primary law and secondary materials in print and online.

We are open to any person with a legal research need.

"We have a collaboration with the nearby Immigration Court where respondents are referred to a free monthly clinic in the Law Library to prepare asylum petition paperwork.

We have a collaboration with a legal aid organization where patrons can participate in a free weekly clinic in the Law Library to prepare conservatorship petition paperwork.

We have an appellate brief-writing workshop (approx 8 times per year) where self-represented appellate litigants can receive individualized instruction on preparing their briefs from volunteer appellate attorneys.

We offer weekly videoconferencing with legal aid attorneys by appointment on specified subjects.

We offer monthly expungement clinics led by a legal aid organization.

We partner with public libraries to offer classes and regular, scheduled office hours by LA Law Library law librarians to expand access to legal reference services and instruction throughout the county. Other county law libraries in California have extensive form packets and instructional materials. Some are available online (e.g., SacLaw).

We have a statewide contract to provide reference services for prisoners in the California prisons.

We have a very robust SRL workshop series that we present in partnership with local public libraries and volunteer attorneys

We host all our CLEs free online.

We host database training classes for the public each Saturday: called "Law Made Public." We partner with 2 local public libraries and provide kiosk-type access there to many of our databases and staff help every other week in those public library partner locations. We host Law Week clinics and classes county-

wide. We provide classes within public library locations on small business and many other topics. We do an annual Law and Comics event which brings together artists, publishers, the public, and intellectual property attorneys. We host displays of interest to the community on a regular basis. We have several databases that are designed to help SRL's: EBSCO's Legal Information Reference Center; Gale's California Legal Forms database; and Fastcase.

"We offer access to a great suite of legal databases and e-books for remote use. Patrons must only register for a free library account and they will be able to use all of our remote resources from anywhere in the state. Our librarians are then available to help them navigate and select appropriate resources. We also offer free Westlaw and Lexis training via in-person trainings for Westlaw and webinars for Lexis. We partner with the local public library, and I go to one library every Wednesday night from 5-7 PM offering legal reference services allowing people further from the courthouse and outside of normal business hours to receive those services.

We provide one-on-one assistance with expungement procedures to ensure successful application for reduction or dismissal

We provide several services to pro pers and srls - free typing assistance for forms, complaints, etc., recycled laptops loaners with basic word processing software and virus protection, instruction on use of computers to prepare legal forms and documents, role playing clinics, out-reach services to all areas of Placer County including telephone request services (forms, documents, guides, etc.), "circuit riders" who go to small towns on pre-advertised law days

We sell pre-printed packets of divorce, custody forms, etc.

We work with community partners to promote Law Library and Self-Help Center services.

Western NY Court Help Center/library partnerships: Supreme Court Library at Buffalo (8th Judicial District), Supreme Court Library at Rochester (7th Judicial District)

While my library isn't open to the public if someone walks in I won't turn them away and will do what I can to help. My collection isn't geared for someone without a law degree, so it can be challenging finding materials that will help public patrons.

32. Please share any additional comments or suggestions you may have.

" As a FDLP participating law library we provide limited hours (M-F, 9-5) and services to pro-see patrons. The counties in NC have closed their law libraries and we have picked up the slack as much as possible, however, we are a small school with limited staff with a variety of other duties. We generally have 4-10 patrons per week whose first visit included the words ""The clerks office sent us over. They said you can help us ""

I was hesitant to fill this out, because a large influx of SRL could stretch us beyond our capacity. We already have SRL driving over an hour to reach us and there have been disruptions, such as demands for validated parking and complaints about printing. Elon University has a history of being open to the public and the law library is attempting to carry on that tradition but I have my concerns. Is there a way to handle libraries like ours in your survey.

"After 8p the library goes to a university swipe only access. Public patrons who are in the library before 8p are not asked to leave, however, public patrons do not have access from outside after 8p.

For computer access, we have three public terminals. The browsers are set for access to only selected legal websites, no general internet access. Also no Word processing on public terminals. Main database used for public patrons is Nexis Uni. We do not have Lexis or Westlaw access for the public. "

As part of my job I'm also tasked with serving as the Alternative Dispute Resolution Administrator for the Idaho District Court. Meaning I manage the ADR program. One of the many different hats I get to wear!

Directory information about programs around the country will be very helpful.

HCLL does not offer clinics or lawyers in the law library because there is a separate self-help center in the building that offers these services; along with other clinics and volunteer attorney assistance in specialty courts (housing, family) in the building. We offered a series of clinics in 2018, but attendance was very low - we think due to the established program of clinics and legal advice already in place.

I am hoping to get the Law Library much more involved with referral systems/triage/decision support tools and access to document assembly & guided interviews. Louisiana's unique system of laws, and the fact that its legal system isn't uniform, makes assisting self-represented litigants very complicated.

I wasn't sure how Lawyer in the Library was different from a clinic.

No one believed we have 300+ patrons a day so we got an electronic door counter.

Our newest dual-degreed reference librarian still practices on the side. Our evening and weekend reference staff have the law degree and practice law as well. Some of our dual-degreed staff have previously practiced. But none of us provides legal advice.

Please note: I answered "36" law libraries in response to question #5, because each county in our state is statutorily required to provide public law library services. However, it should not be assumed that every county has a physical building, paid staff, a collection, or other services. While our largest counties generally have well-established libraries, our smaller and more rural counties vary dramatically in their public law library services.

Pro pers and srls need more pro bono attorneys to do direct representation. Not all areas of the law are equal. Some areas are OK with legal self-help, but complex areas such as Family Law are extremely difficult for the patron and the attorney - too complex, the learning curve is too steep and takes too much time - as a result all of the parties become frustrated and the court dockets are congested, what should take months, takes years and justice often gets lost along the way.

Several clarifications of answers: For Question 1, the map does not show our correct location based on the address I've input, though I'm not sure why. Question 7 is answered based on our entire collection, but the resources specifically written for or identified as "non-lawyer" (e.g., in the title) are few, and our Westlaw/Lexis access is law faculty and staff only. Question 12a is answered based on reference statistics, which only captures those SRLs who do ask us for help; we do not gather information on the status of all visitors who use our law library. Question 27 has been answered as to the law library

specifically (the Ray & Kay Eckstein Marquette University Law Library does not itself offer clinics or a lawyer in the library program), but the Marquette University Law School does offer the Marquette Volunteer Legal Clinic and also works with the Milwaukee Bar Association and the Milwaukee Justice Center to provide a mobile legal clinic.

Some of these questions don't really apply to law school libraries...

"South Carolina does not have a State Law library or a system of public county law libraries. We are the only public law school library in the state. We work with our State Library and public libraries to train librarian how to provide legal reference services to their patrons through our Circuit Riders Outreach Program.

SRL need basic legal education such as terminology; what are primary vs secondary resources; how does the legal process work; and when should I consult a lawyer before deciding to represent themselves and dig deep into legal research. It is difficult to help patrons navigate the legal system when they do not understand how it functions and even legal terminology. They are already frustrated at having a problem. Giving them a basic course in the elements, process, and what to expect would help greatly!

Thanks for conducting this survey. I'm looking forward to using the results as a bench-marking and brainstorming tool.

"The Judicial Branch submitted a bill to the State Legislature this session (ongoing until the end of April 2019) to repeal all laws requiring that the North Dakota Supreme Court Law Library and Law Librarian exist. The repeal of those laws were approved by both houses and signed by the Governor. As of August 1, 2019, there are no North Dakota laws that will require the continued existence of the North Dakota Supreme Court Law Library or the Supreme Court Law Librarian.

If the Legislature approves a request by the Judicial Branch to fund a remodel to the current Law Library space, the current space will be remodeled for Judicial Branch IT office space and the law library print holdings significantly reduced. The Law Library will then cease to exist as a public law library.

If the Legislature approves the request to fund the remodel, the North Dakota Legal Self Help Center, which is currently a division of the North Dakota Supreme Court Law Library, will continue to exist as a division of the North Dakota Court System. However, the public space and access to print materials will be greatly reduced. This will not represent much of a change to current Self Help Center operations, as the vast majority of individual requests are conducted by phone. Very few requests occur in person. The Judicial Branch remodel funds request is in the hands of the Legislature and a decision must be made before the end of this Legislative Session - likely April 30, 2019. If the funds are not approved, the North Dakota Supreme Court will decide whether the North Dakota Supreme Court Law Library will continue to operate and, if so, in what capacity."

The Library currently is expanding. We are going to be offering Lawyer in the Library programs and Legal Clinics later on this year or in 2020.

The number served per month includes self help center patrons, reference patrons, and workshop patrons. We have many additional visitors to our website each month who may download guides and forms.

The survey doesn't offer any context...What is this for? What information are you seeking? Will the results be shared?

It would be helpful to also ask about best practices and outreach (in addition to services offered to the public). For example, we have found it useful to: partner with public libraries and elected officials in getting word out to the public about available service; and offer a ""prescription pad"" to our partners so that they can refer SRLs to the reference desk with specific instructions about what to research or look at."

This is our self-represented litigants guide: <http://libguides.law.drake.edu/selfrepresentedLitigant>

We also plan to collaborate with the Topeka & Shawnee County Public Library in the near future to help their Public librarians understand what is legal advice and what is reference help. We would also like to have a few classes at their library for SRL's, if they are agreeable to that (I think they will be).

We are currently working in collaboration with our State Bar Committee to provide plain language instructions and sample legal forms relating to sealing court records, once an expungement order has been granted. This effort is a result from people inquiring at the Judiciary and the law library for this information and we are hoping to be helpful, in order to break down barriers for people who are seeking employment and housing. Thank you!

We are mostly a member library for attorneys and those associated with the courts, and as such we have very limited public hours. We are open to the public on Tuesdays and Thursdays, from 1-3 pm.

We are small but mighty. Our library is run like a business, that helps our people in the county with compassion and care. We helped 3000 more people out last year alone. Our services cover the cost of our supplies and our copier and could go toward part of the cost of our books if we didn't have a budget for them.

We understand the needs of the self-help litigants and try our best to be of assistance.