

A Comparison of Results - Survey of Law Library Services to the Self-Represented Litigant (SRL) for

2013

2019

2023

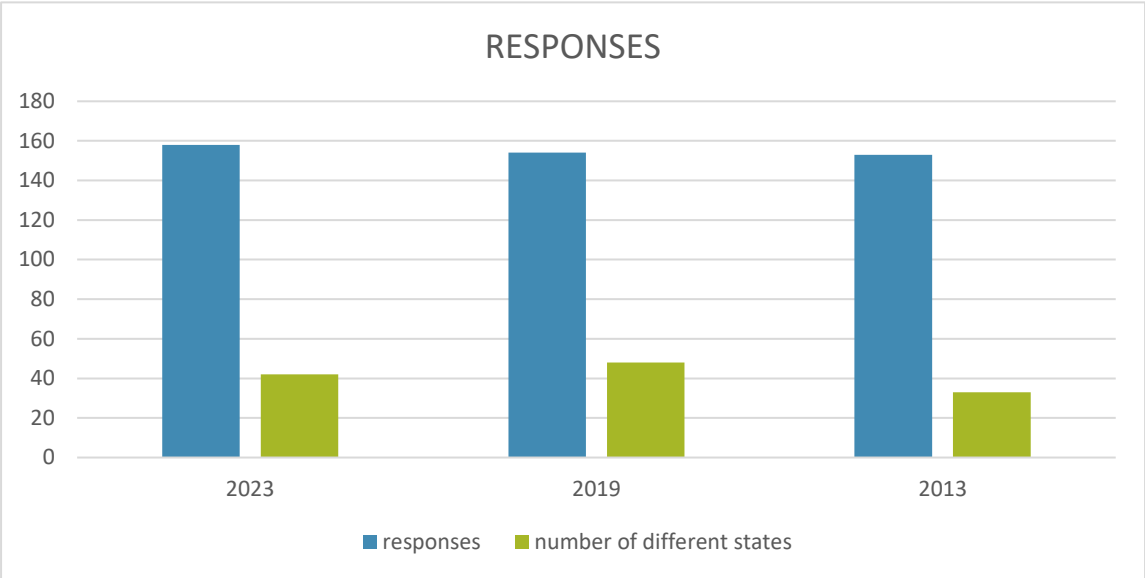
The conclusion of the SRLN Report, [Evaluating Library Services to Self-Represented Litigants: A Story of Two Surveys](#), discussed the pandemic and its effects on law library service to the self-represented litigant:

With the 2020 pandemic, many law libraries curtailed services, making best practices difficult to attain at any level. However, the pandemic forced some law libraries to develop additional services to assist SRLs. These include support for remote court hearings, remote clinics, pro bono consultation by phone, curbside delivery of print materials, emailing resources, remote access to computerized legal research (though time-limited), and other pandemic fostered services.

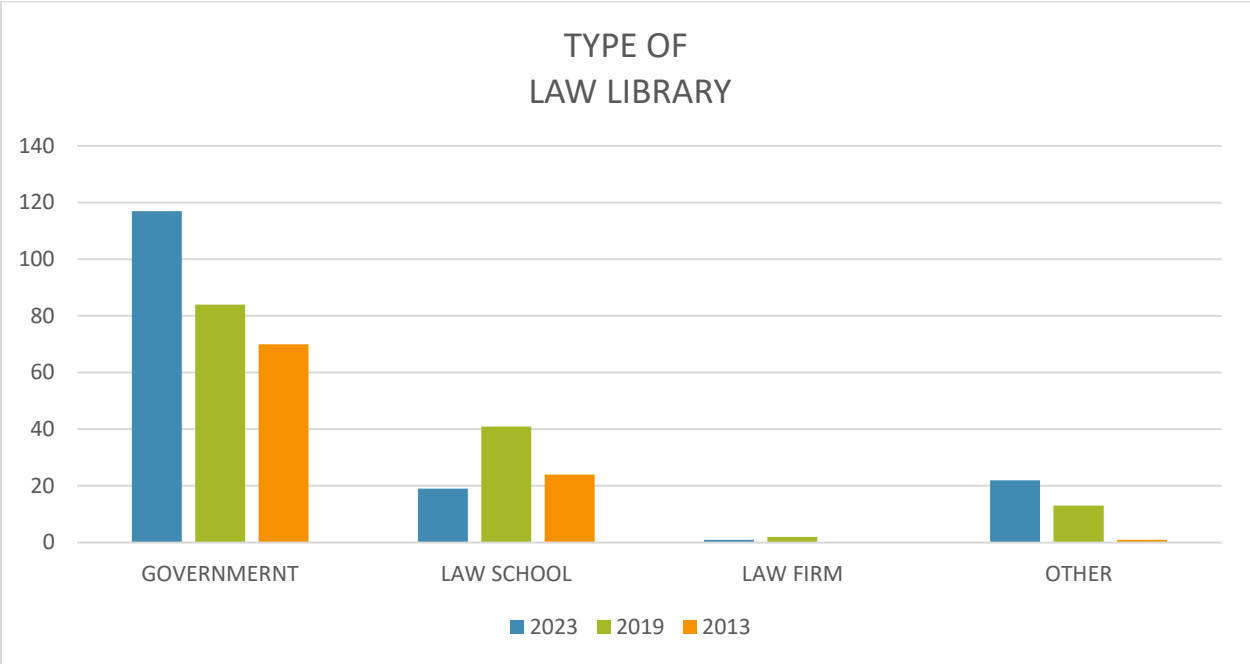
In addition to restoring best practices for library services to SRLs, post pandemic library services may include newly developed ways to reach SRLs. Whether or not these services become best practices remains to be seen. As law library services emerge after the pandemic is over, the ability to define, measure, and assess new services will prove valuable in identifying new best practices. The ability to capture the impact of new services will, hopefully, demonstrate the important role of law libraries in providing valuable resources and services to self-represented litigants.

Results from the most recent survey in 2023 have been compared with those from the 2019 and 2013 surveys. This comparison shows that law libraries have continued and even increased service to the SRL. Coming out of the pandemic law libraries are as open to public as ever using new and innovative means of access as a result.

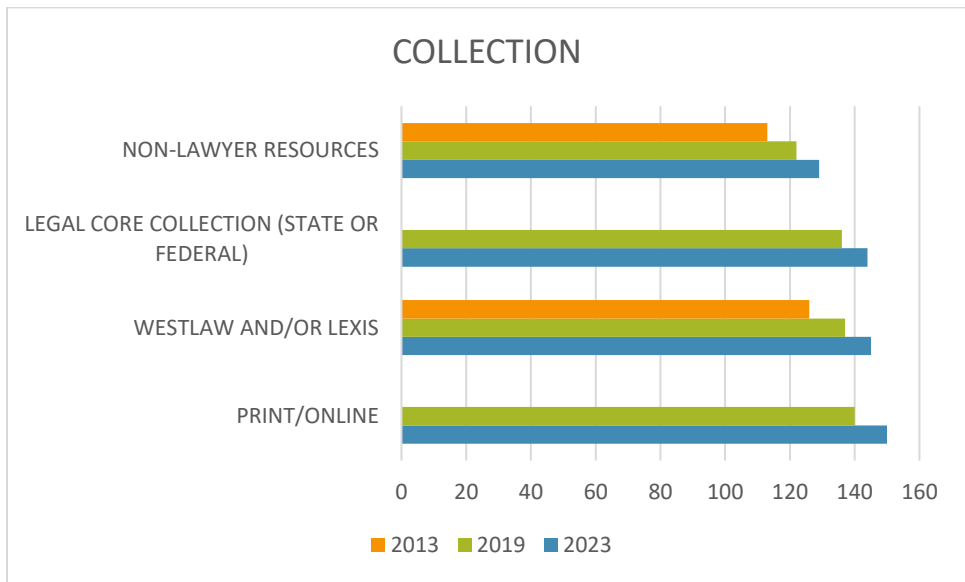
RESPONSES	2023	2019	2013
TOTAL	158	154	153
NUMBER OF STATES	42	48	33



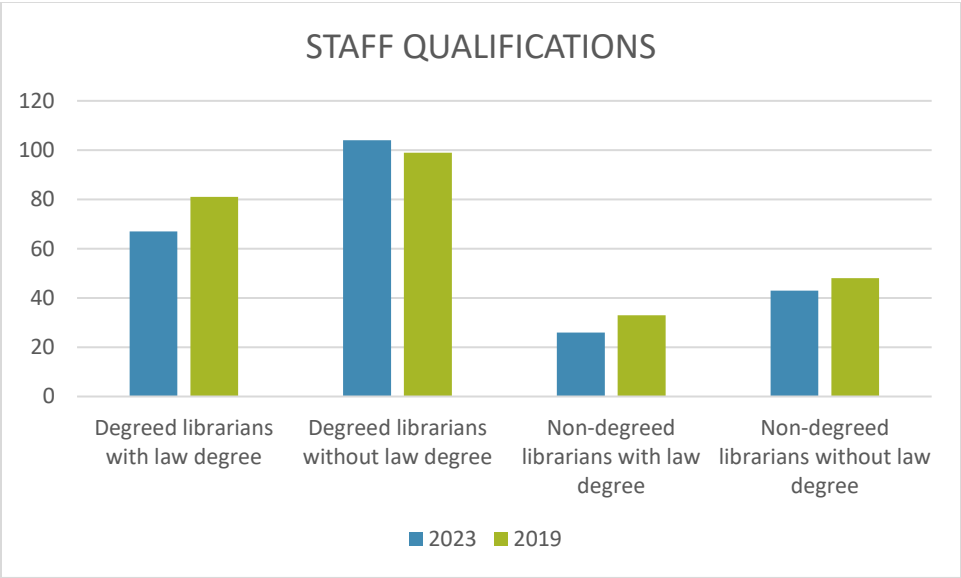
4. How would you characterize your library	2023	2019	2013
GOVERNMENT	117	84	70
LAW SCHOOL	19	41	24
LAW FIRM	1	2	0
OTHER	22	13	1



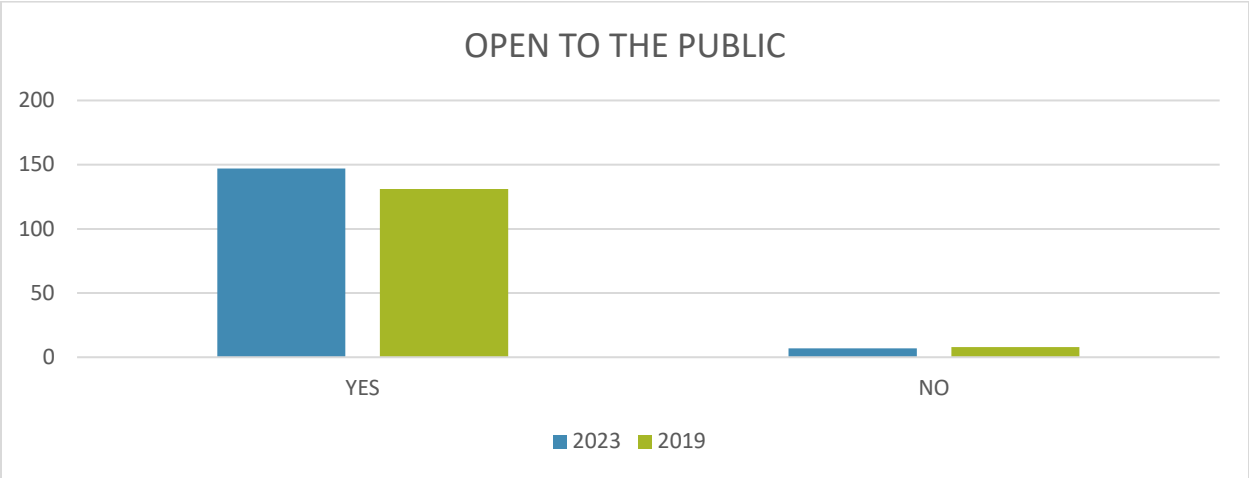
7. What is included in your basic collection?	2023	2019	2013
PRINT/ONLINE	150	140	
WESTLAW AND/OR LEXIS	145	137	126
LEGAL CORE COLLECTION (STATE OR FEDERAL)	144	136	
NON-LAWYER RESOURCES	129	122	113



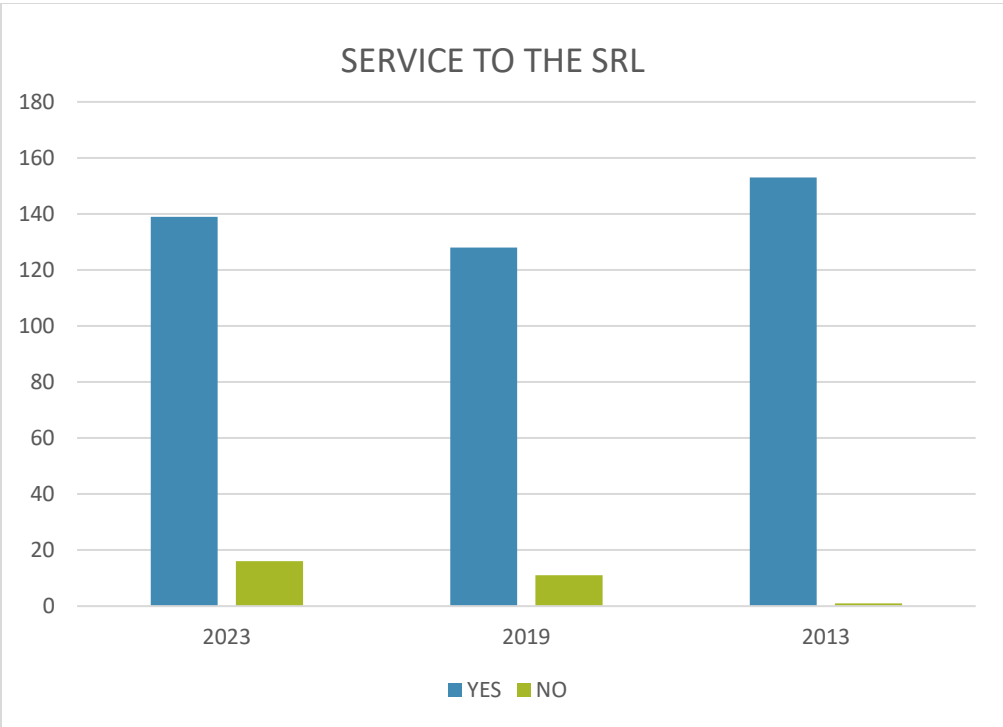
8. How is your staff comprised	2023	2019
Degreed librarians with law degree	67	81
Degreed librarians without law degree	104	99
Non-degreed librarians with law degree	26	33
Non-degreed librarians without law degree	43	48



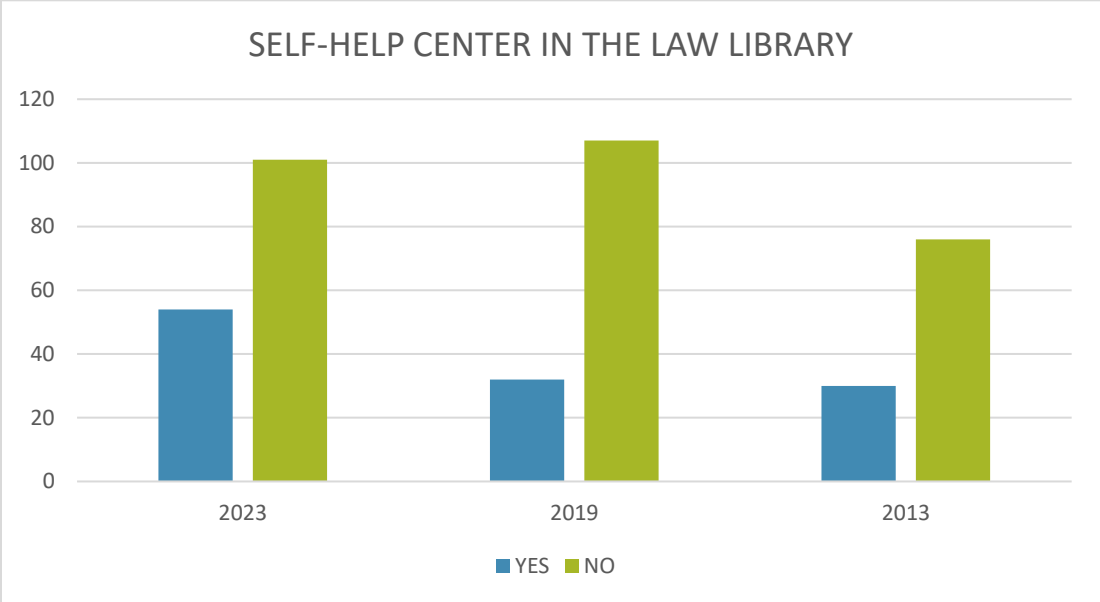
11. Is your library open to the public	2023	2019
YES	147	131
NO	7	8



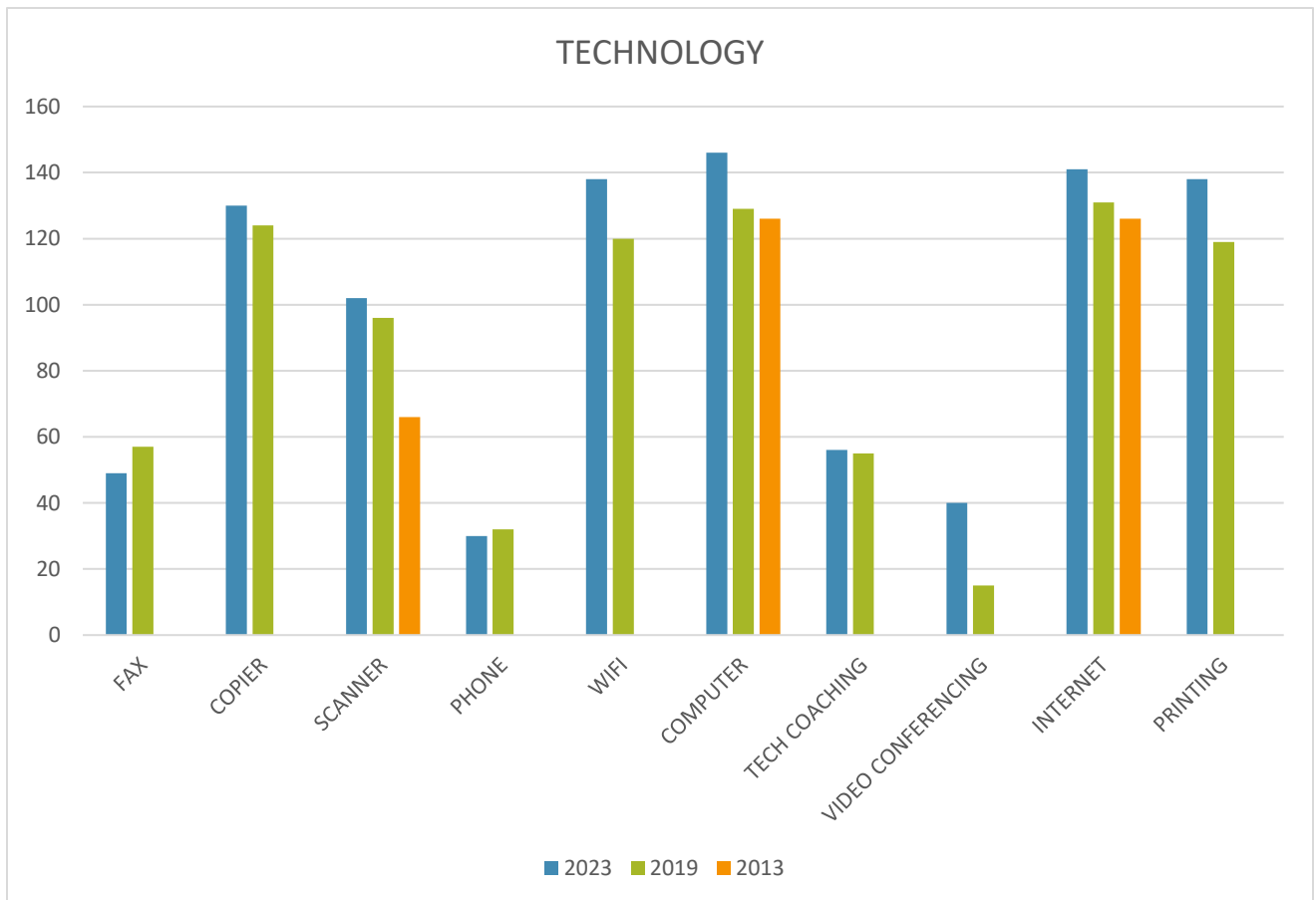
12. Do you provide services to self-represented litigants (SRLS)	2023	2019	2013
YES	139	128	153
NO	16	11	1



13. Does your library have a self-help center	2023	2019	2013
YES	54	32	30
NO	101	107	76

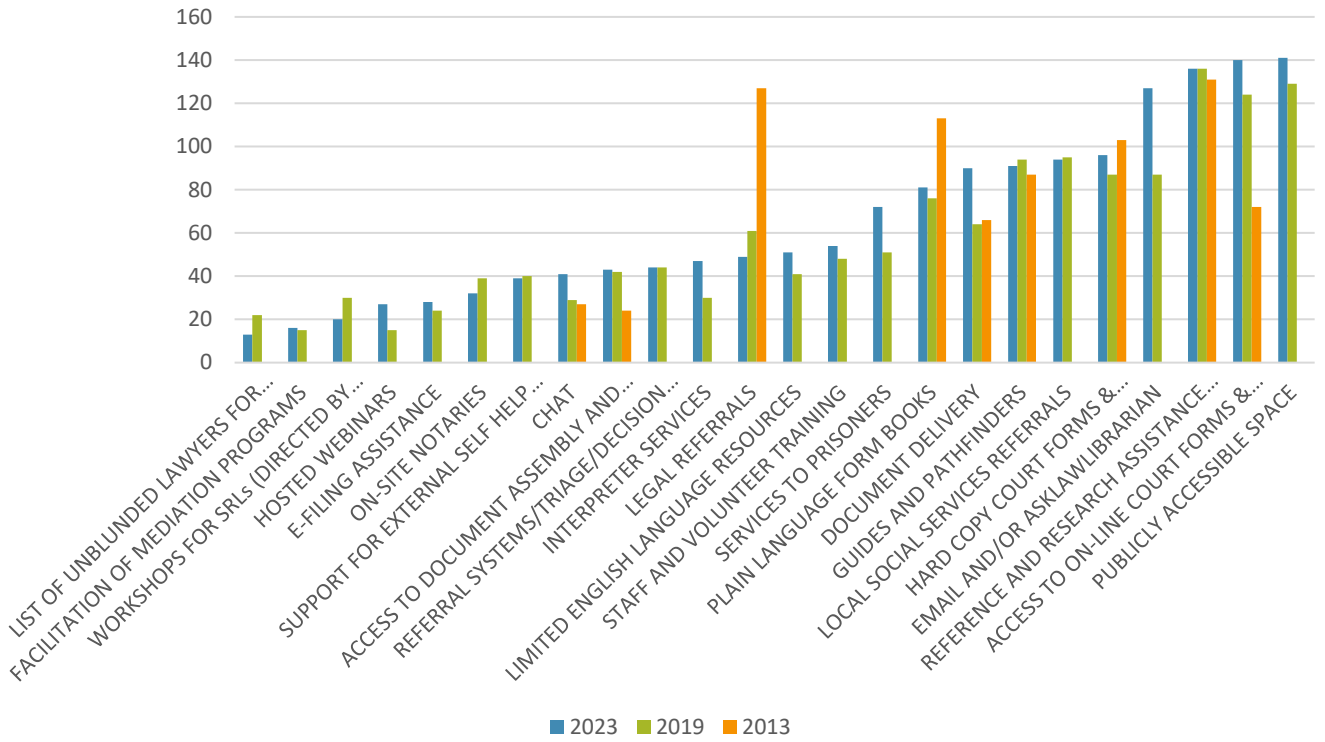


16 - 25. Do you support the public's technology needs with:	2023	2019	2013
FAX	49	57	
COPIER	130	124	
SCANNER	102	96	66
PHONE	30	32	
WIFI	138	120	
COMPUTER	146	129	126
TECH COACHING	56	55	
VIDEO CONFERENCING	40	15	
INTERNET	141	131	126
PRINTING	138	119	

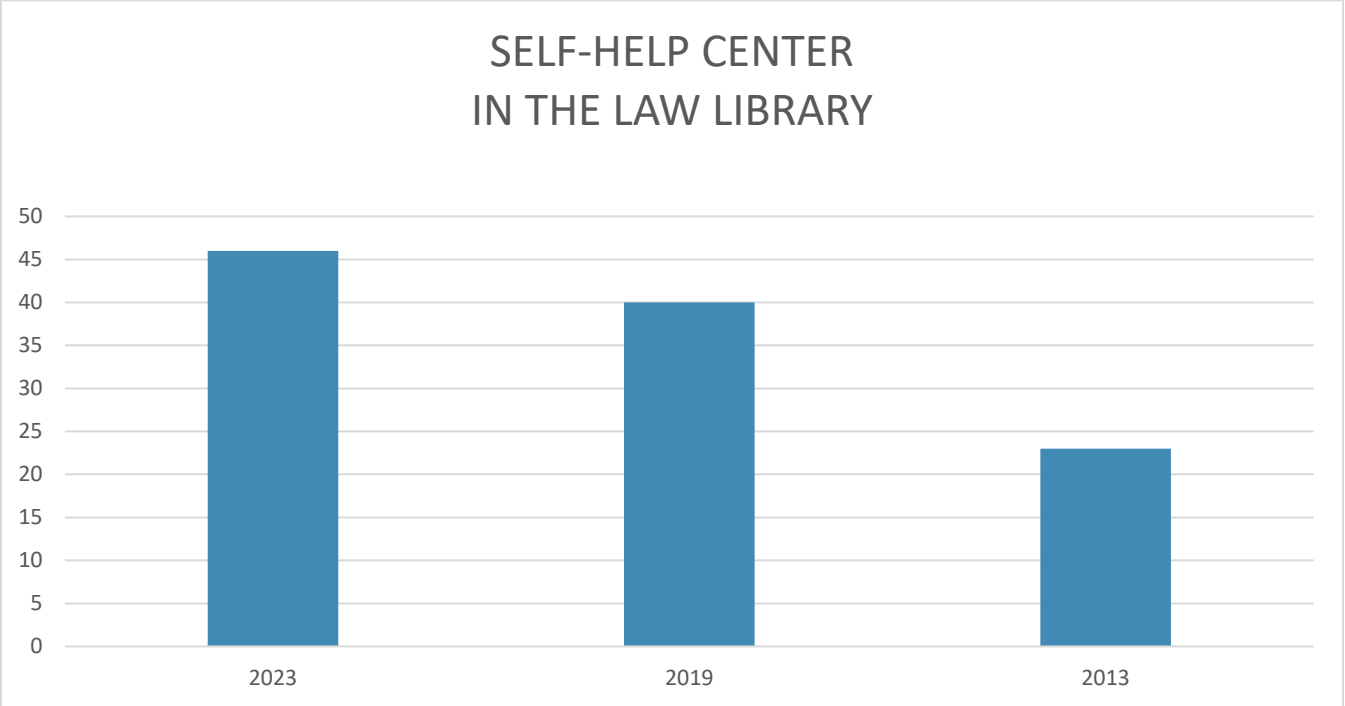


26. Please check the services your library offers	2023	2019	2013
LIST OF UNBLUNDED LAWYERS FOR DISTRIBUTION	13	22	
FACILITATION OF MEDIATION PROGRAMS	16	15	
WORKSHOPS FOR SRLs	20	30	
HOSTED WEBINARS	27	15	
E-FILING ASSISTANCE	28	24	
ON-SITE NOTARIES	32	39	
SUPPORT FOR EXTERNAL SELF HELP CENTERS AS AVAILABLE	39	40	
CHAT	41	29	27
ACCESS TO DOCUMENT ASSEMBLY AND GUIDED INTERVIEWS	43	42	24
REFERRAL SYSTEMS/TRIAGE/DECISION SUPPORT TOOLS	44	44	
INTERPRETER SERVICES	47	30	
LEGAL REFERRALS	49	61	127
LIMITED ENGLISH LANGUAGE RESOURCES	51	41	
STAFF AND VOLUNTEER TRAINING	54	48	
SERVICES TO PRISONERS	72	51	
PLAIN LANGUAGE FORM BOOKS	81	76	113
DOCUMENT DELIVERY	90	64	66
GUIDES AND PATHFINDERS	91	94	87
LOCAL SOCIAL SERVICES REFERRALS	94	95	
HARD COPY COURT FORMS & INSTRUCTIONS	96	87	103
EMAIL AND/OR ASKLAWLIBRARIAN	127	87	
REFERENCE AND RESEARCH ASSISTANCE AND INSTRUCTION	136	136	131
ACCESS TO ON-LINE COURT FORMS & INSTRUCTIONS	140	124	72
PUBLICLY ACCESSIBLE SPACE	141	129	

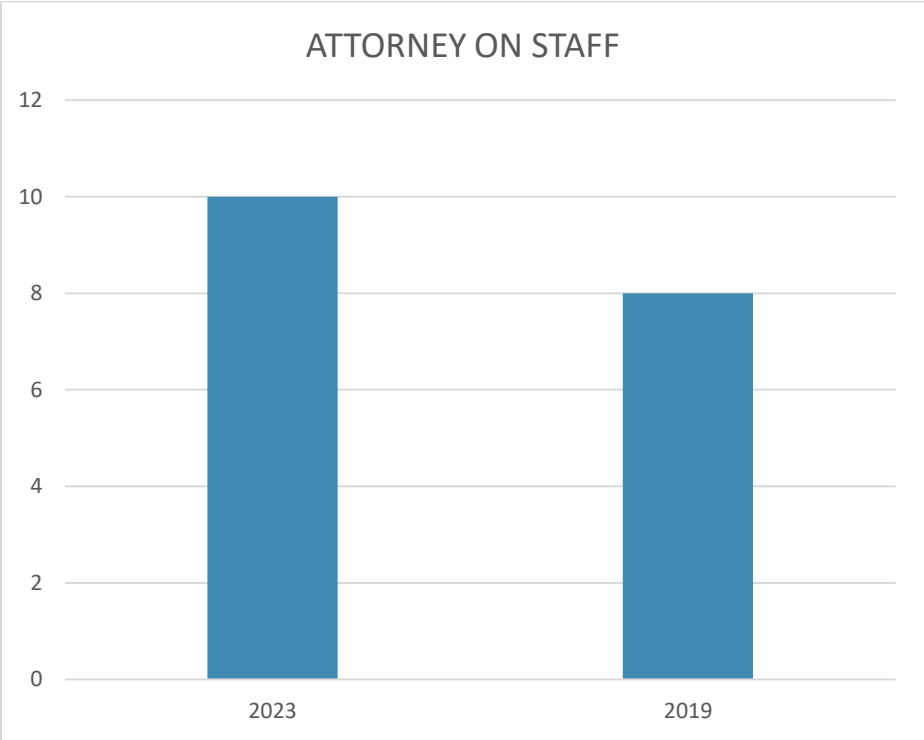
LAW LIBRARY SERVICES



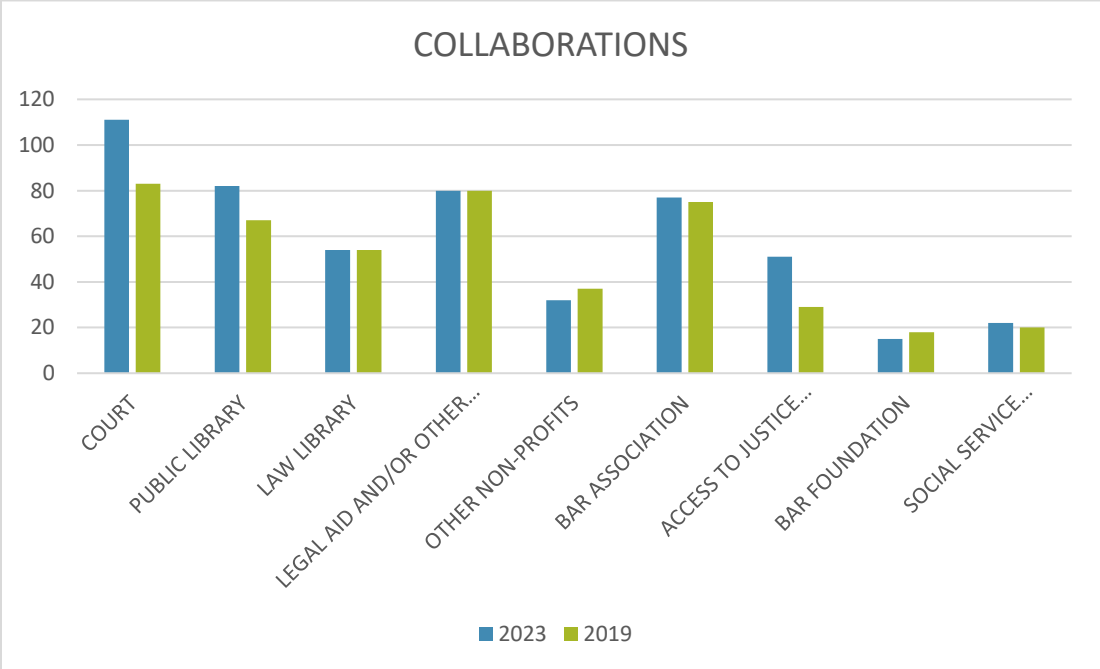
27. Do you have Limited Legal Advice Clinics/Lawyer in the Librarian programs?	2023	2019	2013
NO	108	100	31
YES	46	39	23



28. Do you have an attorney on staff?	2023	2019
YES	10	8
NO	145	131



29. With whom does the library collaborate?	2023	2019
COURT	111	83
PUBLIC LIBRARY	82	67
LAW LIBRARY	54	54
LEGAL AID AND/OR OTHER LEGAL SERVICE PROVIDERS	80	80
OTHER NON-PROFITS	32	37
BAR ASSOCIATION	77	75
ACCESS TO JUSTICE COMMISSION	51	29
BAR FOUNDATION	15	18
SOCIAL SERVICE ORGANIZATION	22	20
NONE	12	26
OTHER	11	14



30. WHAT TYPES OF INITIATIVES/OPPORTUNITIES ARE PROVIDED?	2023	2019
TRAINING PROVIDED FOR PUBLIC LIBRARIANS	60	14
TRAINING PROVIDED FOR PUBLIC LIBRARY PATRONS	36	2
LAWYER IN THE LIBRARY PROGRAMS	29	6
LEGAL CLINICS	33	4
WORKSHOPS	14	3
REMOTE ACCESS PROGRAMMING	34	2
SOCIAL SERVICES EVENT (SUCH AS "HOMELESS DAY")	3	1

