

## **The U.S. Courts 8<sup>th</sup> Circuit Library of 2010**

(Goals as developed through interviews and planning conference, April-May, 2004)

### **The Library brings information to users when, where and how they need it.**

*Research is increasingly being done on the user's desktop. Our planning responses demonstrated that it is not enough for library staff to assist people who call or come to the library with questions. We should reach out to alert court staff of relevant information that may enhance their work, and help them cope with "information overload" by customizing the presentation of information in ways which meet each person's individual needs. It was also found to be desirable for library staff members to develop research subject expertise in areas of particular interest to the Courts.*

### **The Library is an integral part of courts' operations, planning and management.**

*Our conference and interviews revealed that many court staff are unaware of some of the services the library is already providing. Also, the library could better support chambers and court offices if we better understood their operations and activities. Finally, a role was seen for the library as a resource for all court staff, not just the traditional one of providing legal research support to judges and law clerks.*

### **Library staff use approaches to service which recognize and promote the value of human interaction.**

*Court staff who were interviewed or participated in our conference expressed concern about the isolation they experience and the need for communications which give one a sense that a "real person" is available. Also, a role was seen for the library in providing opportunities for court staff to interact with each other through hosting educational programs.*

### **The Library maintains carefully selected resources necessary to meet users' needs.**

*In order to assist users, the library will need to continue to maintain collections of books and electronic sources. Library staff will also continue to assist judges and court units with selection and purchase of resources for their chambers and offices. Finally, an important role was seen for the library in preservation of court historical information and materials.*