

SCCLL News

A Newsletter of the State, Court and County Special Interest Section of the American Association of Law Libraries

View From The Chair

Kathy Carlson, SCCLL Chair

This issue of the newsletter focuses on Research and Marketing, two areas where law libraries really need to focus quite a bit of time and resources.

Research

As I write this, I know that some of the research resources I use regularly are undergoing changes—Westlaw to Westlaw Next (all indications are that it is coming soon to public law libraries) and Lexis to a New Lexis (date for public law libraries unknown at this point). I know I am going to have to learn how to use these new interfaces and be able to explain them to users. This is nothing new since I started working with online resources near their beginning (I was first trained on Lexis in 1981) and have adapted now for 30 years (ouch—a nasty reminder of how long I have been around). I figure I have a few more adaptations to go before I hang up my librarian spurs (Wyoming metaphor). I always like to hear research tips and suggestions from my colleagues on how to do things better or more efficiently or how to do something on the system that I had not even thought of doing. I also enjoy learning about the tools to do specialized research — be they paper or online — since I never know when such information might come in handy. Part of the joy of being a librarian is the chance to continue to learn as I try to help someone find the answer to a question in an area of law that I have not dealt with before. I look forward to any research tips I can gain from this edition of the newsletter.

Marketing

A number of years ago, I took a marketing workshop since I felt I had never had any training and was flying by the seat of my pants. I found that my idea of what marketing told was only half of the story. Most of us think of marketing as advertising and public relations — putting the word out. It does include both of these aspects. However, marketing also includes determining whether the services being provided meet your clients' needs and what might need to be changed, added, or deleted to better serve their needs. One marketing writer has put it this way:



“I always like to hear re-search tips and sugges-tions from my colleagues on how to do things better or more efficiently or how to do something on the system that I had not even thought of doing. “

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Marketing is the wide range of activities involved in making sure that you're continuing to meet the needs of your customers and are getting appropriate value in return. Think about marketing as "inbound" marketing (hearing from stakeholders) and "outbound" marketing (getting the word out to stakeholders).

Carter McNamara at the Free Management Library website [<http://managementhelp.org/mrktng/mrktng.htm>]



As regards to active marketing, most of us probably need to spend more time than we do. I hope to get some ideas from research and marketing projects discussed in this issue that can be adapted to improve my library's efforts.

From The Editor's Desk

Jennifer Dalglish, Clackamas County Law Library (OR)

Welcome to our final themed issue of the year — Research & Marketing. As public law librarians, we all have the ability and responsibility to educate and inform others about the role we play in providing equal access to justice regardless of the situation we're in. Always remember to look for research and marketing opportunities where you least expect them. Also, look for some great articles in this issue! On the following page, you will find a very interesting article by Judy Meadows on non-premium legal databases. Mari Cheney submitted an excellent article evaluating mobile technologies for use with legal research endeavors. Later in this issue, you'll find a fascinating article by Sarah Rhodes on link rot and whether we've reached a plateau. As this is likely my last issue as Editor, I would like to thank all of you for allowing me to take advantage of this great opportunity to contribute to SCCLL over the past few years by doing something I truly enjoy! I look forward to writing for this publication in the future.

SCCLL News is published three times a year (Fall, Winter/Spring, and Summer) by the State, Court and County Law Libraries SIS. **The deadline for the next issue is September 16, 2011.** Please contact the Editor, Jennifer Dalglish, at lawlibrary@co.clackamas.or.us with questions, comments, suggestions and submissions.

The State Court & County Law Libraries SIS does not assume any responsibility for the statements advanced by the contributors in this newsletter. The opinions expressed in SCCLL News are those of the authors and do not necessarily reflect the views of the SCCLL SIS.

SCCLL New Seeks New Editor

Jennifer Dalglish, SCCLL Newsletter Committee Chair

The SCCLL Newsletter Committee seeks a new Editor for the SCCLL News and to serve on the SCCLL Board as Newsletter Committee Chairperson. SCCLL News is a digital publication currently published three times a year. The scope of the newsletter covers news and information relevant to the organization, itself, and to public law libraries as a whole. The Editor has broad latitude for determining the strategic direction of the newsletter, including setting priorities, content, production and effect of the Newsletter Committee. The Editor will be appointed for a renewable three-year term beginning with the fall 2011 issue. Please submit any questions you may have or your interest in this position to Jennifer Dalglish (lawlibrary@co.clackamas.or.us) or any member of The SCCLL Board or Newsletter Committee by August 12, 2011.



Non-premium Legal Databases

Judy Meadows, Montana State Law Librarian

I was asked to query my colleagues about non-premium legal research preferences of public law libraries, bar associations, and private attorneys. The following is by no means a methodical or scientific result, but rather a summary of the many responses I received from all over the country from a listserv posting. However, it is enlightening. The question was posed to me by our State Bar Association's Executive Director. He has been approached – should we say pressured? – by both Fastcase and CaseMaker to make their databases available to the members of the State Bar of Montana.

It appears from the responses that I received, and what the two companies report on their websites, that there is roughly an equal number of subscribing bar associations for each service. Anecdotal reports said that bar associations frequently switch from one to the other when better prices are offered. It also appears that there are more complaints about the quality of the data in Fastcase's online library. One person said, "The feedback I get about Fastcase primarily deals with the search engine capability, which has been unanimously ranked as POOR."

One law librarian said that the quality difference is so vast that it isn't worth using CaseMaker or Fast Case. He said, "When it comes to doing legal re-

search you can't, and shouldn't, cheap it out." That sentiment may be the reason why so many respondents told me that even though their state bar associations offer these libraries as a member service, the individual attorney members don't use them very much.

A dozen respondents told me that Loislaw is their preferred non-premium legal research tool. This independent service is now part of the Wolters Kluwer stable. This provides the advantage of adding significant legal content of secondary sources. But, the parent company is one of the three giants in the field, and pricing may rapidly rise to similar costs of Lexis and Westlaw – owned by the other two mega-companies.

One interesting suggestion that I received from several people was that Google Scholar is an attractive option that should be considered. Not having used it for legal research, I tested it by searching for a 1967 Montana Supreme Court opinion. I chose an opinion from that year because it precedes the date of the earliest opinions that my library has scanned and put on our website (www.lawlibrary.mt.gov). Google Scholar had it, and I was quite impressed with how easy it was to use and how quickly the response appeared. Google Scholar has opinions from all the states (I don't know the specific date ranges) and all the federal courts. The researcher can search all states at one time, or chose a few, or one. And it is free – a huge consideration. But it does not have state codes or constitutions, which the other research services offer. The availability of state codes on official state websites now may make that a negligible consideration.

In summary, my colleagues are not impressed with either CaseMaker or Fastcase. It appears that the decision to provide one or the other to bar members is made based on primarily on the cost. It also appears that the members of these bar associations do not consider it much of a member benefit.

Start Your iPhones

Mari Cheney, Utah State Law Library

The Utah State Courts recently changed legal database providers. The Utah State Law Library manages online legal research for all courts statewide, so this gave us an unexpected opportunity to explore mobile technologies as a way to promote library services to judges, court attorneys and law clerks.

At a recent online research training, the judges were overwhelmingly inter-



ested in accessing Westlaw and WestlawNext on their smart phones and tablet PCs. We spent more than half the session talking about what they could do with their phones, installing apps and setting up bookmarks and log in information. I was struck by how different this was from any other training I've done. I realized that people now want to do legal research wherever they are, not just when they're in their office or at home.

This shift in how and when people want to research is supported by study after study: 96% of 18- to 29-year-olds own a cell phone and 35% of adults in the United States own a smartphone. Twenty-five percent of us use smartphones rather than a computer for browsing the Internet the majority of time. (See Pew Internet & American Life Project.)

I started thinking about other law library services our users could access on their mobile devices. I discovered that many legal research and library-related functions have either been optimized for use on a smartphone, or have dedicated programs ("apps") designed for mobile devices.

The growing list of mobile-friendly services includes access to legal research tools Fastcase, HeinOnline, Lexis and Westlaw, as well as the law library's catalog, chat reference through the Meebo app and reference via text message.

Legal Databases

Fastcase has a free iPhone app that does not require a paid subscription to search for case law and statutes. All 50 states are available with varying coverage dates.

HeinOnline has a mobile optimized site. Our HeinOnline account is IP authenticated, so a researcher using the courts' internal wireless network can automatically sign in to HeinOnline using their smartphone. While the interface is not as easy to use as some other research systems, it's easy to read a law review article or other document if you open the PDF in iBooks and zoom in on the text.

LexisNexis has a free iPhone app called "Get Cases & Shepardize." While the app doesn't have the full functionality of LexisNexis, you can use the app to retrieve cases and check for currency.

Westlaw has a mobile optimized site at wireless.westlaw.com that is a simplified version of the Westlaw interface. WestlawNext also has a mobile optimized site at m.next.westlaw.com. WestlawNext also has a free iPad app.

"I discovered that many legal research and law library-related functions have either been optimized for use on a smartphone, or have dedicated programs ("apps") designed for mobile devices."

Library Services

BookMyne is a free iPhone app created by SirsiDynix, our ILS provider. It provides access to our catalog and if a title is in our collection it provides publication information and the call number. Other ILS providers also have iPhone apps, including the Innovative Interfaces' Millennium catalog app called **Air-PAC**.

Our library has been using **Meebo** to provide chat reference on our website. Meebo is available as a free iPhone app, so if users install the app they can easily chat with us from their mobile device.

We have also been providing reference via text message, which all cell phone users can participate in regardless of whether they have a smart phone. We have found that many basic reference questions can be answered by texting back and forth.

An Opportunity

Because of the significant interest in using mobile devices for research, we realize we've reached a tipping point. Smartphones are no longer a novelty – users expect to do their work on them, and we need to support that.

In future trainings, on the law library website and on any printed handouts, we will provide information and instructions about mobile access to library services. We also plan to provide training and support for smartphone and tablet PC resources at upcoming judicial conferences and in-person training.

I know this is only the beginning for law libraries and mobile technology. What mobile apps and sites are you using to promote library services and legal research? I'd love to hear about it. Email me at maric@email.utcourts.gov.



National Statewide Task Forces

Laura Orr, Washington County Law Library (OR)

Editor's Note: It seemed to me that including the list of National Statewide Task Forces and their respective collaborations as compiled by Laura Orr made perfect sense in the Research & Marketing issue. This list helps demonstrate one way public law libraries can work together to show how they play a vital part in providing access to justice in their communities. Notice, also, the variety of methods utilized by public law libraries to market their services through networking with various agencies. Some law libraries work

National Statewide Task Forces continued

Laura Orr, Washington County Law Library (OR)



with state access to justice commissions, while others work with legal aid or the courts. Some public law libraries collaborate with public libraries to provide access to justice. As public law libraries demonstrate the importance of their services, governments, legal communities and the public become more aware of what public law libraries can and do provide. This type of marketing is essential to show the value, and ensure the future, of public law libraries.

I recently sent out the following message on the SCCLL listserv:

"I know about the Minnesota Statewide Law Library-Self-Help Center Workgroup from a few years ago. And I heard recently about a proposed "Uniform Forms Task Force for Texas."

Are there any similar collaborative law library AND court, legal aid, and/or local or state bar association programs going on in any other state(s) - or on the drawing board?

I'm not looking for library-only task forces or workgroups. I want to know about collaborative ones, WITH your state's lawyers and courts, ONLY.

You can post to the listserv or to me directly and I'll summarize.

Questions are welcome, too, for clarification or illumination :-)"

The following is a list of the results received summarized for the listserv (and this publication):

STATE DESCRIPTIONS (March 2011):

ARIZONA

Does not have any such workgroups/task forces currently. However, in the past, has had ad hoc committees that include library, attorney and public members. The most recent example was the **Arizona Supreme Court's Legal Advice vs. Legal Information Task Force.**

National Statewide Task Forces continued

Laura Orr, Washington County Law Library (OR)

CALIFORNIA

There's a **California Judicial Council Task Force on Self Represented Litigants (SRL)**. The SRL Task Force is co-chaired by Justice Kathleen O'Leary of the California 4th District Court of Appeal and Justice Laurie Zelon of the California 2nd District Court of Appeal. Each year (for about the last 7 years) the California Administrative Office of the Courts has held a **Statewide Conference on Self Represented Litigants** where County Law Librarians have joined Court-based self help center attorneys and staff on Presentation Panels.

California Judicial Council Task Force on Self Represented Litigants:

<http://www.courtinfo.ca.gov/jc/advisorycommittees.htm#selfrep>

In 2003, **California Council of County Law Libraries (CCCLL)** became an appointing entity to the **California Access to Justice Commission**. A county law librarian has served on the **Judicial Council's Self-Represented Litigants Task Force** since 2001.

<http://www.courtinfo.ca.gov/reference/documents/factsheets/proper.pdf>

Law librarians are involved in access to justice issues with the State Bar (contact Larry Meyer, San Bernardino County LL), and a developing program with the AOC and public libraries (contact Marcia Koslov, Los Angeles LL).

There are a number of county law librarians directly involved in their local efforts to develop or improve access to justice in their communities. For example, I am a member of our **local Self-Help working group** which includes court, local government, legal aid organizations, and community members.

HAWAII

Has an "**Access to Justice Commission.**" <http://www.hsba.org/ATJ-committees.aspx>. It is funded by the Hawaii Justice Foundation, <http://www.hawaiijustice.org/>. The State Law Librarian was recently invited to participate on the state EAJ Commission, but is not yet sure in what capacity or to what extent.



National Statewide Task Forces continued

Laura Orr, Washington County Law Library (OR)

KENTUCKY

State Law Library is on the A2J commission in KY and has requested a library committee as part of the commission. Currently does **additional collaboration with one of the legal aid societies** here along with the state library department. They are working on a grant with them for trainings and online assistance.

MAINE

Judiciary and the Maine Justice Action Group are co-sponsoring an initiative called “**The Collaboration**,” which tries to match the resources of the Judicial Branch, the Volunteer Lawyer Project, the legal aid providers, and public libraries to help self-represented litigants understand the judicial process and prepare their cases.

MARYLAND

Maryland law librarians serve on the **Maryland Access to Justice Commission** and of various working committees, including for self-represented litigants and public education.

MASSACHUSETTS

The website www.masslegalhelp.org links to the Mass. Trial Court Law Libraries chat service (<http://www.lawlib.state.ma.us/libraries/services/ask.html>).

The librarians answer questions generated from Mass. Legal Services website. The project came about as part of Mass. Legal Services going to the conference held in Texas with Gates Foundation on working with public librarians around responding to people's information requests as well as the **Access to Justice Commission efforts on collaboration**.

Law librarians are also on **Access to Justice Commission (A2J) Working Group for Technology and Websites and Working Group for Probate & Family Courts, a Self-Help Materials Task Force** and the **Information Center Task Force**.

The **Trial Court Law Libraries work with the public libraries** doing training, site visits, etc. so that most public libraries know to direct legal questions to the



National Statewide Task Forces continued

Laura Orr, Washington County Law Library (OR)

Trial Court Law Libraries or our website (www.lawlib.state.ma.us).

MONTANA

State Law Librarian serves on **Montana's Commission on Self Represented Litigants**, the **Supreme Court's Equal Justice Taskforce**, and Chair of its **Indian Legal Needs Working Group**.

MINNESOTA

Minnesota Statewide Law Library-Self-Help Center Workgroup website and report:

<http://www.lawlibrary.state.mn.us/newsletter/0710.html> and

<http://www.lawlibrary.state.mn.us/StatewideLLReport.pdf>

NEBRASKA

Has a **Pro Se committee** headed by the Supreme Court. Committee comprised of lawyers, judges, Legal Aid, the Nebraska Bar and a law librarian.

TEXAS

County law librarians will serve on the **Texas Access to Justice Commission**, **Self-Represented Litigants Committee**, **Uniform Forms Task Force**.

UTAH

The **Utah State Courts** has a **Standing Committee on Resources for Self-Represented Parties** that consists of representatives from the courts (the law library, judges and court clerks), legal aid agencies, attorneys, the state bar, and the community. (It was a court initiative to respond to the problem of self-reps overwhelming the courts.)

Website: <http://www.utcourts.gov/committees/ProSe/>

Also: <http://www.utcourts.gov/committees/index.cgi>

OTHER RESOURCES:

An excellent round-up of access to justice (A2J) program resources were provided by Charles Dyer, including, but not limited to the following:



National Statewide Task Forces continued

Laura Orr, Washington County Law Library (OR)

1) ABA Access to Justice Resource Center

"The Resource Center for Access to Justice Initiatives was created to better serve bar, bench and legal services leaders who are engaged in establishing or expanding state access to justice efforts...."

2) Self Help Support dot org: "...a national clearinghouse of information on self representation...." [This website has links to and from a wide range of people, organizations, and information.]

3) Ditto: Network on Self Represented Litigation

We are keeping the list updated and available online. It can be found at:

<http://www.co.washington.or.us/LawLibrary/TrainingAdvocacy/about-county-law-libraries.cfm>



2011 Public Law Library Services Survey Preliminary Results

Laurie Selwyn, (Retired, AR)

Many thanks to everyone who has responded to our three survey requests over the past 18 months. The data my co-author, Virginia Eldridge, and I are collecting and analyzing is being used for a book on public law libraries and the full surveys, with results, will be included in the book: Selwyn, L. & Eldridge, V. (forthcoming). *Public Law Librarianship: Objectives, Challenges & Solutions*. Hershey, PA: IGI Global, which is to be released in Fall 2012 as part of the *Advances in Library and Information Science* book series (www.igiglobal.com). In any case, your participation in our surveys has been and will continue to be invaluable as we look for current and future trends and developments within public law librarianship. We hope that you will continue to participate in any future surveys we post. Evaluating the results of the public law library services survey (the second survey summarized below) was especially time consuming but we do have some preliminary results available now. We have received several requests to post the results of the various surveys so here goes.

1) Public law library circulation and door count request for 5 and 10 year sta-

Public Law Library Services Survey continued

Virginia Eldridge, Grayson County Law Library (TX)

tistics: Of the 17 public law libraries we heard from, 8 indicated that they either do not keep statistics or just started tracking circulation or door count within the past one to three years. The remaining 9 libraries responded with either circulation/service statistics or door count figures but not both. Four libraries sent tons of raw data in spreadsheet format depicting 10 year statistics but the only category tracked consistently throughout the 10 year period was circulation. One library reported service requests (reference, research, ILL, computer access, etc.) rather than door count or circulation and four libraries reported door count. Two libraries reported 5 year figures; one library reported 4 year figures, one library reported 7 year figures and five libraries reported 10 year figures. All 9 libraries showed an increase of 27.2% to 1025.0% in circulation, door count or services requests; confirming the trend of increasingly heavy library use public law librarians have observed but been unable to confirm.

2) Public law library services survey: We received responses from 111 law librarians representing 103 libraries: 39 public law libraries; 18 court, government agency and legislative libraries; 20 academic (17 law school, 1 university, 4 librarians from two different libraries responded so there were 2 duplicate responses) libraries, 26 firm libraries, and 8 corporate/business libraries. Six libraries identified themselves as also being responsible for law library services to the general public. All respondents agreed they relied on the public law library for general reference and as a supplement to their own libraries' collections with law firm and business/corporate libraries making heavier use of the public law library than the academic libraries. Responses from the public law librarians confirmed this information in greater detail. Eighteen of the 39 public law librarians noted that the biggest reason they saw faculty and students in their libraries was due to convenience—location or hours or both. In response to questions concerning law firm use, public law librarians reported that firms relied on the public law library to supplement the firm's library collection, to obtain hard copies and print materials, CALR access outside the firm's contracts, and used the library as an "office away from home". Court, government agency and legislative libraries utilized the public law library almost exclusively as a supplement to their own in-house collections. Academic libraries reported using the public law library most often as a supplement to the school's library (13 responses), ILL (7 responses), and general and ready reference (7 responses). Twenty-one firm librarians reported using the public law library to supplement their own col-



Public Law Library Services Survey continued

Virginia Eldridge, Grayson County Law Library (TX)

lections, ILL (21 responses), general and ready reference (12 responses), and pro bono cases (8 responses). Only three of the eight business and corporate libraries indicated using public law libraries and then for ILL and as a supplement to their own collections.

3) Collection Development SurveyMonkey survey: Due to a mess up on survey design, answers for the last four questions concerning collection changes, jobbers and purchasing options from the first 11 respondents were not logged. That said the first three questions had 56 responses; the last four questions 45 responses. Surveyed libraries indicated they still rely heavily on print continuations; print single, one-time purchases; public access CALR contracts and WESTPAC or similar contracts. Less than 20% reported using CALR single user passwords, and E-books; and CD-ROMs and LMAs fell in the middle. Half of the responding libraries indicated anticipating making changes to their collection development plans due to flat or falling revenues. Changes under consideration include cancelling more print titles and downsizing CALR, WESTPAC, LMA, CD-ROM contracts. One librarian indicated a possibility of entering into an LMA contract. Another reported concentrating on maintaining the existing collection by not purchasing any new titles. Two mentioned considering E-books and self-published titles as a cost-saving option. Everyone reported purchasing one or more products directly from Thomson-West, 95.6% reported ordering directly from Lexis-Nexis Matthew Bender, and 68.9% reported using a jobber (26.7% B&T or YBP; 42.2% Amazon or ALIBRIS).

Based upon these three separate surveys, it is clear that public law libraries are seeing a marked increase in the number of library users from all patron groups—legal professional, pro se, academics, and government officials—even as their own financial resources are in decline due to rising costs and flat or decreasing revenues. Even though these surveys represent a small sample size, it appears safe to say that few public law libraries have made an effort to formally track their use statistics; however, it also appears that trend may be changing as these libraries face a growing need to justify their existence to their various funding authorities. Efforts to control costs are taking a variety of directions ranging from cutting subscriptions and continuations, purchasing fewer new titles, canceling or modifying CALR, WESTPAC or LMA contracts to changing vendors, moving to a competitor's product or ordering more materials through jobbers such as YBP & Amazon. Interestingly

“Based upon these three separate surveys, it is clear that public law libraries are seeing a marked increase in the number of library users from all patron groups—legal professional, pro se, academics, and government officials—even as their own financial resources are in decline due to rising costs and flat or decreasing revenues.”

Public Law Library Services Survey continued

Virginia Eldridge, Grayson County Law Library (TX)

enough, no one specifically mentioned considering using some of the free internet resources such as a state's black letter law website or Google Scholar.

AALL Announcements

Learn to Create Effective Employee Manuals

Your staff procedure manual and staff policy manual provide the foundation for good communication throughout your organization. Join **Holly Ann Lakatos**, law librarian at the California Court of Appeal - 3rd District, for the **August 17 AALL webinar**, [Documenting Your Success: Creating Employee Manuals](#), at **11 a.m. CST**, and learn how to maximize this important documentation in your library. Topics will include: workflow descriptions, policy alignment, consistency, and specific language for difficult problems.

[Register by August 10.](#)

(Calendar Event link: <http://www.aallnet.org/Home-page-contents/Events/Documenting-Your-Success-Creating-Employee-Manuals.html>; Registration link: <http://www.regonline.com/Register/Checkin.aspx?EventID=989218>)

AALL2go Pick of the Month

AALL's Continuing Professional Education Committee presents the AALL2go pick of the month: [Why Don't I Get Easy Questions Anymore?: The Changing Nature of Reference and Patron Services](#).

This one-hour MP3 recording features **Kay Samuels** as the moderator and **Joan Shear** and **Jeanette Bosschart** as speakers. During the program the speakers discuss how they receive fewer easy reference questions than in the past but that the questions they get are of a different nature. Reference questions can cross practice areas, deal with complex procedural issues, or include foreign law. Reference questions are also harder because researchers ask more "raw, undigested" questions. These are questions the researcher has not thought



AALL Announcements continued



out and therefore cannot provide structure or context for. Both also note that there are some new "easy" reference questions, which have to do with patrons doing research using online sources, such as "Why can't I find this law review in Westlaw or Lexis?" when the patron is in a case law database. Easy user questions are now more about the limitations of online database content.

Both speakers also acknowledge that patrons' expectations have changed. Researchers expect results quickly, in full-text, and in electronic format. If the research involves foreign law there is also an expectation that the information will be in English. Finally, both note that researchers do not have any expectations regarding quality or authority of the results they find.

The discussion ends with a look at how technology has taken researchers out of the library and the challenges both speakers' libraries face in trying to reach the patrons who need them. Both commented on the technological challenges of the reference interview challenges when the interaction is not face-to-face and certain cues that were evident now have to be extracted through an online interaction. The program ends with members of the audience providing comments or asking questions of the speakers.

SCCLL Members Recognized in 2011 AALL Hall of Fame Awards!

Congratulations to the SCCLL members and libraries being recognized in the 2011 AALL Hall of Fame Awards: **Anne W. Grande** Awarded Posthumously Former Director Hennepin County, Anne W. Grande Law Library Minneapolis, Minnesota, **Jacquelyn J. Jurkins** Director of the Law Library and Law Librarian Multnomah Law Library Portland, Oregon, Law Library Publications Award Nonprint Division **Library of the U.S. Courts for the Seventh Circuit** Chicago, Illinois, Robert L. Oakley Member Advocacy Award **Joan M. Bellistri** Director and Law Librarian Anne Arundel County Public Law Library Annapolis, Maryland Excellence in Marketing Awards Best Use of Technology **Wisconsin State Law Library Madison**, Wisconsin, WSLI @ Your Service, Innovations in Technology Award, **Steven P. Anderson**, Director Maryland State Law Library Annapolis, Maryland, The People's Law Library Marcia J. Koslov Scholarship **Janine Liebert** Reference Librarian/Self Help LA Law Library Los Angeles, California.

“Link Rot” and Legal Resources on the Web: Have We Reached a Plateau?

The Chesapeake Group’s Fourth Annual Analysis finds that link rot is slowing, but is still present in more than 30% of URLs

Sarah Rhodes, Georgetown Law Library

Does the rate at which Web pages are lost to “link rot” slow down over time? The latest link-rot study conducted by the Chesapeake Digital Preservation Group shows that this might be the case.

As National Preservation Week 2011 begins, the Chesapeake Digital Preservation Group is releasing the results of its fourth annual analysis of link rot among the original URLs for law- and policy-related materials published to the Web and archived by the Chesapeake Group. After three years of observing the rate of link rot nearly double on an annual basis, the Chesapeake Group found that link rot in its sample of URLs originally collected in 2007 and 2008 increased by only 2.5 percent in 2011. The sample includes URLs primarily from state government (.state.__.us), government (.gov), and organization (.org) top-level domains.

The Chesapeake Group is a shared digital archive for the preservation of Web-published legal materials, which often disappear as online content is reorganized or deleted over time. Participants include the Georgetown and Harvard Law Libraries and the State Law Libraries of Maryland and Virginia.

The 2011 analysis reveals that 30.4 percent of the online publications in the sample have now disappeared from their original Web pages but, due to the group’s Web preservation efforts, remain accessible via permanent archive URLs. This sample of online publications was first analyzed in 2008 and showed link rot to be present in 8.3 percent of the publications’ original URLs. In 2009, the same sample showed an increase in link rot to 14.3 percent, and in 2010, link rot in the sample jumped to 27.9 percent.

Although the 2011 link-rot rate of 30.4 percent represents a significant loss of content over the four-year period, the increase observed from 2010 to 2011 is less than three percent and deviates from the pattern of steadily increasing link rot observed in previous years.

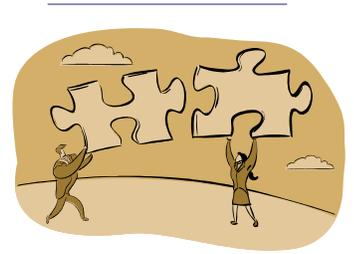
The analysis also explores the prevalence of link rot among top-level domains. A detailed summary of the study is available at <http://legalinfoarchive.org/>.

“After three years of observing the rate of link rot nearly double on an annual basis, the Chesapeake Group found that link rot in its sample of URLs originally collected in 2007 and 2008 increased by only 2.5 percent in 2011”.

“Link Rot” and Legal Resources on the Web continued

Sarah Rhodes, Georgetown Law Library

The Chesapeake Group is a founding member of the Legal Information Preservation Alliance (LIPA) Legal Information Archive, a collaborative digital preservation program for the law library community. For more information, visit the LIPA Web site at www.aallnet.org/committee/lipa or the Chesapeake Group at www.legalinfoarchive.org. A direct link to the findings summary is available at <http://legalinfoarchive.org/custompages/linkrot2011.php>



Sara Sonet Received Roy M. Mersky Spirit of Law Librarianship Award

Richard Leiter, SCCLL Award Committee

The Roy M. Mersky Spirit of Law Librarianship Award Committee is pleased to announce that Sara Sonet, Research Librarian at the United States Supreme Court Law Library, is this year's Award winner.

The Committee (Barbara Bintliff, University of Texas School of Law; Dick Spinelli, Wm. S Hein & Co.; Donna Tuke, Alert Publications, Inc.; and Richard Leiter, University of Nebraska College of Law) was impressed with Sara's twelve years of dedicated service to Special Hockey Washington. Over the years she has served as a founding player-parent, fund-raiser, and parent liaison. She has used her library skills to organize numerous records and communication programs for the organization. In 2006, the Washington Ice Dogs, a member organization of Special Hockey Washington, recognized Sara's contributions to the team by giving her the title "Program Parent Liaison." Sara's work has enriched the lives of many children and adults with special needs, and has helped the Washington Special Hockey program grow into one of the finest in the nation.

The Committee wishes to thank all who submitted a nomination for the 2010 Mersky Spirit of Law Librarianship Award. This year the Committee reviewed nominations for a number of well qualified nominees. We were quite moved to learn of the numerous ways that law librarians contribute to their local community. We congratulate each nominee for reflecting the "spirit" of the members of our profession. We encourage all law librarians to become involved in their community in some fashion, to keep the spirit of law librarianship strong.

The Spirit of Law Librarianship Award is made possible through the generosity of the Roy M. Mersky Spirit of Law Librarianship Foundation, which was created to promote charitable work by law librarians. Over the years, the Award has been presented to librarians from every sector of our profession, who have been engaged in nearly every type of charitable work imaginable, from reading the *Blue Book* on tape, to building law school libraries in Iraq, to helping feed the pets of seniors needing assistance. A list of past award winners can be found at <http://wwwtest.utexas.edu/lawlibrary/slla/>. Two years ago, with the passing of Professor Mersky, the award was renamed in his honor and the Spirit of Law Librarianship Foundation was established to ensure the Award's perpetuation. If you are interested in supporting charitable work by law librarians in their communities and around the world, please consider supporting the Foundation. For information, please contact Richard Leiter, rleiter@unl.edu, or Barbara Bintliff, bbintliff@law.utexas.edu.



ABA Access to Justice Conference

Kathy Carlson, State of Wyoming Law Library

Thanks to the SCCLL grant, I have just returned from the ABA Access to Justice Conference. The focus with which I approached the meeting was “What could SCCLL as a group offer to the process?” I found it a very informative conference and would urge anyone who is able to do so, to attend next year’s conference in Atlanta.

Based on my experience, I think the actual answer to the question of what SCCLL can do as a group is that SCCLL can act as a clearinghouse and provide web space for materials to assist all law libraries open to the public with the best information and the best ideas for serving under represented litigants. We do already have some good materials at our link “Self-Represented Litigants” but I am sure that more of our libraries are doing creative programs or have informative literature which could be added to the materials already posted. I encourage all libraries that do have materials to send them to our webmaster for posting. [Note to LA Law Library: I would love to see a sample of the prescription pad you are placing in the Clerks’ Offices.]

There are many different permutations to how service is being provided in the various states so the types of assistance each of us can provide will vary. One thought I took away from the meeting was that law libraries should be contacting their local legal aid providers and Bar’s Pro Bono Services Com-

ABA by Carlson (continued)

mittee to make a determination of the assistance the providers would like to have [marketing our services!] and work to make those services available.

I attended the all day pre-conference for the Self-Represented Litigants Network (SLRN). This provided a snapshot of a variety of issues many of which were covered in more detail at the conference itself. There were discussions on such topics as Triage and Access to Counsel (looking at the complexity of the issues involved so as to determine the level of assistance that would be needed—determining where litigants could actually be guided to do some of the work themselves so as to maximize attorney time to help in the more complicated cases); the ABA Poll on Lawyers and Access (how do people actually look for attorneys and legal information; libraries were not at the top of the list (or even close to the top) but the poll did not distinguish between public libraries and public law libraries; unbundling and Pro Bono services; Federal Court programs for the self-represented; how the proposed Model Administrative Procedure Act being developed by the National Commission on Uniform State Laws would make litigation more difficult for the self-represented; and e-filing for the self-represented. The attendees also went to the Clark County Family Law Self-Help Center to see the innovations that have been put into place there.

During the actual conference, on opening day, the first session I attended was on Issues and Innovations in Pro Bono Family Law since, at least at our library, most of the self-represented litigants we see are trying to litigate a divorce, custody, or child support issue. Although the focus was more on the Pro Bono aspects of the issues, this session is where I got to wondering how our library could be more of a resource for the attorneys handling the cases. The next program was on Online Approaches to Forms and Clinics Involving Law Schools, Legal Aid, and Domestic Violence Communities. It focused on the use of Self-Help Centers to provide greater access to people without attorneys. In a sense, public law libraries have been self-help centers for years so it was interesting to see what is being developed by others to help the under-represented. Since many of the materials being created are web-based, law libraries should be able to become additional access points for them. Part of the focus of this program was also on a program where a law school developed a class where supervised students were assisting in developing forms. The final session I attended the first day was Holistic Advocacy: Maximizing Client Benefit Through Legal and Social Service Partnerships. This session emphasized that many times legal problems are related to non-legal issues [need for substance abuse assistance, anger management classes, etc.] and that using social workers to assist in those outside issues maximizes an attorney's time in that the only

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ABA by Carlson (continued)

issues he/she need deal with are the actual legal issues.

The second day, I attended a session on the Policies and Politics of Limited Scope Representation (unbundling). The panel included SCCLL's own Judy Meadows wearing one of her other hats as Co-Chair of the Montana Commission on Self-Represented Litigants. The focus of the program was on the changing court rules to make the system more user friendly to self-represented litigants - particularly use of unbundling of services to allow more people to afford to have at least some legal assistance. We also heard from representatives of states which have not yet adopted unbundling rules and are not likely to do so explaining how they are trying to meet the needs of their citizens. This program included a lively audience discussion of ideas. Following that, I attended the program "Helping Self-Represented Litigants in the Federal Courts: Pro Bono Opportunities and Innovative Partnerships." Interesting initiatives occurring in the federal courts in Illinois, California, and New York were discussed. SCCLL had a presence on this panel as well since Janine Liebert of the L.A. Law Library was the panel organizer and talked about some of the things their library is doing to assist the self-represented pursuing federal litigation. The final two programs I attended on the second day were both focused on use of technology to meet some of the needs. There was "The Demise of the Digital Divide: Low-Income Communities, the Internet and Legal Help" and "Resources for the Rural Office." Law librarians use technology creatively. It was interesting to see how other legal providers are using it. Of particular interest to me was how Montana is advertising the availability of their online services and help centers. They are putting a "Legal Tip of the Week" in a number of newspapers with the URL included for people who want more information as well as a Bar Coaster Project—which is just what it sounds like. They have made coasters with a Yes/No legal question on one side and the answer on the other and a reference to the URL for more information and have provided them to restaurants and bars around the state [they did emphasize that No Grant Funds have been used for this project].

The final morning, I went to a program "Caring for Ourselves So We can Care for Our Clients: Stress Management, Mental Health and Addiction" which focused on programs available for attorney assistance such as The Other Bar in California. We as librarians also need to be on the alert for stress issues, compassion fatigue, and other mental health issues that could affect our ability to help our clients.

This was a very informative conference and I came home with a better appreciation of what legal services and Pro Bono groups are trying to do to assist the



under-represented. We have many of the same objectives and should be trying to work more on cooperative projects. It was also beneficial to be able to network with the other law library attendees. Besides Judy and Janine, SCCLL members Charles Dyer, Larry Meyer, Kristin Karr, and Sara Galligan were there to show law library support to projects helping to promote access to justice. I appreciate SCCLL's support in enabling me to attend as well.

2011 SCCLL Longevity Award

Kathy Carlson, SCCLL President

This year the following people will be receiving the SCCLL longevity award. The longevity award is given to members who have been members of AALL for 20 years and SCCLL for 10 of those 20 years.

Ms. Marcia R. Bell

Ms. Lorelei A. Broskey

Linda Corbelli

Ms. Mary B. Fuller

Ms. Penny A. Hazelton

Mr. Peter Jenkins

Ms. Frances M. Jones

Mrs. Tracey E. McCall

Ms. Laurie Bingham Miller

Ms. Denise C. Mines

Ms. Maria Penta

Mr. Richard Tuske

Ms. Betty Ward



SCCLL Officers & Board Members 2010-2011

Chair	Vice Chair/Chair Elect	Past-Chair	Secretary/Treasurer
Kathy Carlson (307) 777-7509 kcarlson@courts.state.wy.us	Amy Hale-Janeke (504) 310-7797 ahjaneke@ca5.uscourts.gov	Anne Matthewman (416) 327-6012 amatthewman@tlaonline.ca	Rita Dermody (206) 296-0940 rita.dermody@kingcounty.gov
Board Member	Board Member	Board Member	Board Member
(2009-2012) Joan Bellistri (410) 222-1387 library@circuitcourt.org	(2010-2013) Betsy Vipperman (585) 530-3263 bvipperm@courts.state.ny.us	(2008-2011) Meg Martin (307) 777-8564 mmartin@courts.state.wy.us	(ex-officio) Jennifer Dalglish (503) 655-8248 jenniferdal@co.clackamas.or.us

Awards

Claudia Jalowka, Chair
Akram Pari
Kathryn Turner
Holly Lakatos
Susan Falk
Liaison—Vacant

Grants

Jane Colwin, Chair
Anne McDonald
Carol Suhre
Sharon Wayland
Tonya Baroudi
Gail Warren
Susan Falk
Liaison—Betsy Vipperman

Newsletter

Jennifer Dalglish, Chair
Charley Dyer
John Barden
Laura Frost
Mari Cheney
Liaison—Vacant

Standards

Robert Mead, Chair
Kay Maerz
Dan Cordova
Cathy Lemann
Liaison—Joan Bellistri

Bylaws

Larry Meyer, Chair
Sharon Borbon
Liaison—Betsy Vipperman

LISP / SCCLL Joint Com on Pro Bono Partnerships

Larry Meyer, Chair and Liaison to Self Represented Litigants Network
Sara Galligan
Charley Dyer
Lori Bull Dodds
Marie Erickson
John Adkins
Liaison—Kathy Carlson

Nominations

Regina Smith, Chair
Sandy Marz
Michele Finerty
Liz Reppe
Kay Newman
Liaison—Anne Matthewman

Technology

Lisa Mecklenberg Jackson, Chair
Kate Fitz,
Webmaster and Listserv Administrator
Paula Doty
Anne McDonald
Mari Cheney
Liaison—Rita Dermody

Education

Steve Anderson, Co-Chair
Jean-Paul Vivian, Co-Chair
Jennifer Munnings
Jonathan Stock
Scott Burgh
Liaison—Kathy Carlson

Membership & Mentoring

Maryruth Storer, Chair
Paula Hoffman
Valerie Bailey
Carol Billings
Ann Fessenden
Liaison—Joan Bellistri

Publicity/Public Relations

John Cannan, Chair
Lisa Mecklenberg Jackson
Margie Maes
Rhonda O'Neill
Liaison—Anne Matthewman

Trustee Development

Regina Smith, Chair
Mary Jenkins
Liaison—Joan Bellistri

The Back Page

Member News & Announcements



Position Available: TECHNICAL SERVICES LIBRARIAN, Hamilton County Law Library

The Hamilton County Law Library (Cincinnati, Ohio) is seeking applicants for the position of Technical Services Librarian. Located in the Hamilton County Courthouse and in service to Hamilton County's legal community since 1837, the Law Library provides legal information resources and services to the courts, elected and appointed officials, attorneys, and the public. The Law Library seeks a highly motivated, experienced, and enthusiastic technical services librarian to join the staff in managing technical services and enhancing collection access for its user community. This is a full-time position (35 hours per week with a typical schedule of 8:00 a.m. * 4:00 p.m.) To apply online:

<http://www.hamiltoncountyohio.gov/personnel/employmentapplication.asp>

The deadline for applications is July 22, 2011.

Position Available: STATE LAW LIBRARIAN, Alaska Court System

The State Law Librarian oversees the administration and operation of the Alaska Law Library system, consisting of a major reference and research facility and several collections of varying scope and complexity. The incumbent reports to and works under the general direction of the Administrative Director and serves as a member of the senior administrative staff. Duties include managing the planning and implementation of statewide library policies and procedures, overseeing development of research guides and instruction programs, administering and monitoring a \$1,000,000 annual budget, and providing legal research instruction and assistance to justices, judges, law clerks, and staff. To apply online:

<http://workplace.alaska.gov> <<http://workplace.alaska.gov/>> and click on Getting Started at the top of the page for directions on creating an Applicant Profile.

Open until filled.

Position Available: CIRCUIT LIBRARIAN, United States Court of Appeals for the Fourth Judicial Circuit

You may apply by submitting (1) your resume including salary history and (2) a letter outlining your qualifications and relating your achievements, skills, and experience as they relate to the duties and qualifications of the position to the Human Resources Administrator at ce04_vacancy@ca4.uscourts.gov. Receipt of applications will be acknowledged.

The deadline is August 28, 2011.