

Directory of Library-Based Self-Help Programs

July 2009

Self-Represented Litigation Network
Law Librarians' Working Group

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Arizona, Coconino County

Coconino County Law Library

Self Help Center (1998)

Family Law Assistance Program (July 2007)

Flagstaff, AZ

www.coconino.az.gov/lawlibrary

Operated by

Coconino County Law Library

Service Area

- Coconino County

Restrictions on the type of people served?

No.

Please describe the services your library self-help program offers:

Substantive Areas

- Domestic Violence
- Family
- Landlord-Tenant
- Other: Guardianship

What services do you provide?

The Self-Help Center provides free packets of forms and instructions on paper and online.

The Family Law Assistance Program provides Pre-Filing Meetings, Brief Legal Consultations, and an informational DVD.

Pro pers starting a family law case attend a Pre-Filing Meeting after completing their packet and before filing. The attorney at the Pre-Filing Meeting reviews the completed forms, prepares child support forms if there are children, and explains next steps.

The DVD is distributed with packets to start a family law case. It's a 5-minute overview of how the packet works and the steps in a family law case.

How are these services provided?

- In person, one-on-one
- By telephone
- Other: Self-help packets are also online

Who is providing these services?

- Attorney(s)
- Librarian(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Other: The Librarian gives legal information only. The attorneys give advice and information.

Has your library created...

- Print materials in English
- Print materials in other languages
- Web-based information in English
- Web-based information in other languages

How do you market your program?

We market the self-help packets through:

- Monthly email announcements to points-of-contact for our customers, such as public libraries, women's shelters, social service agencies, etc.
- Signs in all the public libraries in the county.
- Links on the county website.
- Tabling at Hispanic community events.
- Distributing flyers.

Customers learn about the Pre-Filing Meetings in their packet instructions.

Because the Brief Legal Consultations are running at capacity, we don't market them. The Librarian offers them as a tool to individual customers with appropriate questions.

Program contact person's name:

Gretchen Hornberger

Program contact person's phone number and email address:

928-779-6656, 877-806-3187

ghornberger@coconino.az.gov

California, Kern County

Kern County Law Library

Workshops on Various Topics for Self-Represented Litigants (2004)

Bakersfield, CA

www.kerncountylawlibrary.org

Operated by

Co-sponsored by Kern County Law Library and Greater Bakersfield Legal Assistance

Service Area

- Kern County

Restrictions on the type of people served?

No.

Please describe the services your library self-help program offers:

Substantive Areas

- Criminal
- Family
- General Civil
- Landlord-Tenant
- Small Claims
- Other: Guardianship
- Comments: We hold various programs throughout the year. The Self-Help Center is located within the law library and the Landlord, Small Claims, and Guardianship workshops are provided on a regular basis by the self-help employees. All other workshops are by volunteer attorneys, except for the Tenant Clinic that is presented by Greater Bakersfield Legal Assistance.

What services do you provide?

- Brief legal advice clinic
- Classes/workshops (In person, by video or DVD, by remote appearance video)
- Explanations of legal processes
- Education about substantive areas of law
- Help with forms
- Comments: The way our programs are presented depends on the program. Some of our past programs are available through our website and can be downloaded to an Ipod if desired. A video regarding Representing Yourself in Court was also produced that is available to anyone requesting a copy. It is also posted on our webpage.

How are these services provided?

- In a classroom setting

Who is providing these services?

- Attorney(s)
- Librarian(s)
- Paralegal(s)

The people who provide these services are...

- Paid
- Volunteer

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English

How do you market your program?

Flyers, Newspaper, Radio

Program contact person's name:

Annette Heath

Program contact person's phone number and email address:

661-868-5320; ah Heath@kclawlib.org

Please provide any other information you think would be useful:

The Self-Help Center and the Law Library share a training room that is used for workshops. The Law Library and Self-Help Center work closely on various projects.

California, Riverside County

Riverside County Law Library (RCLL)

The "ABCs of ..." series (May 2006)

Riverside, CA

<http://www.lawlibrary.co.riverside.ca.us/RCLLHome.htm>

Operated by

Riverside County Law Library

Service Area

- Riverside County

Restrictions on the type of people served?

No.

Please describe the services your library self-help program offers:

Substantive Areas

- Bankruptcy
- Criminal
- Domestic Violence
- Family
- General Civil
- Immigration
- Landlord-Tenant
- Small Claims
- Other: The program covers all things legal. If it can happen in a courthouse, it is fodder for a presentation

Comments: Our Director (Gayle Webb) contacts attorneys/members of the Riverside County Bar Association to speak at each seminar. Attorneys speak about matters concerning their specific areas of specialty. Each seminar begins at 7:00PM and runs to around 8:30PM (with 30 minutes for questions).

What services do you provide?

- Explanations of legal processes
- Education about substantive areas of law
- Education about legal research

Comments: In addition to attorneys volunteering their time, our Public Services Librarian has also conducted a seminar on how to conduct legal research. Subsequently, and as a result of requests by employees of the County of Riverside, we are in the process of creating a series of short, low cost legal research classes which will be open to the general public.

How are these services provided?

- In a classroom setting
- By telephone
- Via web chat

Comments: In addition to our “ABCs of” seminar series, the RCLL also provides reference assistance through our website as well as participating in online reference in conjunction with the ASK NOW (http://www.247ref.org/portal/access_law3.cfm).

Who is providing these services?

- Attorney(s)
- Librarian(s)
- Other library staff

Comments: While the “ABCs of” seminars are generally provided by volunteer attorneys, our entire staff is dedicated to providing reference assistance to both the legal and non-legal communities.

The people who provide these services are...

- Volunteer

Comments: The “ABCs of” seminars are provided at no cost and the attorneys volunteer their time. Day to day reference is provided by on-the-clock staff.

The people who provide these services give...

- Legal information only

Comments: Whether it's day to day reference to an attorney presenting at the “ABCs of” seminars, nobody offers legal advice or seeks to create an attorney/client relationship.

Has your library created...

- Print materials in English

Classes and/or workshops are provided ...

- In person

Comments: Every other month (on the first Tuesday of the month), the RCLL presents its “ABCs of” series to pro per litigants specifically and to interested attorneys for one hour of continuing legal education (MCLE) credit. Attorneys from the local bar association volunteer their time to speak about matters concerning their areas of expertise. Such topics have included criminal expungement, landlord tenant, family law, mobile home law/issues, DUIs, and almost everything in between.

How do you market your program?

The RCLL has partnered with the Riverside Superior Court and the Riverside County Bar Association (RCBA) to provide these program. For the last two years, the RCBA has provided funding for paid advertisements in the local newspaper highlighting these seminars. Also, the RCLL advertises through its monthly award-winning newsletter which is sent to County departments and about 1,000 professional and private individuals all over the country (with four in Europe and one in Japan). Finally, the RCLL posts all activities on its website and sends out flyers to the County and City public libraries.

Program contact person's name:

Gayle Webb

Program contact person's phone number and email address:

951-955-6395; gwebb@rclawlib.org

California, Sacramento County

Sacramento County Public Law Library

Classes offered to the public (2000)

Sacramento, CA

www.saclaw.org

Operated by

Sacramento County Public Law Library

Service Area

- Sacramento County
- Other: Most of our attendees are from Sacramento County, or from surrounding counties: Placer, El Dorado, Yolo, San Joaquin

Restrictions on the type of people served?

Yes: There is a registration fee of 10.00 to 30.00 depending on the class.

Please describe the services your library self-help program offers:

Substantive Areas

- Comments: We would give generic legal research instruction that would be applicable to any and all substantive areas. We encourage attendees to bring their specific research questions to us at the reference desk outside of the class.

What services do you provide?

- Classes/workshops (In person)
- Explanations of legal processes
- Education about legal research
- Help with forms
- Other: how to find statutes, case law, use secondary sources, and the Internet

How are these services provided?

- In a classroom setting

Who is providing these services?

- Librarian(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only
- Other: instruction on selecting and using

Has your library created...

- Print materials in English
- Other: CD-ROMs to take home with various content, such as links to websites and forms.

How do you market your program?

On our website, through our listserv, on flyers sent to the local paralegal programs, the Legal Bookstore and the public libraries.

Program contact person's name:

Kelly Browne

Program contact person's phone number and email address:

916-874-7427; kbrowne@saclaw.org

Please provide any other information you think would be useful:

Class titles are:

- Introduction to Legal Research and Law Library Basics, in three parts, 2 hours each:
Statutes, Case Law, and Secondary Sources
- Introduction to Legal Forms and Pleadings
- Legal Research on the Internet
- Get More from Google
- Lexis/Westlaw: Tips and Techniques
- Beyond Lexis/Westlaw: SCPLL's Other Online Legal Research Databases

California, Sacramento County

Sacramento County Public Law Library

Lawyers in the Library (January/February 2008)

Sacramento, CA

www.saclaw.org

Operated by

Sacramento County Public Law Library

Service Area

Sacramento County

Restrictions on the type of people served?

Yes: Low income; indigent

Please describe the services your library self-help program offers:

Substantive Areas

- Other: no limitations

What services do you provide?

- Brief legal advice clinic
- Explanations of legal processes
- Education about legal research
- Help with forms
- Hearing preparation
- Other: referral to more appropriate agency or source
- Comment: These are services that we would consider within the parameters of the program

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Attorney(s)
- Comments: We will be soliciting pro bono attorneys

The people who provide these services are...

- Volunteer

The people who provide these services give...

- Legal advice

Has your library created...

- Print materials in English
- Comments: There will be information on the website the program starts up.

How do you market your program?

We are planning to broadcast the availability of this service on our website; through our established media outlets (television, radio); signage in our library; brochures or flyers in the public libraries; word of mouth from our staff working with potential participants.

Program contact person's name:

Kelly Browne

Program contact person's phone number and email address:

916-874-7427; kbrowne@saclaw.org

Please provide any other information you think would be useful:

NB this is a program that has not yet gone public, but all systems are in place. Initially this service will be offered once a month from 5:30-7:30 pm, day to be driven by the attorney availability. As we develop expertise in running the program, we anticipate that it will expand.

California, Sacramento County

Sacramento County Public Law Library

"A Legal Prescription" (April 2007)
Sacramento, CA

Operated by

Sacramento County Public Law Library

Service Area

Other: SRL's using the Sacramento Superior Courts

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

The Law library public services staff designed and produced a legal prescription pad that has a heading "A Legal Prescription: Ask the reference librarian for help finding information on..." These pads were vetted by, and distributed to the court staff so that the staff can write down what it is they are referring the SRL to the library for. At the law library, the SRL then hands the prescription to the librarian. This process helps minimize communication problems between the three parties. The physical object also helps fill one of the voids that cause the SRLs to feel that they are getting the "run around."

Substantive Areas

- Comments: The topic for which the SRL is referred to the law library could be any matter that he or she takes to the customer service window at the Civil, Criminal or Family Courts

What services do you provide?

- Explanations of legal processes
- Education about legal research
- Help with forms

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Librarian(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English

How do you market your program?

The prescription pads are distributed to the court staff in the various departments, to the Family Law Facilitator, and to the legal professionals who run the Civil Self-Help Center

Program contact person's name:

Kelly Browne

Program contact person's phone number and email address:

916-874-7427; kbrowne@saclaw.org

California, Sacramento County

Sacramento County Law Library

Civil Self-Help Center of the Sacramento County Superior Court (July 2009)

Sacramento, CA

<http://www.vlsp.org/civilselfhelpcenter.asp>

Operated by

Voluntary Legal Services Program of Northern California

Service Area

Sacramento County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

The Self-Help Center provides basic services to help navigate the civil courts, including quick assistance and workshops on the preparation of complaints, answers, case management statements, some motions, as well as other general inquiries regarding civil court cases in Sacramento County.

The Self-Help Center provided *limited* assistance to any self-represented litigant in the Sacramento County Superior Court regardless of income or other financial criteria. The Center's staff and volunteers do not represent clients in court proceedings, nor are they intended to act as a replacement for representation by an attorney. Instead, visitors to the Center will be provided with general assistance designed to help the self-represented litigant overcome the procedural hurdles in correctly completing court forms and other documents that often prevent unassisted litigants from having their matters heard by the court.

Substantive Areas

- General Civil

What services do you provide?

- Brief legal advice clinic
- Classes/Workshops
- Explanations of legal processes
- Education about substantive areas of law
- Education about legal research
- Help with forms
- Hearing preparation

How are these services provided?

- In person, one-on-one
- In a classroom setting

Who is providing these services?

- Attorney(s)
- Paralegal(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal advice

Has your library created...

- Print materials in English
- Print materials in other languages
- Web based information in English
- Web based information in other languages

How do you market your program?

Have not yet started marketing.

Program contact person's name:

Kelly Browne

Program contact person's phone number and email address:

916-874-7427; kbrowne@saclaw.org

California, San Bernardino County

San Bernardino County Law Library-High Desert Branch

How to Navigate Your Way Through Family Law Court in Victorville (November 2007)
Victorville, CA

Operated by

Consortium of entities

Service Area

San Bernardino County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Information on divorce and paternity cases, practical information about the Victorville courthouse, and places to go for help.

Substantive Areas

- Domestic Violence
- Family

What services do you provide?

- Classes/Workshops (in person)
- Explanations of legal processes
- Education about legal research

How are these services provided?

- In a classroom setting
- Webinars

Who is providing these services?

- Attorney(s)
- Librarian(s)
- Paralegal(s)
- Judges and volunteers from agencies

The people who provide these services are...

- Volunteer

The people who provide these services give...

- Legal information only
- Other: Some attendees with simple advice questions had those answered by attorneys after the program.

How do you market your program?

Flyers posted at the Law Library and court; also handed out.

Program contact person's name:

Larry Meyer

Program contact person's phone number and email address:

909-885-3020; larrym@sblawlibrary.org

California, San Diego County

San Diego County Public Law Library

LSTA Classes (July 2001) and Free Legal Aid Clinics (February 2006)

San Diego, CA

www.sdcppl.org

Operated by

San Diego County Public Law Library

Service Area

San Diego County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

LSTA classes offered include:

- Law Made Public: Legal Research Class for the Public
- Diving into the OPAC
- Focus onForms
- Keeping Current with Journals
- Legal Research Using Free Websites
- Practical Legal Research
- Using Lexis: An Introduction to Searching
- Using OnLAW
- Using Westlaw: An Introduction to Searching

Substantive Areas

What services do you provide?

- Classes/Workshops (in person)
- Education about legal research
- Help with forms

How are these services provided?

- In a classroom setting

Who is providing these services?

- Librarian(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English

How do you market your program?

E-newsletter, SDCPLL's website, brochures and flyers

Program contact person's name:

Victoria Williamson, Asst. Director for Public Services

Program contact person's phone number and email address:

619-685-6507; vwilliamson@sdcppl.org

California, San Mateo County

San Mateo County Law Library

Noontime Lecture Series (October 2005)
Redwood City, CA
www.smcll.org

Operated by

San Mateo County Law Library

Service Area

San Mateo County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Substantive Areas

- Appeals
- Bankruptcy
- Criminal
- Domestic Violence
- Family
- General Civil
- Landlord-Tenant
- Small Claims
- Other: Real Property, Drug Education, Construction

What services do you provide?

- Explanations of legal processes
- Education about substantive areas of law
- Classes/Workshops (In person)

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Attorney(s)
- Other: Law Enforcement, Real Estate broker, Contractors

The people who provide these services are...

- Volunteer

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English
- Web-based information in English

How do you market your program?

Promote with other legal service providers, advertise in local and bar publications, public libraries.

Program contact person's name:

Karen M. Lutke

Program contact person's phone number and email address:

650-363-4913; kmlutke@sbcglobal.net

California, San Mateo County

San Mateo County Law Library

Self-help Center (October 2007)

Class A: "So, you're thinking of filing a lawsuit?"

Class B: "I have a case in court, now what?"

Redwood City, CA

www.sanmateocourt.org

Operated by

Supreme Court of California, County of San Mateo

Service Area

San Mateo County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Substantive Areas

- General Civil

What services do you provide?

- Brief legal advice (clinic)
- Classes/Workshops (In person)
- Explanations of legal processes
- Education about legal research
- Hearing preparation

How are these services provided?

- In a classroom setting

Who is providing these services?

- Attorney(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English

How do you market your program?

Promote with other legal service providers, advertise in local and bar publications, public libraries.

Program contact person's name:

Lauren Zorfas, Family Law Facilitator

Program contact person's phone number and email address:

650-599-1770

California

19 county law libraries and the State Library

AskNow Law Librarian Service (March 2002)

Statewide

http://www.247ref.org/portal/access_law3.cfm

Operated by

Participating libraries are all members of the Council of California County Law Librarians.

Service Area

Statewide

Other: We answer questions from patrons nationwide.

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Substantive Areas

- Comments: We answer all types of legal reference questions. Most of our patrons are not represented by an attorney

What services do you provide?

- Explanations of legal processes
- Education about legal research
- Comments: We provide standard legal reference services

How are these services provided?

- Via web chat
- Other: Email

Who is providing these services?

- Librarian(s)

The people who provide these services are...

- Paid
- Volunteer
- Comments: The librarians participating in this service are employees of county law libraries. The libraries volunteer to staff the chat service a set number of hours per week, or to answer email follow-up questions.

The people who provide these services give...

- Legal information only
- Other: legal research assistance and instruction

How do you market your program?

There are links to this service on every page of the California Courts Online Self-Help Center (<http://www.courtinfo.ca.gov/selfhelp>). Additionally, participating libraries have links on their websites.

Program contact person's name:

Mary Pinard and Ralph Stahlberg

Program contact person's phone number and email address:

Mary Pinard: 916-874-5178; mpinard@saclaw.org

Ralph Stahlberg: 213-785-2535; rstahlberg@lalawlibrary.org

Georgia, Dougherty County

Dougherty County Law Library

Dougherty County Law Library Legal Information and Assistance Center (May 2004)

Albany, GA

http://www.albany.ga.us/law_library/LL_index.htm

Operated by

Dougherty County Law Library

Service Area

Nationwide (if question involves Georgia law)

Statewide

Regional

Dougherty County

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Forms in the family law area primarily; Reference help in all areas.

What services do you provide?

- Classes/Workshops (In person)
- Explanation of legal processes
- Education about substantive areas of law
- Education about legal research
- Hearing preparation
- Other: forms packets for self represented litigants

How are these services provided?

- In person, one-on-one
- In a classroom setting
- By telephone
- Other: also via email and our website

Who is providing these services?

- Other: I am an attorney licensed to practice law in Georgia, and I also hold an M.L.I.S. I am a solo librarian. However, some of the Superior Court Judges' secretaries help me on occasion.

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created ...

- Print materials in English
- Web-based information in English

How do you market your program?

I have a website and a law library brochure. I have received press coverage through local TV stations and newspapers. I find that the best method is word-of-mouth.

Program contact person's name:

Laureen Adams

Program contact person's phone number and email address:

229-431-2133; ladams@dougherty.ga.us

Illinois, Madison County

Madison County Law Library

Edwardsville, IL

<http://madison.illinoislegalaid.org> (May 2007)

Operated by

Madison County and Land of Lincoln Legal Assistance Foundation

Service Area

Madison County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Navigators help guide patrons through the illinoislegalaid.org site. These “navigators” are reference librarians who will answer telephone queries and help pro se patrons.

How are these services provided?

- By telephone, email and in person.

Who is providing these services?

- Staff employed by Land of Lincoln Legal Assistance

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English
- Web-based information in English
- Internet site created by Illinois Legal Aid Online.

How do you market your program?

Flyers to the Library System and to public libraries

Program contact person's name:

Kay Pile

Program contact person's phone number and email address:

618-296-5921; skpile@co.madison.il.us

Kansas, Johnson County

Johnson County Law Library

Olathe, KS

<http://lawlibrary.jocogov.org> (December 2001)

Operated by

Johnson County Law Library

Service Area

Johnson County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Substantive Areas

- Family

What services do you provide?

- Other: Sell form packets for divorce and name change our own local divorce, name change, and registration of foreign judgement form packets for the public's use.

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Information Specialists

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English
- Web-based information in English

How do you market your program?

Brochures in public libraries and web site.

Program contact person's name:

John Pickett

Program contact person's phone number and email address:

913-715-4155; john.pickett@jocogov.org

Maryland

Maryland State Law Library

Maryland's People's Law Library (1997)

Annapolis, MD

<http://www.peoples-law.info>

Operated by

Maryland State Law Library (previously operated by the Maryland Legal Assistance Network)

Service Area

- Statewide

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Maryland's People's Law Library (<http://www.peoples-law.info>) was conceived about 10 years ago as a website offering high-quality, but easily-readable legal information primarily to self-represented litigants. For approximately the last 8 years, it was run by a consortium entity, the Maryland Legal Assistance Network, a joint program of the Maryland Legal Services Corporation and the Maryland Legal Aid Bureau, with funding from a variety of sources, including the Administrative Office of the Courts. The Maryland Legal Assistance Network was dissolved in 2007, and the Maryland State Law Library in November 2007 assumed responsibility for the maintenance and continued updating of the site. It is one of the most extensive legal self-help websites in the nation, and won the American Association of Law Libraries' Public Access to Government Information Award in 2005. We believe that it is currently the only statewide legal self-help website operated entirely by a law library.

Substantive Areas

- Bankruptcy
- Criminal
- Domestic Violence
- Family
- Landlord-Tenant
- Small Claims

What services do you provide?

- Explanations of legal processes
- Education about substantive areas of law
- Education about legal research
- Other: Legal self-help website

How are these services provided?

- Other: Website

Who is providing these services?

- Other library staff
- A new State Law Library position, the web content coordinator, manages all aspects of this operation. The position requires a legal background.

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Web-based information in English
- Web-based information in other languages

How do you market your program?

The program has been extensively marketed to “gatekeepers,” such as court clerks, legal services intake personnel and public librarians. The State Law Library hopes to reinvigorate this effort.

Program contact person’s name:

Michael Craven, Web Content Coordinator, Peoples Law Library

Program contact person’s phone number and email address:

410-260-1704; michael.craven@mdcourts.gov

Massachusetts

Massachusetts Trial Courts Law Libraries

Ask a Librarian (August 2005)

Statewide - 17 Trial Court Law Libraries participate as a system

www.lawlib.state.ma.us

Operated by

Statewide - 17 Trial Court Law Libraries participate as a system

Service Area

Statewide

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Comment: Knowing that people have limited time and often can not find parking at Trial Court Law Libraries during the day, the Mass. Trail Court Law Library staff have developed remote reference services including providing electronic titles such as Nolo Press via a library borrower card.

Substantive Areas

What services do you provide?

How are these services provided?

- In person, one-on-one
- By telephone
- Via web chat

Who is providing these services?

- Librarian(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in other languages: The Lawrence Law Library had a federal LSTA grant to purchase titles in multiple languages. Titles can be found in the OPAC.
- Web-based information in English
- Comments: Specifically, over 100 law about topics have been created which pull together relevant information on a specific topic. See www.lawlib.state.ma.us. Also, we have Nolo Press titles available electronically, so a librarian chatting/IMing or answering

an email reference question can push material from a Nolo Press publication to the person. Nolo Press titles are available remotely to anyone with a library borrowers card.

How do you market your program?

Basically, people find us through the website.

Program contact person's name:

Marnie Warner, Law Library Coordinator and Meg Hayden, Electronic Resources

Program contact person's phone number and email address:

Marnie Warner, Law Library Coordinator: 617-878-0338; margaret.warner@jud.state.ma.us

Please provide any other information you think would be useful:

The Trial Court Law Library website is well used. Our statistics from Jan - November 2007 include 56,010,156 hits; 3,796,836 views; 1,952,026 visits; 2,716 email reference questions; 2,664 chats and 4,320 document requests.

Michigan

Arthur Neef Law Library at Wayne State University

Detroit, MI

www.lib.wayne.edu/lawlibrary (1995)

Operated by

Arthur Neef Law Library

Service Area

Statewide

Other: Anyone who comes to our library in Detroit, MI; Letters from incarcerated individuals are accepted regardless of location

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

Other: Public access to Westlaw allows patrons to conduct research in a broad range of subject areas; we are one of the 17 depository libraries in the country offering free access to PACER.

What services do you provide?

- Classes/Workshops (in person)
- Education about legal research
- Other: Respond to letters from incarcerated individuals to provide access to the full range of our print collection (must provide citation information for this fee-based service). We also provide training programs specific to Public Access Westlaw, and free access to PACER.

How are these services provided?

- In person, one-on-one
- In a classroom setting
- Other: The Law Library also responds to correspondence received from incarcerated individuals.

Who is providing these services?

- Librarian(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only
- Other: Instructions on how to access information

Has your library created...

- Print materials in English
- Web-based information in English
- Other: Law Library Resource Tutorials
- Comments: Designed for first year law students, we plan to promote the tutorials to the public. URL: http://www.lib.wayne.edu/lawlibrary/services/instruction_tutorials/

How do you market your program?

Services are marketed using library signage, during reference transactions, public library outreach and posters as appropriate

Program contact person's name:

Veronica Foster

Program contact person's phone number and email address:

313-577-6173; veronica.foster@wayne.edu

Minnesota, Anoka County

Anoka County Law Library

Family Law Self Help Clinic (January 2006)
Anoka, MN

Operated by

Central Minnesota Legal Services

Service Area

First-come, First-serve, No residency Requirement

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Family Law

Substantive Areas

- Family

What services do you provide?

- Explanations of legal processes
- Education about legal research
- Help with forms

How are these services provided?

- In person, one-on-one
- By telephone
- Comments: The law library provides general self-help assistance to all users. The Family Law Clinic is run by Central Minnesota Legal Services

Who is providing these services?

- Attorney(s) (Central Minnesota Legal Services)
- Librarian(s) (Anoka County Law Library)

The people who provide these services are...

- Paid (Law Library staff)
- Volunteer (Central Minnesota Legal Services)

The people who provide these services give...

- Legal information only (Law Library staff)
- Legal advice (Central Minnesota Legal Services)

How do you market your program?

Word of mouth and through Judicare, Central Minnesota Legal Services, and County Public Library system.

Program contact person's name:

Gene Myers

Program contact person's phone number and email address:

763-422-7549; Gene.Myers@co.anoka.mn.us

Please provide any other information you think would be useful:

Over 70% of users of law library are pro se litigants, who law library staff has assisted for over 20 years. The Family Law Clinic is done once a month in the Law Library, by Central Minnesota Legal Services and is free to those who are served.

The law library has a Letter of Understanding with Central Minnesota Legal Services to provide them with \$1,000 per month per clinic for continuing with their family law clinic at the law library, effective January 2009. Although Central Minnesota Legal Services costs are more than this, it is the law library's intent to continue with this successful program and offer a set amount to offset some of the costs they are totally absorbing.

Minnesota, Dakota County

Dakota County Law Library

The Dakota County Family Court Self-Help Center (July 2007)

Hastings, MN

<http://www.mncourts.gov/district/1/?page=1600>

Operated by

The program is a collaboration among the Dakota County Law Library, Dakota County District Court, and Legal Assistance of Dakota County.

Service Area

Dakota County

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Family

What services do you provide?

- Brief legal advice clinic
- Explanations of legal processes
- Education about legal research
- Help with forms

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Attorney(s)
- Librarian(s)

The people who provide these services are...

- Paid
- Volunteer
- Comment: The law librarians supplement the volunteer attorney help by providing web and print resources. They staff the library locations as paid professionals.

The people who provide these services give...

- Legal advice

Has your library created...

- Print materials in English

How do you market your program?

We have print brochures and website information available. Newspaper articles have also referred to the self-help center. Contacts with related legal agencies, as well as county and public library colleagues, know about our services and refer people to us.

Program contact person's name:

Liz Reppe

Program contact person's phone number and email address:

651-438-8080; liz.reppe@co.dakota.mn.us

Please provide any other information you think would be useful:

The state court recently furnished the county's law library locations with pro se self help workstations that have videos and tutorials. This, packaged with law library resources and the pro bono volunteers has made for a very successful service for pro se litigants. Feedback from our judges about better-prepared pro se litigants is good.

Minnesota, Ramsey County

Ramsey County Law Library

Housing and Conciliation Court Clinic (July 2009)
St. Paul, MN

Operated by

Ramsey County Law Library, Ramsey County District Court, Minnesota Justice Foundation

Service Area

Ramsey County

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Landlord-Tenant
- Small Claims

What services do you provide?

- Brief legal advice clinic
- Help with forms

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Attorney(s)
- Librarian(s)
- Law school students

The people who provide these services are...

- Volunteer

The people who provide these services give...

- Library staff and law students will provide information; attorneys will also provide brief advice.

Has your library created...

- Print materials in English

How do you market your program?

Through court referrals and websites.

Program contact person's name:

Sara Galligan

Program contact person's phone number and email address:

sara.galligan@co.ramsey.mn.us

Minnesota, Stearns County

Stearns County Law Library

Stearns County Law Library Self-Help Center (August 2006)

St. Cloud, MN

<http://www.co.stearns.mn.us/908.htm>

Operated by

Stearns County Law Library and Central Minnesota Legal Services

Service Area

Stearns County

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Domestic Violence
- Family
- General Civil
- Landlord-Tenant
- Small Claims
- Other: Expungement of criminal records

What services do you provide?

- Explanations of legal processes
- Help with forms

How are these services provided?

- In person, one-on-one
- By telephone
- Other: email

Who is providing these services?

- Attorney(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English

How do you market your program?

Mainly through the court administrator's office in the counties we serve, other county agencies (e.g. child support offices), and local social service organizations. Since our program is in cooperation with Legal Aid, we get referrals from staff there as well.

Program contact person's name:

Erina Waring

Program contact person's phone number and email address:

320-656-3678; erina.waring@co.stearns.mn.us

Minnesota, Washington County

Washington County Law Library

The Washington County Court Self-Service Center and Legal Advice Clinic (July 1, 2002 for the Self-Service Center and 2006 for the Legal Advice Clinic)

Stillwater, MN

http://www.co.washington.mn.us/info_for_residents/courts_and_supporting_services/court_self-service_center/

Operated by

- The program is a collaboration of the Washington County Law Library, Washington County District Court, and Legal Assistance of Washington County.

Service Area

- Washington County

Restrictions on the type of people served?

- Center: No restrictions
- Clinic: You must be a current Washington County resident or be involved in a Washington County court case. There are no restrictions on income to use this free service.

Please describe the services your library self-help program offers:

Substantive Areas

- Family (marriage dissolution, child support, domestic abuse, paternity issues, child custody, visitation, spousal maintenance.)

What services do you provide?

- Brief legal advice clinic
- Explanations of legal processes
- Education about legal research
- Court approved forms and basic instruction
 - Information and linkage to court services, and to other professional and community-based services

How are these services provided?

- In person, one-on-one
- By telephone
- Other: e-mail
- Comments: The law library provides general self-help assistance to all users.

Who is providing these services?

- Attorney(s)
- Librarian(s)

The people who provide these services are...

- Paid (law library staff)
- Volunteer (attorneys)

The people who provide these services give...

- Legal information only (Law Library staff)
- Legal advice (Central Minnesota Legal Services)

Has your library created...

- Print materials in English

How do you market your program?

We have print brochures and website information available. Other methods include word of mouth, Court staff and the County Public Library system.

Program contact person's name:

Brian R. Huffman

Program contact person's phone number and e-mail address:

651-430-6954; brian.huffman@co.washington.mn.us

Please provide any other information you think would be useful:

The Legal Advice Clinic is a free legal service dedicated to helping current Washington County residents or anyone involved in a Washington County case who does not have a lawyer. Appointments are held on Tuesdays, between 1:00-3:00 p.m. Customers must fill out an intake form prior to scheduling a free half-hour appointment. Walk-ins are accepted and will meet with an attorney if time permits.

Our mission is to assist the public to achieve a better understanding of the court system and more meaningful access to the courts through cost-effective distribution of court information, court-approved forms and other relevant materials. The Court Self-Service Center staff is available to assist in providing access to Court-approved forms, general instructions and assistance.

Montana

State Law Library of Montana

Self-Help Center (1998)

Helena, MT

www.montanacourts.org/library

Operated by

State Law Library of Montana

Service Area

- Statewide

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Appeals
- Bankruptcy
- Criminal
- Domestic Violence
- Family
- General Civil
- Immigration
- Landlord-Tenant
- Small Claims
- Comment: All major legal areas are included. The forms available are generally in the family law area. We have segregated all of our library materials that are for the general public into one area that is adjacent to the reference desk, and an additional computer and printer have been placed there for self-help use only.

What services do you provide?

- Classes/Workshops (In person)
- Explanations of legal processes
- Education about legal research
- Help with forms

How are these services provided?

- In person, one-on-one
- In a classroom setting
- By telephone
- By email

Who is providing these services?

- Librarian(s)
- Student volunteers from local college

The people who provide these services are...

- Paid
- Unpaid volunteers

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English
- Web based information in English

How do you market your program?

To the equal justice community in the state

Program contact person's name:

Susan Lupton

Program contact person's phone number and email address:

406-444-3636; slupton@mt.gov

Nevada, Nevada County

Nevada County Law Library

Nevada County Public Law (Self-Help) Center; Nevada County Small Claims Advisor (March 2001)

Nevada City, NV

http://court.co.nevada.ca.us/services/self_help/index.htm

Operated by

Nevada County Superior Court

Service Area

Statewide

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Criminal
- Domestic Violence
- General Civil
- Landlord-Tenant
- Small Claims
- Other: Guardianship, Civil Harrassment, Real Property Issues

What services do you provide?

- Classes/Workshops (In person, by video or DVD, by remote appearance video)
- Explanations of legal processes
- Education about substantive areas of law
- Education about legal research
- Help with forms
- Hearing preparation

How are these services provided?

- In person, one-on-one
- In a classroom setting
- By telephone
- Other: email

Who is providing these services?

- Attorney(s)
- Librarian(s)
- Paralegal(s)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English
- Print materials in other languages
- Web based information in English
- Web based information in other languages

How do you market your program?

Media, government offices, public libraries, community based organizations

Program contact person's name:

Tabatha Spencer, Law Librarian

Helen Cavanaugh-Stauts, Public Law Center Director

Joan Connelley, Small Claims Advisor

Program contact person's phone number and email address:

Law.Library@nevadacountycourts.com; plc@nevadacountycourts.com

Nevada, Washoe County

Washoe County Law Library

Lawyer in the Library & Seminars & LEAN website (August 1999)

Reno, NV

www.nvlawdirectory.org

Operated by

Washoe County Law Library

Service Area

Statewide

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Other: All areas of the law

What services do you provide?

- Brief legal advice clinic
- Classes/workshops (In person, by video or DVD, or via streaming video)
- Other: website is a searchable list of all Nevada agencies that provide free or nearly free assistance with their hours and scope of work.

How are these services provided?

- In person, one-on-one
- In a classroom setting
- Other: website is a referral mechanism

Who is providing these services?

- Attorney(s)
- Librarian(s)

The people who provide these services are...

- Paid
- Volunteer
- Other: Staff paid for website and organizing programs, attorneys volunteer for programs.

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English
- Web based information in English

How do you market your program?

Website and newspaper and county press releases

Program contact person's name:

Sandy Marz

Program contact person's phone number and email address:

775-328-3250; smarz@washoecounty.us

Please provide any other information you think would be useful:

Lawyer in Library is twice a week and patrons meet one on one with attorney for a brief consultation; one evening is dedicated to family law matters, the second evening is general law. Seminars are once a month in a classroom setting and on one legal topic such as Social Security Disability. They are filmed and shown on local government television and on video streaming. We also loan out videos and DVDs of these seminars. LEAN or Nevada Legal Directory is a searchable website of all Nevada agencies that offer free or nearly free assistance and updated once a year.

Pennsylvania, Lancaster County

Lancaster County Law Library

Lancaster County Court Self Help Center (July 2004)

Lancaster, PA

<http://www.co.lancaster.pa.us/prose/site/default.asp>

Operated by

Lancaster County Law Library

Service Area

Lancaster County

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Appeals
- Family
- Landlord-Tenant
- Other: Expungement of records

What services do you provide?

- Comments: Forms and Instructions

How are these services provided?

- In person, one-on-one
- Other: Via website

Who is providing these services?

- Other library staff

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

Has your library created...

- Print materials in English
- Web based information in English

How do you market your program?

Information sheets and business cards

Program contact person's name:

Eleanor Gerlott

Program contact person's phone number and email address:

717-299-8090; gerlott@co.lancaster.pa.us

Please provide any other information you think would be useful:

Center is not physically located in library, but is managed by the librarian and, for budgeting purposes, is listed as a library program.

Texas, Travis County

Travis County Law Library

Self Help Center (March 2002)

Austin, TX

www.TexasLawHelp.org

www.TravisCountyLawLibrary.org

Operated by

Travis County Law Library

Service Area

- Statewide (TexasLawHelp forms creation and website update)
- Travis County (Self-Help Center and information desk in courthouse)

Restrictions on the type of people served?

- No (not for TexasLawHelp or Information Desk)
- Yes (Travis County family law litigants having uncontested cases for self-help center)

Please describe the services your library self-help program offers:

There are four programs run by the law library:

1. Self-Help Center employs reference attorneys to assist family law litigants to complete their forms and attend uncontested docket.
2. Technical services librarian and attorney/tech writer on staff support
www.TexasLawHelp.org
3. Library manages the courthouse information desk which supports all the civil courts.
4. Houses legal aid attorney and dispute resolution office.

Substantive Areas

- Family
- Notary Service
- Directions to lost courthouse visitors

What services do you provide?

- Explanations of legal processes
- Education about legal research
- Help with forms
- Forms creation
- Attend uncontested docket with litigant to facilitate between litigant and court
- Free mediation for family law
- In-office legal aid attorney

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Attorney(s) (for legal aid office and self-help center)
- Clerks (supervised by librarian, for information desk)
- Volunteer mediators (for mediation service)

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only (reference attorney gives legal information in self-help center)
- Legal advice (only the legal aid attorney)

Has your library created...

- Print materials in English
- Print materials in other languages
- Web-based information in English

How do you market your program?

Plan will be soon implemented

Program contact person's name:

Lisa Rush, Law Library Manager

Program contact person's phone number and email address:

512-854-9290; lisa.rush@co.travis.tx.us

Utah

Utah State Law Library

Classes for People Representing Themselves in Utah's State Courts (May 2009)
Salt Lake City, UT

Operated by

Utah State Law Library

Service Area

- Salt Lake County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Substantive Areas

- Landlord-Tenant
- Small Claims
- Other: Guardianships of adults, guardianships of minors, introduction to juvenile court, and resources for people representing themselves in court.

What services do you provide?

- Classes/workshops
- Other: Law library tours

How are these services provided?

- In a classroom setting

Who is providing these services?

- Attorney(s)
- Other library staff

The people who provide these services are ...

- Volunteer

The people who provide these services give ...

- Legal information only

If your program includes classes and/or workshops, are they provided ...

- In person

How do you market your program?

We have an extensive distribution list for the class flyers which includes area public and law libraries, senior centers, legal clinics, courthouses, and the monthly 211 newsletter. We also post information on local public radio station community calendars, and the court's public information officer issues press releases each month with the updated class schedule.

Program contact person's name:

Jessica Van Buren

Program contact person's phone number and email address:

801-238-7991; jessicavb@email.utcourts.gov

Utah

Utah State Law Library

Utah State Courts Self-Help Center (September 2007)
Salt Lake City, UT

Operated by

Utah State Law Library

Service Area

- In a specific county or counties
- Other: This is a pilot project in 10 Utah counties - 3 in an urban judicial district, and 6 in rural judicial districts

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Substantive Areas

- Domestic Violence
- Family
- General Civil
- Landlord-Tenant
- Small Claims
- Other: Any non-criminal area that would be heard in a state court.

What services do you provide?

- Brief legal advice clinic
- Explanations of legal processes
- Help with forms

How are these services provided?

- By telephone and email

Who is providing these services?

- Attorney(s)

The people who provide these services are ...

- Paid

The people who provide these services give ...

- Legal information only

Has your library created ...

- Other: Self-Help Center and Law Library staff are revising existing and creating new website materials for self-reps.

How do you market your program?

Flyers in our pilot districts. We also market to community organizations such as senior centers, local law enforcement, domestic violence shelters and public libraries.

Program contact person's name:

Jessica Van Buren

Program contact person's phone number and email address:

801-238-7991; jessicavb@email.utcourts.gov

Washington, King County

King County Law Library

Downtown Neighborhood Legal Clinic (January 2006)

Seattle, WA

<http://www.kcba.org/ScriptContent/KCBA/legalhelp/NLC/clients.cfm>

Operated by

King County Bar Association

Service Area

King County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Substantive Areas

What services do you provide?

- Brief legal advice clinic
- Classes/workshops (in person)

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Attorney(s)

The people who provide these services are ...

- Volunteer

The people who provide these services give ...

- Legal advice

Has your library created ...

- Print materials in English
- Web-based information in English

How do you market your program?

Through our bi-monthly E-News that goes out to all subscribers and members of the public who have given us their e-mail address. The King County Bar has it listed in their Neighborhood Legal Clinic Brochure on their website.

Program contact person's name:

Rebecca Fogarty

Program contact person's phone number and email address:

206-267-7029; CLS@KCBA.org

Please provide any other information you think would be useful:

We have experienced positive traffic in the library from hosting this program and good comments from the Attorney volunteers as well as who feel that we are there to support them in their goal of serving the public with legal related matters.

Washington, King County

King County Law Library

Legal Research for the Non-Attorney - Part 1 and 2

Skip Tracing

Beginning and Advanced Lexis and Westlaw - Part 1 and 2 (August 2002)

Seattle, WA

<http://www.kccl.org/learnhow/lrtc/index.htm>

Operated by

King County Law Library

Service Area

King County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

Substantive Areas

- General Civil
- Other: Legal Research/People finding tools

What services do you provide?

- Classes/workshops (In person)
- Explanations of legal processes
- Education about legal research

How are these services provided?

- In a classroom setting

Who is providing these services?

- Librarian(s)

The people who provide these services are ...

- Paid

The people who provide these services give ...

- Legal information only

Has your library created ...

- Print materials in English
- Web-based information in English

How do you market your program?

We send out bi-monthly E-News to an e-mail list from interested patrons. We publicize it on our website. The classes fill up as soon as we post them.

Program contact person's name:

Rita Kaiser

Program contact person's phone number and email address:

209-296-0940

Washington, Pierce County

Pierce County Law Library

Neighborhood Legal Clinic
VLS Helpdesk (January 2008)
Tacoma, WA
<http://www.tacomaprobono.org/nlc.html>

Operated by

Tacoma – Pierce County Bar Association Volunteer Legal Services

Service Area

Pierce County

Restrictions on the type of people served?

No

Please describe the services your library self-help program offers:

The Neighborhood Legal Clinic provides 30 minutes of consultation with an attorney in pretty much any area that the volunteer attorneys are qualified. There are no restrictions on the number of visits a client can make to the clinic.

The soon-to-be helpdesk will be staffed, part-time with a law student or other qualified non-attorney, and will help provide resource information to people with immediate legal issues, such as those being evicted, those needing DV shelters, etc. This isn't completely flushed-out yet.

Substantive Areas

Any area that the volunteer attorneys are qualified.

What services do you provide?

- Brief legal advice clinic (attorneys provide)
- Explanations of legal processes (attorneys provide, and librarians assist by providing books about this)
- Education about substantive areas of law (attorneys provide, and librarians assist by providing books about this)
- Education about legal research (librarians provide)
- Help with forms (attorneys and librarians, though we don't help complete the forms)

How are these services provided?

- In person, one-on-one

Who is providing these services?

- Attorney(s)
- Librarian(s)
- Other library staff

The people who provide these services are ...

- Paid (helpdesk)
- Volunteer (neighborhood legal clinic)

The people who provide these services give ...

- Legal information only
- Legal advice
- Other (please describe): resource information

Has your library created ...

- Print materials in English (information about the Clinic)

How do you market your program?

Our website, and we provide information at the reference desk

Program contact person's name:

Primary contact: Laurie Davenport (director - volunteer legal services)
Laurie B. Miller (director, Pierce County Law Library)

Program contact person's phone number and email address:

253-597-6227 (VLS)

253-798-7494 (Law Library)

Washington, D.C.

Law Library of Congress

Orientation to Legal Research and the Use of Law Library Collections (August 2006)

Washington, D.C.

<http://www.loc.gov/law/opportunities/seminar-orient.html>

Operated by

Law Library of Congress

Service Area

- Other: Any interested person who wishes to take the course; it covers federal legal materials; patron must physically visit the Law Library to attend

Restrictions on the type of people served?

- No

Please describe the services your library self-help program offers:

Substantive Areas

- Other: Federal legal research techniques

What services do you provide?

- Classes/Workshops (In person)
- Education about legal research

How are these services provided?

- In a classroom setting

Who is providing these services?

- Librarians

The people who provide these services are...

- Paid

The people who provide these services give...

- Legal information only

How do you market your program?

Web site; flyers posted in hallways of Library of Congress buildings

Program contact person's name:

Luis Acosta

Program contact person's phone number and email address:

202-707-5080; Communications regarding this course should be web-based contact form at

<http://www.loc.gov/law/opportunities/seminar-form.html>

Wisconsin, Dane County

Dane County Legal Resource Center

The Small Claims Assistance Program (June 2004) and *Legal Research in a Nutshell* (May 2003)

Madison, WI

<http://www.wsl.state.wi.us/branch/dclrc/index.html>, then click on “Classes & Information Sessions”

Operated by

Co-sponsored by Dane County Legal Resource Center and the Dane County Bar Association.

Service Area

- In a specific county or counties.
- Other: The DCLRC will provide the *Legal Research in a Nutshell* class on demand at certain locations around Dane County, i.e. public libraries. The Small Claims Assistance Program is only for Dane County residents.

Restrictions on the type of people served?

- Yes: The *Legal Research in a Nutshell* class is meant for the general public. There is a different version of the class targeted at Law Librarians available through the Wisconsin State Law Library. SCAP volunteers will only assist unrepresented small claims litigants.

Please describe the services your library self-help program offers:

Substantive Areas

- Small Claims
- Other: Legal resources
- Comments: The *Legal Research in a Nutshell* class explores the various resources needed to conduct legal research. While the topic usually focuses on trying to research a Landlord Tenant dispute, the topic may change to relate to the specific audience. The purpose is to acquaint the audience with basic Wisconsin primary and secondary legal information sources both online and in print.

What services do you provide?

- Classes/Workshops (In person)
- Explanation of legal processes
- Education about legal research
- Help with forms (The SCAP volunteers only)

How are these services provided?

- In person, one-on-one (SCAP)
- In a classroom setting (*Legal Research in a Nutshell*)

Who is providing these services?

- Attorney(s)
- Librarian(s)
- Paralegal(s)

- Comments: While the DCLRC helps to coordinate the time and space requirements of the Small Claims Assistance Program, the volunteers administer the services described above. The volunteers are not library staff: they are attorneys, paralegals, and other practicing professionals from the community that volunteer their time. As for the *Legal Research in a Nutshell* class, librarians teach it.

The people who provide these services are...

- Paid (*Nutshell* class)
- Volunteer (SCAP)

The people who provide these services give...

- Legal information only

Has your library created ...

- Print materials in English
- Web-based information in English

How do you market your program?

For the SCAP, we have a pamphlet that is handed out with court forms in the library, information on the Dane County Clerk of Courts website, and word of mouth. The librarian distributes a schedule of legal assistance programs to Court staff in the Courthouse to ensure people are properly referred to the program for assistance. For the *Legal Research in a Nutshell* class, there is information listed on the DCLRC's website.

Program contact person's name:

Lisa M. Winkler

Program contact person's phone number and email address:

608-266-6316 (telephone) 608-266-5988 (fax); lisa.winkler@wicourts.gov

Submission Information

This Directory was compiled by the Law Librarians' Working Group of the Self-Represented Litigation Network.

To add your program to the Directory, complete the form posted on the American Association of Law Libraries' State, Court & County Law Libraries Special Interest Section Self-Representation page:

<http://www.aallnet.org/sis/sccll/toolkit/selfrepresentation.htm>

The form provides instructions for submitting your information.