



ACADEMIC LAW LIBRARIES
SPECIAL INTEREST SECTION

2017 Student Services Roundtable Notes

TABLE 1 MODERATOR: KIM MATTIOLI

SERVICE CHANGES & UPDATES

How have your services to students changed in recent years? Have you had to update your marketing strategies to reach more students?

- Attending SBA meetings (hearing gossip/complaints provides opportunities for library to help)
- Student-facing website
- Year of Listening at Univ. of Washington
- More stuff to check out
- Chargers
- Course Reserves
- Office hours
- Therapy dogs
- Digital sign no longer effective (“has become part of the background”)
- No food rule revised to allow drinks in sealable containers and non smelly/messy foods
- Limiting undergrads (UCLA provides tickets to admit 30 undergrads per day to library; IU Bloomington uses law students as bouncers to enforce no undergrads rule unless they have reason to be in library)

UNIQUE OR UNUSUAL SERVICES

Has your library implemented any unusual student services (e.g. nap rooms)?

- UCLA has therapy miniature horses
- UMass houses therapy dog event, but it is administered by law school
- Loyola has Legos
- Putting greens at two libraries
- Bean bag toss

- Standing desks
- SBA sells blankets at circulation desk
- “Approved beverage containers” donated by vendors
- UMass is getting a café in their library
- Checking out misc. items:
 - Umbrellas
 - Cardboard standing desks
 - Blankets (staff take turns laundering)
 - Fans
 - Bookstands
 - Whiteboard markers

POPULAR WORKSHOPS

What types of research workshops have been popular at your library?

- Loyola-Chicago held 4 sessions: Illinois law, Boolean searching, business research, and dockets
 - Food and scheduling were difficult; sessions limited to eight students
- Student orgs as co-sponsor
- Cost-effective trainings sponsored by vendors
- Law school student services co-sponsored events w/ flash cards for bar study, MPRE, and 1L courses (library provided training)
- Exam preparation
- Outlining
- Journal and moot court training ranged from optional (most declined) to 8 hours of mandatory training
- Preemption check training done by librarians and/or Lexis rep, depending on school

BARRIERS TO INVOLVEMENT

Has your library had difficulty becoming involved with any law school organizations such as moot court, law journals, student organizations, clinics, etc.?

- Loyola is attempting to focus on clinics first:
 - Bribe them with donuts to ask what they need, make inroads
- Indiana has had great luck w/ student groups, but clinic outreach has been more difficult
 - May offer to assist clinical faculty w/ research

- New AALL My Communities coming re: Clinics
- Clinics at Roger Williams are 45 minutes from campus; focused on clinic outreach last year: attended events, started “aggressive friendliness” campaign—worked w/ some clinical faculty
- Washington has had similar issue engaging w/ LARW faculty; worked to befriend new LAWR faculty members; had more luck going to faculty (got budget for coffee and sat in faculty lounge)
- PACER demo for Mercer Habeas Clinic

WAYS TO ENCOURAGE PARTICIPATION

How do you encourage student participation in library events?

- Food
- Stickers
- Plastic animals from Amazon; brought animals to finals
- Credit card holders for back of phone
- Law student ID wallets
- Old swag from vendors
- Bring in your own covered container, win raffle ticket for Amazon gift card
- UCLA and Washington stopped doing workshops b/c of low attendance; now doing short sessions
- Library fines at Mercer can be paid w/ canned food for food drive; classes compete w/ each other for most donations

TABLE 2 MODERATOR: BRIAN DETWEILER

SERVICE CHANGES & UPDATES

How have your services to students changed in recent years? Have you had to update your marketing strategies to reach more students?

- Students don't use school email b/c they fear the address is not permanent (post-graduation)
- Blog posts, Twitter, Facebook, and print flyers in high-traffic areas
 - Bulletin boards by printers
- Tabling
- Roving reference for first two days of class
- TV screens don't work
- Librarians staff Info Desk on first floor of law school twice a month
 - Advise inns of court program to develop approachability

- Retractable banners to market library and encourage team spirit for different inns of court (like different houses at Hogwarts from Harry Potter)
- Research classes for seminar students

UNIQUE OR UNUSUAL SERVICES

Has your library implemented any unusual student services (i.e. nap rooms)?

- Most provide laptop and cell phone chargers; two libraries provide loaner laptops
- Building “common room” on a lower level (relaxed student space)
- SBA office has comfy seating and ping pong table
- Portable whiteboards and monitors in group study rooms
- Sports equipment at circulation desk
- Supreme Court coloring book and puzzles
- Practice putting green
- Book stands
- Earplugs
- Battery-powered clip-on lamps
- Online room reservation system

POPULAR WORKSHOPS

What types of research workshops have been popular at your library?

- MS Word workshop two weeks before briefs were due
 - Other school created short instructional videos for Word skills
 - Most schools provide free Office 2016 software to students
- Tech audit not as popular as hoped

BARRIERS TO INVOLVEMENT

Has your library had difficulty becoming involved with any law school organizations such as moot court, law journals, student organizations, clinics, etc.?

- Depends on new editors (turnover every year)
 - Has improved w/ new journal editors’ luncheon (two from each journal)
- Offer Perma.cc (link archiving for online citations) and SafeAssign (plagiarism checking software) to journals

- Clinic professors reluctant to give up class time for research training
- Library movie nights w/ different professors and student orgs

WAYS TO ENCOURAGE PARTICIPATION

How do you encourage student participation in library events?

- Bribe them with food!
- Librarian responsible for speaking at seemingly every group orientation/training session despite staffing issues has been burdensome, but good for outreach
- One librarian assigned to each of 6 inns of court has increased engagement
- Banned Books and Valentine's Day bookmarks
- Hot Topics LibGuides on healthcare reform and other topics to generate interest for speaker panel