**View from the Chair**

*Kelly Browne, GLL Chair*

What a productive year the GLL-SIS has had!

- We have an awesome GLL-SIS sponsored program to look forward to at the AALL Annual Meeting in Chicago! The program, a 60-minute panel presentation, was proposed by Janine Liebert (with assistance from her colleagues) from the LA Law Library. The title is “Building Pro Bono Partnerships That Deliver.” Look for it on the AALL program of meetings and events, and please plan on attending.

- We are busy planning our Business Meeting/Breakfast/Silent Auction, the GLL Reception, and the GLL/SR/LISP Joint Roundtable on Prisoner and Pro Se Services.

- We submitted the 2016 Appellate Law Library Standards to the AALL Executive Board, and anticipate their adoption at the next AALL Board Meeting.

- Along with 3 other SISs (LISP, RIPS, & SR) we sponsored an online discussion project, Five Topics in Five Days, "Service Limits to Patrons," which took place the week of April 11, 2016.

- We awarded multiple grants for our members to participate in professional development opportunities.

- We have a re-vamped website with our new GLL-SIS name on it (and some other changes), thanks to Technology Committee Chair Kate Fitz. Check it out at [http://www.aallnet.org/sections/sccll](http://www.aallnet.org/sections/sccll).

Everything we have accomplished is made possible by volunteers, from the GLL Executive Board to the Committee Chairs, and the individual Committee members themselves. Speaking of Committees, I’d like to encourage anyone interested in joining a committee to contact Jennifer Dalglish, our Vice-Chair/Chair-Elect, to let her know of your interest in volunteering for a 2016-2017 Committee.
View from the Chair, continued
Kelly Browne, Chair

The Annual Meeting in Chicago will be here sooner than you know it! Please be sure to attend our Business Meeting/Breakfast/Silent Auction on Sunday July 17 at 7:30 am. And don’t forget the Service to Pro Se Patrons and Prisoners GLL/SR/LISP Joint Roundtable on Monday, July 18 at 3:30 p.m., or the GLL-SIS Reception following shortly after at 5:00 p.m. (see Jennifer Dalglish’s article about the Reception elsewhere in this issue).

Our Education Committee would like to publicize any programs featuring GLL-SIS members, so if you are participating in a program or know of another GLL-SIS member who is, please let Stacy Etheredge, our Education Committee Chair, know.

Thank you for the privilege of serving as your Chair this year. I am grateful to have had this opportunity to work with all of you.

“Everything we have accomplished is made possible by volunteers, from the GLL Executive Board to the Committee Chairs, and the individual Committee members themselves.”

From The Editor’s Desk
Holly Gerber, Tarrant County Law Library (TX)

As the Annual Meeting nears, this issue contains many end-of-year announcements (many congratulations to our award and grant recipients!). We also have reports from the Equal Justice Conference and information on the GLL Reception at the Annual Meeting. For those who are unable to make it to Chicago, Malinda Muller and Sandra Levin have an article that explores their library’s Lawyers in the Library program, one of the topics being discussed at the GLL sponsored program at the Annual Meeting. As we near the dog days of summer, this issue includes a mouth-watering summer barbeque menu from the Dougherty County Law Library’s fundraiser cookbook. Enjoy!
AALL Announcements

Call for Webinar Topics and Speakers

We invite you to help develop and/or deliver webinars in collaboration with your peers and experts in the industry. AALL members are able to acquire a new set of skills and showcase their knowledge in the legal information field. Members are also encouraged to recommend dynamic speakers and timely topics. Submitting a webinar proposal is easy—simply collaborate with your peers, develop the topic, and submit the proposal. Proposals are accepted on an ongoing basis. For more information, visit the Request for Webinar Proposals section on AALLNET. Contact Celeste Smith, AALL director of education for more information.

AALL 2015 Session Recordings Available

As an AALL member, you can access AALL 2015 educational program recordings, whether you joined us in Philly or not.

Webinars Now Available On-Demand

Creating Non-Traditional Leadership Opportunities for Professional Growth and Institutional Excellence

Organize Better with Apps

Strategies for Online Student Engagement and Learning

Pick of the Month

Selected by AALL’s Continuing Professional Education Committee

Taming the Chaos: Productivity and Time Management for Law Libraries

Do you ever feel like there aren't enough hours in the day? Wondering where all of your time goes? This program provides information about various methods to sort through competing demands on your time. The presenters—Ashley Ahlbrand and Michelle Trumbo from Indiana University Maurer School of Law, Mariah Ford from the University of Pennsylvania Law School, and Cheryl Niemeier from Bose McKinney & Evans LLP—will provide an overview of the strategies to optimize time and productivity, emphasizing that librarians should find the methods that work best for them. The session wraps up with a discussion of technology tools that can help with time management.

Find this and many more continuing education programs and webinars for AALL members in the Education and Events section of our website.
2015/2016 GLL Grant Recipients

GLL Grants Committee

GLL Grant applications were at an all-time high this year. We received 14 applications for the travel grants to attend the AALL Annual Meeting! It was a difficult choice for the committee as all of the applicants were worthy. If you applied for a grant this year and were not successful, we urge you to try again in 2016/2017.

AALL Business Skills Clinic – One $1,500 grant
   Kris Albertus, Reference CALR Librarian
   U.S. Court of Appeals – 8th Circuit Library
   Saint Louis, MO

AALL Leadership Academy – One $500 grant as he received a $1,000 grant from another SIS
   Lee Van Duzer, Law Librarian
   Washington County Law Library
   Hillsboro, OR

ABA Equal Justice Conference – Three $1,500 each grants
   Joan Bellistri, Law Librarian
   Anne Arundel County Public Law Library
   Annapolis, MD
   Mark Estes, Law Library Director
   Bernard E. Witkin Alameda County Law library
   Oakland, CA
   Sara Pic, Reference Librarian
   Law Library of Louisiana
   New Orleans, LA
2015/2016 GLL Grant Recipients, continued

GLL Grants Committee

GLL AALL Annual Meeting Travel Grants – Three $1,500 each grants

Paula Doty, Assistant Law Librarian
Nevada Supreme Court Library
Carson City, NV

Mary Jenkins, Law Librarian & Director
Hamilton County Law Library
Cincinnati, OH

Cornell Winston, Law Librarian & Records Center Supervisor
United States Attorney’s Office
Los Angeles, CA

GLL AALL Annual Meeting Registration Grant (funded by Thomson Reuters)

Taryn Rucinski, Branch Librarian
U.S. Federal Courts Second Circuit Library
New York, NY

GLL Grants Committee Needs Your Assistance

GLL Grants Committee

At last year’s GLL Annual Breakfast Meeting and Silent Auction we raised more funds in cash donations ($803) than we did from the Silent Auction ($730); the total was $1,533. The GLL Board approved 8, $1,500 grants for 2015/2016. Our fundraising efforts only covered the cost of 1 grant.
This year we are encouraging our members to consider making a cash donation to the GLL Grant Fund. Last year, 9 members made cash contributions. Donations last year ranged from $5 to $250. To date, we already have $1,000 in pledges for this year’s event. As we approach our 40th Anniversary next year, it would be wonderful if the number and total amount of contributions could multiply. If our members made a contribution that is within their means, it will make a difference in the amount and number of grants we will be able to award in the future. You need not attend the AALL Annual Meeting to make a cash contribution. You can send a check to our Secretary/Treasurer:

James Durham, Deputy Director
Maryland State Law Library
Robert C. Murphy Courts of Appeal Building
361 Rowe Boulevard
Annapolis, MD 21401-1697

The check should be made payable to: AALL-GLL SIS and you should list donation in the memo space at the bottom of the check. Contributions are tax deductible and you will receive a written acknowledgement from the Grants Committee regarding your donation.

The Committee thanks you in advance for your anticipated generosity.

2015/2016 GLL Grants Committee: Sandra Marz, Christine Morton, Carol Suhre, Jessica VanBuren, Gail Warren, Board Liaison – James Durham, Chair – Regina Smith
2016 GLL Award Recipients

GLL Awards Committee

Congratulations to the AALL Government Law Library Award Winners! The winners below are very deserving and we extend our heartfelt congratulations to them all! Thank you for all of the nomination packages submitted, we truly have an excellent group of colleagues. We hope to see you all in Chicago!

*The Bethany J. Ochal Award for Distinguished Service to the Profession* - Rita Dermody, retired from Public Law Library of King County

*Law Library Advocate Award* - Honorable Vince Ryan, Harris County (TX) Attorney

*Connie E. Bolden Publications Award* - Joel Fishman for his series of indexes, including: The Index to J. of Supreme Court History (1976-2015), The Index to the PA Bar Association Quarterly (1929-2015), Index to the PA Family Lawyer (1980-2014), and The Bibliography of Library History (2000-2013).

*Professional Publication Award*:

James Durham & Steven Anderson for “A Safe Haven”, AALL Spectrum, March 2015


Information on GLL Awards can be found here: http://www.aallnet.org/sections/sccll/leadership/Awards-Committee

Thank you,

Your 2016 Awards Committee

Holly Gale
Donna Bausch
Paula Doty
Susan Falk
Jen Fell
Catherine Lemann
GLL Longevity Awards

GLL Membership Committee

The Membership Committee is proud to recognize the following individuals with their longevity awards. These GLLers have been members of AALL for twenty years and associated with SCCLL/GLL for ten of those years. Please congratulate: Nancy J. Adams, Beth Birnie, Jeanette Bosschart, James C. Gernert, Lori A. Hedstrom, and Lisa A. Mecklenberg-Jackson

They will be acknowledged and their certificates and pins awarded at the GLL Breakfast and Business Meeting.

GLL Retirements

GLL Retirements From August 2015 to the present

Andrea Battel, 3rd Circuit Court of Appeals Library, Newark NJ
Linda Datko, 11th Circuit Court of Appeals Library, Miami FL
Rita Dermody, King County Law Library, WA
Joel Fishman, Allegheny County Law Library, PA
Carol Grant, 3rd Circuit Court of Appeals Library, Virgin Islands
Barry Herbert, 7th Circuit US Court of Appeals Library, Chicago IL
Denise Mines, Montgomery County Law Library, PA
Kay Newman, Washington State Law Library
Laura Orr, Washington County, Oregon
Linda Schneider, 3rd Circuit Court of Appeals Library, Pittsburg PA
GLL—A Reception with a View

Jenn Dalglish, GLL Vice Chair/Chair Elect

2016 AALL Annual Meeting & Conference
GLL-SIS Annual Reception
Sponsored by Thomson Reuters

Date: Monday, July 18, 2016

Time: 5:15 p.m. – 6:30 p.m.

Location: Cook County Law Library
The Daley Center
50 W. Washington St.
Room 2900
Chicago, IL 60602

The Cook County Law Library is the venue for this year’s GLL-SIS Reception generously sponsored by Thomson Reuters. Enjoy delicious, complimentary food and beverages while taking in a 360° view of the windy city. The reception ends at 6:30 p.m. leaving everyone plenty of time to head over to the Thomson Reuters Customer Party in the Hyatt-Crystal Ballroom.

The Law Library is located in The Daley Center, eight blocks from the Hyatt Regency Chicago and no more than a 15-minute walk. The Daley Center, a Chicago Landmark, is the large, reddish brown building with the Picasso on the plaza in front. (Think 2016 Annual Meeting logo!) This 30-story courthouse takes up the entire block. You will need to enter on the Clark Street side of The Daley Center. Upon entering, all attendees must go through metal detectors. After going through security, take the elevators to the 29th floor. Cell phones and tablets are okay, but cameras are not allowed in The Daley Center. Don’t forget to bring your photo ID!

Please RSVP BY JULY 8th with your name, institution, and email address to david.sanborne@cookcountyil.gov.
Equal Justice Conference Report

Mark E. Estes, Alameda County Law Library (CA)

Attending the Equal Justice Conference (EJC) immersed me in a learning environment with 900 other individuals committed to furthering equal justice; such an emotional thrill! Most gratifying to me as a first-time attendee was the widespread recognition by the other EJC attendees of the importance of law libraries and law librarians. Some of that recognition comes from use of the leadership of law librarians like Joan Bellstri who propose and present programs at this and other conferences.

In short, I appreciate very much the grant from the Government Law Libraries SIS to attend this conference. It gave me many ideas and tools to further access to justice in Alameda County.

Clicklaw Wikibooks: Authoritative, Comprehensive, and Current Legal Commentary

I attended this program to learn about a possible model for publishing non-English language self-help materials. The British Columbia based Clicklaw Wikibooks, http://www.clicklaw.bc.ca, could be such a model. There are of course many challenges to address.

Assuming first that a web based publication offers the greatest benefit at the lowest cost, that model involves:

Identifying volunteer authors, editors and translators to draft, edit and translate the work;

Recruiting volunteers to monitor changes in the law to notify the authors & editors to keep the content up-to-date;

Developing a method to acknowledge and reward those volunteers;

Publicizing and evaluating the resource.


“Most gratifying to me as a first-time attendee was the widespread recognition by the other EJC attendees of the importance of law libraries and law librarians.”
Equal Justice Conference Report, continued

Mark E. Estes, Alameda County Law Library (CA)


Some takeaways from this program:

- Courthouse Libraries BC, www.courthouselibrary.ca offers an extensive range of services to the bar and the public – something to emulate;
- Recruit possible authors include professors, judges, practitioners, law students and interns;
- Remember copyright issues and discourage commercial use;
- Writing in plain language instead of legalese is difficult;
- Excessive caveats and warnings may discourage use of it as even a general guide, disclaimers on links to external sites
- Remember to test the user interface with multiple users – attorneys and self-represented litigants;
- Plan for updating and evaluation

Addressing Social Determinants of Health to Improve the Lives of Low-Income Children

We, as law librarians need to care about this issue because the negative impacts on children are so great 10 to 20 years in the future when they become adults:

A child who misses more than 15 days (8% to 10%) of school of, even in kindergarten, is less likely to graduate high school – and a host of related issues;

Current methods of tracking absenteeism use averages and thus easily miss the beginnings of absenteeism when intervention could be most effective;

Children miss school for many reasons like taking care of a parent or sibling so keeping the child in school requires creative, sensitive and multi-faceted interventions.

“Current methods of tracking absenteeism use averages and thus easily miss the beginnings of absenteeism when intervention could be most effective;

Children miss school for many reasons like taking care of a parent or sibling so keeping the child in school requires creative, sensitive and multi-faceted interventions”
Is Holistic Legal Services a Game-Changer? Lessons from the First Two Years of Rhode Island’s HLAN Project

To answer the question, is it a game changer? Yes, it is.

Holistic services addresses the entire range of an individual’s needs. I first learned about the concept in the law firm setting where business development experts admonished lawyers to learn the client’s business and competition so that the lawyer understand all the challenges and perhaps offer business strategy suggestions before a law suit is filed.

Rhode Island’s Holistic Legal Assistance Network (HLAN) is testing that concept to improve access to justice and reduce poverty. HLAN uses an interdisciplinary approach involving social workers, adult education, English Speakers of Other Languages (ESOL), financial literacy, citizenship assistance, domestic violence assistance and of course lawyers.

The presenters: Robert Barge and Nora Salomon from Rhode Island Legal Services, and Kelly Thayer and Ken Smith from The Resource for Great Programs, Inc. presented to a standing room only crowd. They addressed the equation of access to justice and poverty and how addressing only one side of that equation doesn’t change the results. Especially compelling were the case studies they walked us through, explaining how an eviction notice related to child care, health, financial planning and education.

A holistic legal service model takes more time with each client but result in overall better outcomes for the client over the long term.


Cy Pres: Growing this funding source for your program and your state

Learning about an additional funding source drew me to this program. Cy pres, the money remaining in a class action award or settlement, that can’t
Equal Justice Conference Report, continued

Mark E. Estes, Alameda County Law Library (CA)

be distributed to the class members. While cy pres awards can’t become a reliable source of income, another source is always welcome.

Presented by Bob Glaves (The Chicago Bar Foundation), Amy Sings in the Timber (The Chicago Bar Foundation, formerly Montana Justice Foundation) and Bill Boies (McDermitt, Will & Emery) this program reviewed recent case law developments, proposed changes to Fed. R. Civ. Proc. 23 and some practical advice. In some instances the cy pres award had little relationship to the class – and was an organization closely related to counsel. Non-profit legal aid related organizations that are unlikely to sue the defendants are likely recipients of the award.

The takeaway from this session: emphasize the role a non-profit public law library or friends group plays in “access to justice”, make the connection between access to justice and the class or case, and form a committee comprised of plaintiff and defense attorneys to develop a strategy to be considered for a cy pres award to legal aid related organizations.

“The takeaway from this session: emphasize the role a non-profit public law library or friends group plays in “access to justice”, make the connection between access to justice and the class or case, and form a committee comprised of plaintiff and defense attorneys to develop a strategy to be considered for a cy pres award to legal aid related organizations.”

Equal Justice Conference and SRLN Pre-Conference Report

Joan Bellistri, Anne Arundel County Public Law Library (MD)

The Equal Justice Conference is co-sponsored by the ABA Standing Committee on Pro Bono and Public Service and National Legal Aid & Defender Association. The EJC provides the opportunity to connect with “all components of the legal community to discuss equal justice issues as they relate to the delivery of legal services to the poor and low-income individuals in need of legal assistance.” The opportunity to discuss current solutions and to consider innovations for the future can be instrumental in developing library and court programs providing access to justice. The Conference is the also the perfect opportunity for law librarians to be recognized as members of the “access to justice community.” We know law librarians play a significant role in providing access to justice through access to legal information and special programs. Law librarian attendance at the EJC
ensures that the larger legal community knows this as well. I am so appreciative that the GLL SIS supported my attendance, as well as for two other GLL members, Mark Estes and Sara Pic, with grants. This support allows the work of the AALL representative program that was discontinued to continue. We were not the only law librarians at the conference. I counted 16 librarians from California, Oregon, Washington, Minnesota, Texas, Illinois, Louisiana, Arizona, Maryland and Hawaii.

Librarians contributed to the Conference by serving on the Self-Represented Litigation Network (SRLN) pre-conference planning committee and by presenting and proposing programs for the SRLN pre-conference and the main EJC. When I first attended EJC, there were just 5 librarians in attendance, and we often had to explain why we were there. This year, we were often greeted with stories of how a court or program partners with law libraries. Law libraries were frequently mentioned in a variety of programs and not just by librarians.

Many law librarians are active in the SRLN and its member groups, one of which is the Law Librarians Working Group which meets monthly by telephone. The SRLN pre-conference began with a special early morning coffee hour for newbies. The newbie materials provided this description of the SRLN: “We are a network of judges, court managers, attorneys, librarians, scholars, technologists, and community leaders that believes everyone deserves access to justice and that when people come to court, they have a right to procedural justice and to understand the proceedings in which they are participating.” Katherine Alteneder, SRLN Coordinator, described the Network as a “virtual intellectual maker’s space.”

The SRLN pre-conference traditionally held the day before the EJC begins, allows members the opportunity to meet in person. The all day SRLN pre-conference program was energizing. Much of the programming was centered on the use of “table topics.” Eleven different topics were assigned to tables where a resident leader was seated to lead discussion and answer questions.
Equal Justice Conference and SRLN Pre-Conference Report, continued

Joan Bellistri, Anne Arundel County Public Law Library (MD)

and Self-Help Center), Libraries (led by Larry Meyer, San Bernardino Law Library), Self-Help Centers (Advanced), and Self-help Webpages and Hotlines (one of the leaders was Dave Pantzer, Maryland State Law Library).

I chose to try out Measuring Access to Justice, Triage, and Libraries and decided on Triage. Successful triage, which may be just another name for the old fashioned reference interview, is important when working with the self-represented litigants who visit the law library. The discussion centered on the idea of “no wrong door” and the development of online systems made of questions that lead to services or information created with a decision tree.

Each table then met with the goal of creating a presentation in an hour. Each presentation was to be about five minutes long with just 20 slides. In the afternoon, these “ignite” presentations would advance automatically every 15 seconds keeping the presenter on his or her toes. This made for a great after lunch event as it kept everyone engaged. It was a great way to learn something about a number of topics in a short amount of time. Larry Meyer and the Libraries group did a great job of outlining the varied ways that libraries contribute to access to justice:

- Law Libraries can assist everyone
- Libraries are a neutral, safe place
- Assistance for those who do not qualify for legal aid
- Legal Information and referrals - for the public and legal professionals
- Clinics and special programs
- Partnerships with public librarians expands hours and locations
- Public librarian training
- Centralized websites

All of the slide decks and the video for each of the ignite sessions are to be made available on the SLRN website at http://www.srln.org/node/341. (Registration is required for access.)
Equal Justice Conference and SRLN Pre-Conference Report, continued

Joan Bellistri, Anne Arundel County Public Law Library (MD)

The SRLN pre-conference ended with a reception at the Cook County Law Library hosted by Jean Wenger. We were able to enjoy the great views of the city from the 29th floor and tour the library’s renovations and the Cook County Self-Help Center. The evening ended with a law librarian family and friends dinner where we could decompress and get ready for the next day and the EJC.

The EJC provides a wide variety of programming. Program materials can be found at the EJC dropbox: https://www.dropbox.com/sh/4s0g6hjv86wr5cw/AAD5uk6Z9CrSGNK5cFSio0qa?dl=0

Two of the programs that I attended dealt with methods for determining how to meet the needs of those for whom you are providing services:

“Analyze This! A Deeper Understanding of Diversity and Data Can Improve User Outcomes”

Presenters Dave Pantzer, Maryland’s People’s Law Library and Teri Ross, Illinois Legal Aid, discussed eight barriers that might affect diverse user populations. Data can aid in discovering commonalities within diversity.

- Geography - zip code can tell you everything
- Technology - can help with remote access but can be a barrier to others
- Education - plain language can help all reading levels
- Language - plain language works best for translation
- Issues (is it a legal problem?) - not all legal issues are perceived as legal
- Institutions - turf wars vs. partnerships can affect delivery of services
- Income - low income equals less stability
- Power - consider ways to reach those who don’t even try to access

“Design Thinking and Collaboration in Legal Services Delivery: Expanding Self-Help Services with Technology and Partnerships”

This is a program I helped to coordinate and moderated. The presenters

“Successful triage, which may be just another name for the old fashioned reference interview, is important when working with the self-represented litigants who visit the law library. The discussion centered on the idea of “no wrong door” and the development of online systems made of questions that lead to services or information created with a decision tree.”
Equal Justice Conference and SRLN Pre-Conference Report, continued

Joan Bellistri, Anne Arundel County Public Law Library (MD)

included Pamela Cardullo-Ortiz of the Access to Justice Department of the Maryland Administrative Office of the Courts, Matthew Stubenberg, Maryland Volunteer Lawyers Service (MVLS) and Jessica Quincosa of Maryland Legal Aid. The program discussed the concept of “design thinking” as applied by Maryland organizations in creating technological solutions. Design thinking consists of five steps:

1. Empathize
2. Define
3. Ideate or brainstorm
4. Prototype
5. Test

This user focused planning was used to develop the services available in Maryland. The Maryland Law Help App (http://marylandlawhelp.mobapp.at/landing/Desktop#.V2IVYVkrJaU) provides access to legal resources in one convenient place and recognizes that, for many, the only method of online access is via a smartphone. The expungement app (https://www.mdexpungement.com/) was created to make it more efficient for attorneys to complete expungement forms for clients. It can take a lot of time to fill out the court forms by hand, especially when there are multiple cases. Once a case number is entered, the app is able to find all of the information needed and completes the form ready for filing.

By offering online chat and phone service through the Maryland Courts’ Self Help center (http://mdcourts.gov/selfhelp/index.html#maryland), the availability of brief legal advice has been extended to those who could not visit an in-person program because of geography or time.

The Conference concluded with a closing plenary and brunch. The presenter, David Cruickshank, demonstrated the topic “Adult Learning Strategies for Enhancing Your Presentations and Advocacy” as he spoke. He emphasized that without engaging breaks and visuals an audience will remember only 75% of what is said. It was great way to think about programs for next year and to meet one last time with fellow librarians.
Equal Justice Conference and SRLN Pre-Conference Report, continued

Joan Bellistri, Anne Arundel County Public Law Library (MD)

The next EJC will be held in Pittsburgh, May 3 - 6, 2017. I hope we will have even more law librarians participating.
UX at the Center of Equal Justice Conference

Sara V. Pic, Law Library of Louisiana

I would first like to thank the Government Law Libraries Special Interest Section for the generous grant to attend the American Bar Association’s annual Equal Justice Conference (EJC). It was my first EJC and it was such an amazing experience. I connected with so many other law librarians dedicated to access to justice issues, but also connected with people outside of law librarianship, such as innovative people in the IT world and, of course, many truly inspiring lawyers. I wouldn’t have been able to go without the GLL grant, so thank you to everyone.

User experience, or “UX,” is a critical component in designing outstanding service delivery programs to people facing barriers to justice, according to several speakers at the EJC. UX is especially important when working with technological tools. Many hours are wasted by organizations that don’t consider whether the potential user can actually use the technology in development, so, as the speakers demonstrated, UX must be at the heart of design from the beginning.

In The Bread and Butter Tools and Service All States Should Have to Increase Access to Justice, three speakers discussed technological tools their organizations had developed. As internet access has vastly increased due to mobile technology, the approaches to developing technological tools have changed. A speaker who runs a statewide legal aid website discussed her organization’s quest to re-design their site with several UX principles at the heart: using plain language, easy to navigate design, interactive, coordinated use of color, mobile-friendly, and joyful to use. Though the last principle may seem superficial at first glance, when flipped in reverse, it is clear why joyfulness is critical, because without that pleasure, users are often left feeling at best ambivalent or at worst frustrated by their experience with the website. Aesthetic design is, therefore, key and includes making sure there are minimal uses of PDFs and there is no flash. The design should convey credibility and harmony. Grid systems of design help with navigation and patterns help communicate groups of information. Colors and icons must be consistently uniform but also distinctive. The speaker emphasized that it is important to not be distracted by the latest technological trend. Keeping UX at the center of design strategy helps prevent websites from going off the rails by always trying out new tools.

“UX is especially important when working with technological tools. Many hours are wasted by organizations that don’t consider whether the potential user can actually use the technology in development, so, as the speakers demonstrated, UX must be at the heart of design from the beginning.”
UX at the Center of Equal Justice Conference, continued

Sara V. Pic, Law Library of Louisiana

Speakers at Field of UX Dreams: Building a Client-Centered Website also emphasized these concepts, and also went into detail on development from start to finish. When beginning to build a website, designers should heed the following path: strategy, analysis, design, evaluation, production, beta launch, and launch. The key to strategy development should ideally include much prior research. Start with existing data from analytics tools, such as Google Analytics, and continue by researching what other similar organizations have concluded from their own research. But don’t hesitate to look at dissimilar organizations as well; websites that are trying to sell products have put deep thought into UX. We may not want our users to buy anything on our websites, but we are, in a fashion, trying to “sell” them information, so for-profit-based research can be helpful for strategy too. The next three steps can shift as more research comes in, but by the time you reach production, a full evaluation of the initial design should be complete. Evaluation should include user testing. When testing users’ experience of the website, it is important to not only test what they do but also what they say, that is, behavioral vs. attitudinal testing. For example, a “card sort” test has users sort topics into categories help understand their mental schema. A reverse test, known as “tree test,” has users take a given topic and put it into a category, which helps understand the paths they take to find a topic. Behavioral tests include the self-explanatory “first click” test but ideally should also include an observational test. The speakers emphasized in closing that it was critical to build consensus around the final design product first and that it is okay to “fail better.”

Though the session 50 Tech Tips is not specifically about UX, several of the tips discussed were relevant to the topic. Grammarly.com is a free plugin that works both in Microsoft Office and as a browser extension. It is more robust that a regular spellchecker. Typos and clunky grammar are distracting to users, so clear grammar is important for UX. ReadClearly, at openadvocate.org/readclearly, is a free plain language legal glossary for websites. It identifies complex legal terms and jargon and, in a scrollover pop-up, suggests plain language alternatives. For example, it flags “adjudication” and suggests using “judge’s decision” instead. It was funded in part by the Legal Services Corporation. Compressor.io is a free image
UX at the Center of Equal Justice Conference, continued
Sara V. Pic, Law Library of Louisiana

compression tool. Research has consistently shown that even millisecond delays in website loading time can cause a user to get frustrated and navigate away. Large images are often the main culprit, so compressing the image could be the difference between reaching a user or driving them away. Optimizely.com is an AB testing tool, where visitors to your website are randomly presented with option A design or option B design. For example, you can test different button styles and placements on the webpage and learn which design attracts the most users. The speakers also discussed tips for accessibility to images on websites, advising first to remember to include text descriptions on images, and to make sure the description is simple and succinct but still informative, using keywords that visitors might use, and considering the surrounding context of the image.

Dougherty County Law Library’s Cookbook Fundraiser
Laureen Kelly, Dougherty County Law Library (GA)

You know that law librarians seek alternative sources of funding in response to budgetary challenges. In April 2016 the Dougherty County Law Library published a cookbook to raise additional funds for new materials. As the Dougherty County Law Library is a one-person law library, the book was six years in the making. Library Manager Laureen Kelly, with help from substitute librarian Nancy Long, entered 574 recipes online into software by Morris Press Cookbooks. The recipes came from friends, relatives, Dougherty County employees, and Laureen’s personal collection. The cookbook features information about the Dougherty Judicial Circuit as well as the history of the Dougherty County Law Library. The cookbooks are available at the Law Library, at the Tift Park Community Market and at several local businesses. Purchasing information is available on the cookbook marketing website by Morris Press. The cookbook is 282 pages long, in a high-quality padded 3-ring binder, and is priced at $17.95 (plus $6.80 shipping/handling).

As summer barbecue season is at hand, here is a menu featuring recipes from the cookbook for your next outdoor dinner party: Easy Punch, Herb and
Dougherty County Law Library’s Cookbook Fundraiser, continued

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Nut Cream Cheese Log, Mixed Greens with Almonds and Tangy Balsamic Vinaigrette, Grilled Margarita Chicken, Sour Cream Muffins, and Grilled Peaches with Orange Ice Cream and Raspberry Sauce.

**Easy Punch**

1 (64-oz.) bottle white grape juice
1 (2-liter) bottle ginger ale

Mix the juice and ginger ale together and pour into punch bowl or a one-gallon pitcher. Serve over ice. If you are using a punch bowl, serve over an ice ring made of ginger ale. Yield: 1 gallon.

Nancy Long

**Herb and Nut Cream Cheese Log**

1 (8-oz.) pkg. cream cheese
1/3 c. grated Parmesan cheese
1 c. toasted chopped pecans, divided
1/3 c. chopped fresh parsley

Mix softened cream cheese with Parmesan cheese, 1/3 c. pecans and parsley. Shape into an 8” log. Roll in the remaining 2/3 c. of toasted chopped pecans. Serve with crackers.

Jawahn Ware

**Mixed Greens with Almonds and Tangy Balsamic Vinaigrette**

For salad:
3 c. salad greens, preferably Mesclun
2 large Golden Delicious apples
2 carrots, shredded
1 large tomato, diced
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½ red onion, thinly sliced

Toasted almonds

For dressing:
½ c. olive oil
¼ c. white balsamic vinegar
¼ tsp. salt
2 T. ranch dressing mix
1 T. sugar
¼ tsp. pepper

Whisk together olive oil, vinegar, salt, ranch dressing mix, sugar and pepper.
To assemble salad, toss together mixed salad greens, apples, carrots, tomato, onions and vinaigrette. Toss with dressing. Sprinkle salad with almonds before serving.

John and Charlotte Ledford

Grilled Margarita Chicken

½ c. liquid non-alcoholic margarita mix
3 T. lime juice
1 clove garlic, minced
3 to 3-1/2 lb. cut up broiler fryer chicken
1 tsp. course salt

Combine margarita mix, lime juice and garlic in a Ziploc bag. Add chicken; seal bag and turn to coat with marinade. Refrigerate, turning bag occasionally, at least one hour, but no longer than 24 hours. Remove chicken from marinade; reserve marinade. Boil reserved marinade before
using to brush cooking meat. Heat coals or gas grill for direct heat. Place chicken, skin-sides up, on grill. Brush with marinade; sprinkle with ½ tsp. of the salt. Cover and grill 5-6” on medium heat for 15 minutes; turn chicken. Brush with remaining marinade; sprinkle with remaining ½ tsp. salt. Cover and grill 20 to 40 minutes longer, turning occasionally, until juice of chicken is no longer pink when centers of the thickest pieces are cut (165° with an instant read thermometer).

Samuel Adams

**Sour Cream Muffins**

2 c. Bisquick
1 (8-oz.) carton sour cream
1 stick margarine or butter, melted

Mix all ingredients to moisten. Batter will be lumpy. Spoon into greased muffin pan or one that has been lined with cupcake liners. Bake at 450 for 8 to 10 minutes or until golden brown. Makes about 12 medium-sized muffins.

Beth Campbell

**Grilled Peaches with Orange Ice Cream and Raspberry Sauce**

2 c. heavy cream
1 (14-oz.) can sweetened condensed milk
1 T. grated orange zest
1-1/2 tsp. pure vanilla extract
1 c. fresh or frozen raspberries, thawed if frozen
3 T. sugar
1 T. vegetable oil
6 peaches or nectarines

Using an electric mixer on high speed, beat the heavy cream, condensed milk, orange zest, and vanilla in a large bowl until thick, stiff peaks form, 3
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to 5 minutes. Transfer the mixture to a loaf pan or freezer-safe container, cover and freeze until firm, at least 8 hours and up to 2 weeks. In a food processor or blender, purée the raspberries, any juices, and the sugar until smooth. Strain through a fine sieve. Cover and refrigerate the sauce until ready to serve or for up to 5 days. Twenty minutes before serving, heat grill to medium-high. Clean the grill, then lightly oil. Cut the peaches in half and grill until lightly charred, 1 to 2 minutes; transfer to bowls. Top with the ice cream and drizzle with the raspberry sauce.

Kate Merker


Malinda Muller & Sandra Levin, LA Law Library

Public law libraries are committed to helping patrons understand and address their legal issues. Given the national crisis in the number of people who cannot afford or access legal representation, there’s no better time to pursue that mission. However, prohibitions on practicing law without a license constrain law librarians as to what level of assistance they can safely provide.

Nonetheless, many law libraries are finding ways to provide direct services to reduce the access to justice gap. The Law Libraries and Access to Justice report by the AALL Special Committee on Access to Justice and Richard Zorza’s, “The Sustainable 21st Century Law Library: Vision, Deployment and Assessment for Access to Justice” both address the issue. In her comments at the release of the ABA’s Commission on the Future of Legal Services’ 2014 Issues Paper on the Future of Legal Services, Holly Riccio, immediate past AALL President, pointed to the fact that “some law librarians are also involved with services that are less frequently deployed in law libraries, including creating their own court forms, maintaining websites to provide legal information for the person without a Lawyer, producing classes and
webinars for patrons, and maintaining legal advice clinics.”

**Lawyers in the Library:** One highly effective program is “Lawyers in the Library” where patrons are given the opportunity to consult briefly with a volunteer lawyer in the library at no cost. LA Law Library first offered this type of clinic in 2014; by 2015 it became a monthly recurring program. The number of registered participants attending our 3-hour library clinic has grown from just under 40 in the Spring of 2014 to more than 70 per clinic each month. We have a small crew of dedicated attorneys who volunteer almost every month, and we supplement that roster with co-sponsoring organizations such as law firms.

The flow of the actual clinic goes as follows. People are served on a first come first served basis. Patrons often come in hours ahead of time to reserve a spot. They complete registration paperwork, identifying the general subject matter of their inquiry, signing a disclosure form (saying they understand the program is informational only and the attorney they see will not represent them in court) and letting us know how they found out about the program. Their legal issues are logged onto a tracking spreadsheet alongside a unique identifying number. Attorney volunteers are matched to the visitor based on the best fit for their practice areas. We let each patron know that he/she may wait longer than another patron who arrived earlier because each patron must wait until an appropriately qualified attorney for their particular subject area is available.

Lastly, before exiting the clinic, patrons are asked to complete an outtake survey.

**Benefits:** These clinics offer tremendous benefits. Importantly, they help self-represented litigants get the legal assistance they need, alleviate stress on the courts and provide direct legal assistance without running afoul of prohibitions on the unlicensed practice of law.

Moreover, the library setting fosters a safe, approachable environment which encourages participation and is conducive to learning. Unlike other types of legal aid, **everyone** can be helped at the Law Library because there are no income eligibility requirements or constraints on permissible subject matter.
Law Libraries and the Delivery of Direct Legal Services, continued

Malinda Muller & Sandra Levin, LA Law Library

Another important benefit is that patrons also have access to an immediate and ongoing resource in the professional reference staff of the Law Library. Volunteers have referral sheets on hand and are encouraged to refer to the reference desk for research questions, sample precedent and other follow up. Days or weeks later the patrons can come in for follow up. This supplemental support is one of the best reasons to have legal advice clinics in a law library.

There are advantages for the lawyers as well. The positive impact of the service is immediate and noticeable. The volunteer attorneys find it refreshing to be ‘boots on the ground’ once in a while, touching humanity and responding to questions that relieve or empower someone who would otherwise have little access to justice or the judicial system. We hear every month that a volunteer attorney has helped someone by simply confirming the participant is on the right track, empowering him/her to tell the judge their story, clarifying or demystifying legal documents, providing guidance on next steps, or even passing out a business card with an offer to connect subsequent to the clinic.

And the commitment is only for a single afternoon. Attorneys appreciate that there is no obligation to create a continuing attorney/client relationship or make a long-term commitment. After a clinic, volunteers have told us they find the experience alternately rewarding, fascinating, fun, emotional, engaging, gratifying, sometimes frustrating or sad, and “a good way to close a Friday afternoon.”

Differences: There are also a few things that make LA Law Library’s program different from others. First, some law libraries are fortunate enough to have bar associations who will provide the volunteers for – or even the administration of – a lawyers-in-the-library program. Our homegrown, non-bar affiliated approach, depends on recruiting volunteer attorneys for a successful clinic. Once we learned how to articulate the benefits outlined above, and realized prospective attorney recruits were open to the ask, volunteer attorney recruitment got easier.

Second, our pool of volunteers includes paralegals from the local paralegal
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association, our colleagues from area academic law library libraries and current and former library externs (a topic for another article sometime!). There is plenty of work to be done screening, issue-spotting and administering; many hands make light work!

Third, we offer law firms attribution on our promotional flyer if they commit to providing a significant number of volunteers for a clinic. We also draw our volunteer attorneys from our in-house speakers bureau for MCLEs and public programs held at the Library, legal aid and the Los Angeles Incubator Consortium (see the ABA’s website for a list of law schools nationwide that have post graduate incubator programs in your area).

Fourth, we work hard to make our volunteers feel appreciated. We have a section in our feedback form where the participant can provide the name of the attorney he/she got help from and a comment about the benefit of the program. We try to include a quote in the follow-up ‘thank-you’ that’s sent to the volunteer following each clinic to remind them of the impact they had.

Fifth, we try to register and process everyone who shows up. For the most part, the most heavily-requested issues at the reference desk, (e.g, child custody or divorce, landlord tenant, probate, contract, and general civil procedure) are likewise the most heavily requested topics at Lawyers in the Library. We try to recruit (and retain) volunteers who can address these issues.

Finally, we try to include a social worker in our team of volunteers. Legal issues often go hand in hand with social, health or financial issues. Having someone trained to interpret, calm and provide access to much-needed social services has proven invaluable.

How-To: No doubt about it, it’s exhausting. From a logistics standpoint, however, whether the model is going to serve 20 or 70, the organization and management of the program and the planning and implementation components are similar, and the program will do tremendous good. So, decide how many to serve and make a plan!

Decide what information you want on the intake/registration form. Use plain English, not legalese whenever possible. What statistics will you track? Do you want to know their income range, veteran status, ethnicity or other

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demographics to establish metrics for your board, elected officials or other policy makers?

What language capacities do you have? What subject areas can you cover? Where will you find volunteers? Do you want to provide mental health or social service referral or resource sheets as well?

Actual quotes from lawyers in the library patrons: “Today is the first day I felt I have hope!” “It was wonderful to find out I did have rights.” “They (the volunteer lawyers) are friendly, patient, proficient and knowledgeable. They are a miraculous blessing.” Are you ready to hear these kinds of comments from your patrons?

At the annual AALL conference, Lawyers in the Library will be among the three library and law school-based access to justice clinic models discussed during the GLL-sponsored program “Building Pro Bono Partnerships That Deliver.” See the full program listing under the Monday, July 18th section of the online planner for the AALL annual conference. This 1 hour program is scheduled to take place from 2:00 – 3:00 PM.

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