

<b>SERVICES PROVIDED</b>	<b>LAW LIBRARY</b>	<b>SELF-HELP CENTER AS PART OF LAW LIBRARY</b>	<b>SELF-HELP CENTER OPERATES IN LIBRARY</b>	<b>LAW LIBRARY PARTNERS WITH SELF-HELP CENTER</b>
<b>TOTAL RESPONSES</b>	153	23 plus 3 who had targeted services	7	21
Legal research help	131			
Referrals to legal aid programs, find a lawyer, mediation, limited scope representation (LSR)	127	Legal aid 24 Find a lawyer 23 LSR 7	Legal Aid 6 Find a lawyer 4	Legal aid 16 Find a lawyer 13 Mediation 5 LSR 6
Computerized legal research/access to the Internet	126	22	4	6
Telephone Reference/assistance	114	20	5	9
Collections of print materials written for non-lawyers	113	24	5	8
Court forms	103	26	6	16
Email reference/assistance	96	18	2	5
Pathfinders and guides	87			
Explaining the legal process	78	23	5	16
Court forms with instructions	72	25	6	16
Maintain a website providing legal information for self-represented litigants	68			
Document delivery of resources in the library by fax, scan and deliver	66			
Forms in plain language	36	14	3	12
Referral sheets such a Ask A Librarian pads for court staff and other to refer people to the library	35			
Chat reference	27			
Document assembly forms such as A2J (Access to Justice Author) guided interviews	24	14	2	4
Forms in multiple languages	22	9	1	7
Create forms	15			
Write instructions for forms	12			

Create/re-write forms and/or instructions in plain language	9			
Assistance on completing forms	9	13	4	12
Books, brochures in multiple languages	46	11	4	5
Interpreters or language line	14	10	3	11
Lawyers in Libraries/Attorneys provide legal advice	12	8	4	12
Legal advice clinics	10			
E-filing support		3	0	3
Provide legal clinics, often limited to specific topics	20			
Support legal clinics administered by another organization	48			
Mediation (trained mediators)	3	2		
Workshops	24			
Library produced webinars	9			
Webinars by other organizations	8			