

Library Self-Help Programs and Services

A Survey of Law Library Programs for Self-Represented Litigants, including Self-Help Centers, conducted by the Law Librarians' Working Group of the Self Represented Litigation Network

April 2014

Introduction

During the summer of 2013, a task force of the Self-Represented Litigation Network's Law Librarians' Working Group and the State, Court and County Law Library Special Interest Section of the American Association of Law Libraries conducted a survey of various law libraries (mostly in the United States) to see what services they were employing to serve self-represented litigants. In part, the survey was in response to Richard Zorza's report, *The Sustainable 21st Century Law Library: Vision, Deployment and Assessment for Access to Justice* (April 2012), available at <http://www.zorza.net/LawLibrary.pdf>. Mr. Zorza included a number of visionary ideas for responses by law libraries to the significant and increasing number of library patrons who were self-represented litigants. Many of these ideas had already been put into practice by several of the leading law libraries in the country. This survey is intended to find out just how many of those ideas and some others are in use in law libraries currently. Although the survey included the usual services expected from such libraries, an emphasis was also placed on finding those extended services that have been developed in various locales that go beyond the traditional.

Many law libraries, especially public law libraries, have always served self-represented litigants as part of their mission. In the *2009 Directory of Library-Based Self-Help Programs*, 29 libraries listed an array of programs to assist self-represented litigants. Over the last few years, the concept of a self-help center—whether in a library, a library partnering with another organization, or as a court operation—has been discussed in access to justice articles. With the 2009 survey in mind, this survey set out to find out what services, programs and self-help centers were currently in place to assist self-represented litigants with an eye towards what models were out there that might be replicable. This 2013 survey specifically asked if the law library was involved with self-help centers. There is no model or standard for a self-help center. It was up to the responders to identify what was considered a self-help center. The services provided varied as did staffing from volunteer staff and open a few hours week to paid staff and open full time.

The survey was conducted using SurveyMonkey. Law libraries were requested to participate through the email list of the American Association of Law Libraries. Response was voluntary, but the survey request went well beyond the law libraries that are normally thought of as serving self-represented litigants. There were 153 responses. Libraries that provided identifying information included 40 court and county law libraries, 14 state and supreme court law libraries, 22 academic law libraries, 2 federal court libraries and 1 prison library. Although

private law librarians typically do not provide services to the public, it was hoped that the survey would bring out that private librarians provide support for the pro bono work of firm attorneys and paralegals. However, there were no responses from private firm law librarians. Although there are many public libraries that do serve self-represented litigants, this survey did not include them.

The survey instrument, the survey summary report (including open-ended responses), the survey results report (with graphs), and a number of background materials are available at <http://www.selfhelpsupport.org/surveys/>. The authors and the survey task force want to thank Tracy Thompson, Executive Director of the New England Law Library Consortium (NELLCO), for helping put together the survey.

Traditional Services

Of the 153 libraries answering the survey from 33 states and two other countries, 99% provided services to self-represented litigants.

Of reference services provided by 136 respondents, the three top services (better than 90%) are traditional legal research help, referrals to other programs, and computerized legal research. The next two services (better than 80%) are telephone reference and maintaining a collection of print materials for non-lawyers. The next three services (better than 57%) are e-mail reference, pathfinders and guides, and explaining the legal process. The next two services (better than 48%) are maintaining a website providing legal information for self-represented litigants and document delivery of resources in the library by fax, scan, and delivery. The least common services surveyed (20-25%) are referral sheets to the library used by the courts or other agencies and chat reference.

The two services that are primarily for self-represented litigants, rather than for all library users, are referrals to other programs and collections of non-lawyer print materials. Of the remaining services, only e-mail reference and document delivery are services usually provided to all library users. Pathfinders and guides, maintaining a website for self-represented litigants, and chat reference are the services requiring the most start-up costs, and planning and professional staff involvement. That two of those services are found in half of all reporting libraries is significant.

Nearly 95% of the reporting libraries (109 respondents) provide court forms, and two-thirds provide instructions as well. One-third of the reporting libraries provide forms in plain language, and one-fifth provide forms in multiple languages. Some 22% provide forms through document assembly programs. Some 8.3% of libraries report assisting litigants to fill out their forms. A small, but significant, percent of reporting libraries create forms (13.8%) and/or write instructions for forms (11%), with better than half paying attention to using plain language when doing so.

Sixty libraries (39% of respondents) reported offering program services within the library for self-represented litigants. Of these, some 80% support legal clinics run by other organizations, and one-third run their own legal clinics; so obviously, some do both. One-sixth

provide legal advice clinics, and one-fifth provide one-on-one attorney assistance. Three libraries (5%) provide mediation programs.

One hundred thirty libraries (84% of respondents) reported providing one or more general services to self-represented litigants. Some 97% provide public computers with Internet access. Many reported providing services to prisoners (49.2%) and e-filing support (10.8%). These two figures would be dependent on local conditions, as some states provide centralized services to prisoners and many local courts do not offer e-filing. With regard to non-English speaking litigants, 35.4% of the reporting libraries provide books and/or brochures in multiple languages, 13.8% provide bi-lingual staff, and 10.8% make provision for either interpreters or access to a language line.

Only 17.5% of the respondents (27 libraries) reported providing educational services to self-represented litigants. Of these, almost 90% provide workshops, while one-third provide webinars they produce, and 29.6% provide webinars produced by others. As can be seen from the individualized responses to this question and some follow-up, we have learned that it is impossible in a SurveyMonkey type survey to gather all the nuances that occur at individual libraries. Some of the workshops reported were substantive law topics, and libraries may differ in reporting those as educational programs or as legal clinics, i.e., in Question 4, especially as some workshops lead to one-on-one sessions subsequent to the workshops. Some workshops and webinars are meant for public librarians, rather than self-represented litigants, but the ultimate aim is to provide services for self-represented litigants. Of the 24 libraries reporting educational programs, 15 reported that their most popular programs are in substantive law areas. Educational services require a considerable amount of staff time and planning, which may make them difficult for law libraries with small staffs.

The survey also included an open-ended question asking for a list of services not previously mentioned. Most of the 17 actual responses were items that could have been listed under previous questions, but were probably not listed due either to a difference in labeling for the service or to the respondent's error in not understanding where the response should have been made. The three additional areas actually listed were (1) faxing, self-service photocopying, and notarization, (2) training for public librarians, and (3) federal and state documents.

Benefits of Self-Help Centers in Law Libraries

Fifty-three respondents noted that their libraries are involved with self-help centers in some way. While that represents 38.7% of those who answered the question, the more logical figure would be 34.6% (53/153), as it can be presumed that the 17 who failed to respond to this question likely do not have involvement with self-help centers.

Twenty-three responders indicated that the self-help center was in the law library, 7 responders indicated that another organization operated the self-help center in the law library, and 21 responded that the law library partnered with an organization providing a self-help center. (See the Summary Chart of Services included in the appendix.)

The survey identified 16 libraries that supported self-help centers. Of these, there were 3 state law libraries, 11 county law libraries, 1 university law library and 1 national library. Three benefits surfaced: triage and referral, technology accessibility, and assistance and basic library services.

Triage and referral

Self-represented litigants often do not know what they need to do for a specific legal issue. Self-help centers tend to focus on the court forms needed to be completed and procedures to be followed. However, there are times when more than a form is needed. Having the self-help center in the law library allows for triage of what is needed for a next step and an almost seamless referral to other resources available in the library, such as printed resources for self-help patrons, assistance with legal research, identifying a class or legal clinic available in the library, or referral to a source for legal advice.

Some self-help centers focus on an area or areas of law such as family law. Self-represented litigants can often have more than one legal issue. If the self-help center is focused on specific legal actions and a person needs legal assistance beyond that area of law, the law library staff can continue helping the person.

One of the issues raised in law libraries is the constraint that library staff cannot give legal advice. Having the self-help center in the library allows for the possibility of attorneys (paid, legal aid, or volunteer) to be present to give legal advice when working with a self-represented litigant as part of the self-help center. In this manner the library staff can refer to the self-help center when the litigant seeks legal advice. Libraries have also been creative in developing programs such as Lawyers in Libraries, legal advice clinics, workshops, and webinars to provide the access to the legal advice that self-represented litigants are so often seeking and need.

Technology accessibility and assistance

Law libraries are able to provide access to the Internet (97%) and paid on-line databases for self-represented litigants (93%). Standalone self-help centers are not able to negotiate with vendors to provide access to these databases. When the law library partnered with another organization, only 6 of the 21 self-help centers provided access to the Internet and some on-line databases. Library staffers are adept at helping people learn how to use the Internet, work with guided interviews such as A2J Author, or even write and print a document.

Basic library services enhancing self-help centers

There are basic library services that enhance what a self-help center offers. Library staffers are trained to interact with people to find out what they need and can help them use resources such as print collections for the lay person, producing guides for dealing with specific legal issues, or finding a web site or on-line database that provides the information needed.

There were 8 services embraced by respondents as being available in their self-help center: court forms, court forms with instructions, assistance in explaining legal process,

telephone assistance, referral to legal aid, referral to find a lawyer, public computers with access to Internet resources, and print materials written for non-lawyers.

External Self-Help Center Support

Approximately 34% of the survey participants responded to the question that asked if the law library supported a self-help center located in the library but operated by an external organization. Of that, only 7 respondents stated that they were actually involved in this model. While the number is small, there were some interesting consistencies—the most significant being that the self-help centers located in libraries were operated by courts. Further, the centers were staffed by court personnel, training was provided by court staff or the self-help center director, and the operations were court funded. Half stated that intake restrictions applied (limitations on who the self-help center could serve), with the most common being by area of law.

Data regarding whether or not evaluation methods were available were not helpful, but most of the respondents had newer operations (1-5 years). The centers are open full business hours. The most common public relations technique was court referrals. Website links were also useful. Self-help centers located in libraries but operated by an external organization did not receive much assistance from bar associations.

Approximately 33% of participants responded to the question about library support for an externally operated self-help center. However, there were more libraries (21) actually partnering with these centers than in the model described above. Similar to the above findings, most of these partnerships were with court run self-help centers that are located outside the library. However, a few respondents said they partner with centers staffed by the law library but located outside of the law library. Most of the court-run self-help centers were staffed by court personnel with training provided by court staff or the self-help center director.

There was insufficient data about the actual budget figures to run these outside operations. Most are open full business days. Half have restrictions that apply, with all having restrictions related to the subject area of the clinic. The group was evenly split between centers operating 1-5 years and those operating longer than 5 years. Public relations consist mostly of court referrals, with the next most common public relations coming from websites. The library is involved in helping promote the external self-help center. Bar association involvement is not characteristic of the majority of these external partnerships.

For this group, some interesting comments were appended to some of the questions. For example, one library responded that the external self-help center assists people with completing their forms electronically, and the file was then sent to the law library with the name of the patron. The law library then prints out the forms and charges the patron for the print copies.

While most libraries partner with the courts, a couple partner with bar associations. Collaboration with bar associations also involves “law in the library” seminars for the public.

To summarize, the most common collaboration is law library support for an externally administered/located self-help center. The least common model is for the law library that hosts an externally administered self-help center inside the law library. For both collaborative models, the court is the most likely partner.

All three groups are similar in that the clinic scope is restricted by area of law. All three groups also indicated that the likeliest public relations are through court referrals and websites. For all three groups, there is little bar association involvement.

Marketing

For all types of self-help centers, court referrals and a presence on the library websites are the key for people finding self-help services. Other effective marketing tools are flyers placed in community organizations, referrals from legal service providers, signs in public libraries, and links from web sites beyond the court or law library.

Staffing and Funding

Staffing

The survey compared the staffing and funding operations of self-help centers in libraries and self-help centers operated outside the library. For self-help centers in libraries, there was a further breakdown between those administered by the library and those located in the library but administered by an external organization.

With regard to staffing for self-help centers located in the library but operated by an outside agency, the outside agency was most often the court, and staff consisted of court personnel. However, a few libraries stated that the outside agency used legal aid attorneys. As for training, half of the staff in the centers is trained by court staff or the self-help center director. The library was not involved in recruitment efforts for the self-help center staff.

With regard to externally administered/located self-help centers that receive library support, most are staffed by court personnel hired for the position. However, three of the 19 respondents indicated the external self-help center was staffed by the law library. Most staff are trained by court staff or the self-help center director. Library involvement included a few law libraries that indicated their staff provide the training as well as the recruitment for the self-help center located outside of the law library. The libraries are Tulare County Law Library (California) and Montana State Law Library. Self-help centers administered in and by law libraries received the highest number of positive responses. Of these, 23 stated that the law library had hired staff that helped administer the self-help center in the library. Sixteen library self-help centers used volunteer staff in the self-help center, including individuals from Americorps and Justice Corps, supplementing regular law library staffing. In half the libraries, library staff recruited the volunteers. As for training, the highest number of responses indicated library staff usually did the training, followed by court staff and the self-help center director, followed by legal aid staff who more infrequently provided the training.

Funding

The survey also compared the ways the different types of self-help centers were funded. Self-help centers located in law libraries but administered by another (usually court) agency were funded from the other agency's budget. External self-help centers supported by the law library are usually court-funded, but one is funded by the library (University of Florida College of Law

Library), and two were funded by legal aid organizations. For self-help centers located in the library and administered by the library, 76% were funded by the library budget, 40% were court-funded, 24% were funded by legal aid, and 12% were grant-funded. (Some self-help centers are funded from more than one source.) There were no numbers provided for actual budgets for the two categories of self-help centers not administered directly by libraries. For self-help centers located in and administered by libraries, there was a wide range of responses as to budget, varying from zero to \$650,000.00.

Most reported law library efforts involved self-help centers located in and administered by the library. In these self-help centers, the law library staffed and funded the operation. The next most common self-help center/law library relationship involved law library efforts to support a self-help center administered and located outside the library. Most of these external centers are operated by courts. In a few instances, the law library actually funds and staffs the external self-help center.

For self-help centers not administered by libraries, including those that are located in the library and those located outside the library, the courts are most likely responsible for the centers and are involved in the centers' staffing and funding.

A general conclusion is that law libraries that collaborate with self-help centers are likely partnering with courts that have staffing and funding resources dedicated to self-help centers. However, law libraries that administer their own self-help centers usually provide the staffing and funding for the centers.

Partnerships

Courts

The survey shows that state, court, county or academic law libraries can partner with courts by providing services that support the work of the court. Although some county and state law libraries are not part of the court system, the services they provide to the self-represented litigant make them a great referral resource for courts. Many law school law libraries provide service to the public and can be a great referral resource, especially in those areas where there is no other public law library. Court law libraries are in a position to be *the* resource in the court for the self-represented litigant. It is important that the courts be made aware of these services to avoid duplication of efforts

Survey results show that law libraries partner with the courts by providing traditional library services. As noted above, just about all of the respondents (99%) indicated that they provide services to self-represented litigants. Most of those do so by providing basic law library services. These services can take the burden of self-represented litigant needs from court departments that are not equipped to provide legal information and referrals. Reference services are provided in person and by telephone, online chat, and email. Information services include legal research, the explanation of the legal processes, print collections for non-lawyers, access to online legal databases like Westlaw and Lexis, pathfinders and guides, and document delivery services.

The law library with information on referrals needed by self-represented litigants can be the point of triage for the court. Some partnerships include the use of referral sheets to the law library or from the law library to facilitate coordination with court departments.

Law libraries can partner with the court by managing a website specifically for self-represented litigants.

Law libraries can partner with the courts by acting as a distribution point for court forms. Libraries provide forms and/or instructions, document assembly forms, plain language forms, and forms in multiple languages. However, libraries also work with the court to create forms, to write instructions for court forms, and to create or re-write forms and/or instructions in plain language.

Law libraries already serving as the information source for self-represented litigants are a logical location for special programs for self-represented litigants. Law libraries provide legal clinics, support clinics administered by other organizations, legal advice clinics with multiple lawyers providing advice, and lawyers in the library programs with attorneys providing one-on-one assistance. Law libraries also can coordinate mediation programs staffed by trained mediators.

The general services that libraries provide also support the work of the court. Libraries have public computers with Internet access, provide e-filing support, have interpreters or language line access, and have information such as books and brochures in multiple languages. Some have bi-lingual staff. Law libraries offer other services that help the courts provide service to self-represented litigants, such as fax and copy services, notary services. Some libraries offer free printing for those self-represented litigants who have a fee waiver.

Education and training are often an integral part of law library programs. Law libraries reported having workshops on legal research and on legal topics such as small claims, discovery, credit, expungement, wills and trusts, and family law topics like divorce, child custody and name change. Libraries produce webinars on topics such as legal ready reference, Westlaw, expungement, case management statements, proof of service, commencing an action, and searching court records online. Law libraries are a resource for accessing webinars produced by other organizations on topics such as divorce, custody, and the unauthorized practice of law. By offering such educational programs or providing the venue for viewing, law libraries benefit the courts.

As law libraries have traditionally provided many and varied library services to self-represented litigants, it is not surprising that law libraries reported involvement in self-help centers. With the self-help center, law libraries can offer the opportunity for brief legal advice. Libraries partner with the courts by actually operating a self-help center or providing space for a self-help center staffed by another organization. In some instances the court will provide funding, staff, or staff training for the self-help centers. The court will refer self-represented litigants to the self-help center.

Law libraries also support the work of self-help centers external to the law library. Law libraries will refer to such centers and in some instances provide staffing, staff training, funding support, or public relations.

Public libraries

Eighty percent of responding law libraries indicated that the law library worked with public libraries to provide services to self-represented litigants. Law libraries provide training for public librarians with workshops, seminars, and presentations at library conferences. Law libraries provide training for the public at public libraries with classes, video tutorials, and brochures. Law libraries collaborate with public libraries to provide legal websites, partnering for Ask a Lawyer programs, Question Point participation, sharing of resources, legal reference for public libraries and public library patrons, and referrals to public libraries. Public libraries provide advertising and public relations for law library self-represented litigant programs, self-help centers, and referrals to law libraries.

Legal aid organizations

Forty-five responding law libraries indicated that they work with legal aid organizations. Law libraries work with legal aid organizations by providing services such as meeting spaces, clinic space, free library membership, use of equipment, research assistance, public relations for Legal Aid programs, and reference and current awareness services. Law libraries collaborate with legal aid organizations by partnering for grants, planning workshops, discussing issues, and providing clinics. Law libraries make referrals to legal aid organizations, and legal aid organizations make referrals to law libraries as well. Legal aid organizations can assist libraries by reviewing library-created packets.

Access to justice organization partnerships

Thirty-three percent of responding law libraries are involved in access to justice activities and 25% indicated involvement in Access to Justice Commissions. If combined, 58% would be involved in access to justice activities in some way. Access to justice activities reported included working on the Judicare self-help committees, chairing the Center Policy Board, providing a library self-help center, court referrals, divorce classes, self-help collections, and guides for the self-help center. Nineteen law librarians reported being a member of an Access to Commission or working with Commission activities and committees.

Impact of partnerships on law library advocacy

Law library partnerships with other entities, such as the courts, public libraries and legal aid, and participation in Access to Justice Commissions should increase law library visibility and lead to the recognition of the value of law library services to self-represented litigants. Courts should see their law library partners as integral partners in the courts' ability to serve self-represented litigants and as necessary for the courts to fulfill their mission.

Pro Bono Support

Respondents were asked to describe the ways in which they assist attorneys who participate in pro bono programs. There was no attempt to correlate these responses to the three categories of self-help centers noted above.

There were 119 responses to the question on service to pro bono attorneys. Seventy of those did provide service to pro bono attorneys. Forty of those who commented on the services

provided indicated that their services were those basic library services of access to resources and research assistance provided to all who use the library. Of the forty, eleven were academic libraries. Nine libraries reported some kind of special treatment for pro bono attorneys such as fee waivers for copies and rooms, borrowing privileges, and special access to the library. There were four who commented that the library provided or participated in pro bono training programs. Three law libraries have created special resources for pro bono attorneys, such as a wiki, an information notebook, and a bibliography. Two libraries actually administer pro bono programs. Other comments were that the libraries provided encouragement and partnership with the bar pro bono committee.

Possibilities to Consider

One takeaway from the survey is that law librarians should consider establishing a self-help center in partnership with the court, the local public library, or the university law library. If a court is considering establishing a self-help center, the local law library needs to be an active partner. Funding can be saved if resources are not duplicated.

Frequently, the services of a self-help center are library services as well, for example: court forms, court forms with instructions, assistance in explaining legal process, telephone assistance, referral to legal aid, referral to find a lawyer, public computers with access to Internet resources, and print materials written for non-lawyers. Law librarians should consider pulling these services together in a physical space within the law library creating a self-help center. A library can be intimidating for people who think only of books and research. A self-help center within a library might be more approachable.

Law librarians with more of a pioneer nature should consider including some of the emerging services in self-help centers in law libraries. There were six emerging services identified in the survey, with a number of libraries providing these services in the self-help centers: document assembly, forms in plain language, assistance in completing forms, email assistance, books and brochures in multiple languages, and interpreters or language lines.

Self-help center evaluations

Survey results indicated that there is no consistent evaluation of self-help centers to determine what services are most helpful for people or what the exemplary practices are. Responders to the survey used SurveyMonkey to track contacts, intake forms with targeted evaluations, surveys of judges and clerks, number of packets provided, and counts of users (in person, telephone, coming to clinics, or meetings with attorneys). It might be useful for people who have evaluations to share what they have learned. Such data might help in advocating for staff and a budget when starting a self-help center.

Some self-help centers in law libraries have been around for a long time. The Coconino County Law Library in Arizona and the State Law Library of Montana have maintained self-help centers since 1998. It would be useful to know what has worked well and what has not. A future survey could help determine what the foundational building blocks are for sustainability when establishing a new self-help center.

Exchange of ideas about self-help centers

Is it worth setting up a virtual place where people could share their questions and what they are learning so we can learn together?

Conclusion

The survey revealed a variety of operating styles across the country. There is a spectrum of specific services offered at law libraries, as well as the traditional broad general reference and informational services, available for self-represented litigants. Cooperative activities between law libraries and self-help centers located elsewhere are common. Services found in one place in one locale are often found in another place in a different locale. It is also evident that many law libraries open to the public serve as one and sometimes the only triage contact point in their respective communities.

Law libraries often fill the gaps in services to self-represented litigants. This happens in two ways. First, self-help centers and other programs often have program limitations. For example, they may screen by income and only serve the poor, or they may only serve a particular demographic, such as the elderly, or they may focus on a particular area of law, such as family law. Law libraries serve those self-represented litigants who have no place else to go. Second, law libraries provide a wide range of resources that are not duplicated at other agencies, such as public computers, copiers, fax machines, scanners, and people to help them use these resources. So even those self-represented litigants served directly by a program geared for them are sometimes directed to a local law library for additional materials.

If one is starting a new specific service for self-represented litigants, the law library may be a good place to start. Alternatively, if it makes more sense to put the service elsewhere, it would be wise to collaborate with the local law library.

Contacts

The survey was conducted by the Self-Represented Litigation Network's Law Librarians' Working Group with the help of the New England Law Library Consortium. This report was written by the following members of the Law Librarians' Working Group, who are available for questions and comments:

- Joan M. Bellistri, Law Librarian, Anne Arundel County Public Law Library, Annapolis, MD, joan.bellistri@gmail.com .
- Charles R. Dyer, Charles R. Dyer Consulting, Bellingham, WA, charlesrdyer@clearwire.net .
- Sara Galligan, Director, Ramsey County Law Library, St. Paul, MN, sara.galligan@co.ramsey.mn.us .
- Marnie Warner, marnie.warner@gmail.com, retired from the Massachusetts Trial Court Law Libraries.

APPENDICES

Summary Findings

The following summary refers to the question numbers in the survey.

Self-help center located in the law library and run by another organization:

10. 52 responses, 7 yes and 45 no. For SHC in the library but run by another organization, most are run by courts.
25. Services offered—6 responses, all indicating they provide court forms with instructions; referrals to legal aid programs; 5 responses also provide assistance in explaining the legal process, telephone assistance, print materials for non-lawyers; 4 responded that they provide bar referrals, attorneys provide advice, help with completing forms, and public computers; 3 provide forms in plain language, interpreters or language line.
26. 4 respondents said court personnel are hired for the position; 3 said they use legal aid attorneys
27. Recruitment—4 responses—the library doesn't recruit for this SHC.
28. Training—3 of 6 total respondents said court staff and director of the SHC provide training.
29. SHC Funding—4 of 5 respondents said it was funded by court budget.
30. Actual budget—153 skipped—no one knew this.
31. SHC hours of operation—4 of 6 replies said they had full time business hours.
32. Restrictions—6 replies—split 50/50 yes and no.
33. Eligibility—3 replies—by area of law; 1 said also residency.
34. Length of service—6 replies; 4 said 1-5 years; 2 greater than 5 years.
35. Evaluation tools—2 said they record the number of users (pretty basic).
36. PR—6 responses—all use court referrals; 5 also use links on other websites.
37. Bar Association assistance?—5 replies—all said no assistance from the bar association.

External self-help center—not located in the library but supported by the library:

11. Does the library partner with SHC operated in another place—50 responses and 21 said they did partner.
38. In the external SHC 19 people responded. Respondents indicated they provided:
 - Court forms, court forms with instructions, assistance explaining the legal process and referrals to legal aid programs (16)
 - Referral to find a lawyer referral via bar assoc. (13)

- Forms in plain language, assistance completing forms, attorneys provide legal advice (12)
 - Interpreters or language line (11)
 - Telephone assistance (9)
 - One respondent indicated completed forms are emailed by the external SHC to the law library where they are printed and where the patron is charged.
39. External SHC Staffing—19 responses; 74% are staffed by court personnel hired for the position; but 3 indicated the external SHC was staffed by the library.
40. Recruitment by library for external SHC—14 respondents; 12 said no and 2 said yes.
41. Training—18 replied—13 said the SHC director provided the training; 7 said court staff did, and 4 said the law library provided the SHC training.
42. Funding—19 replies—14 are funded by the court; 2 are funded by the library, 2 funded by legal aid, and 1 is grant funded.
43. Budget— Data inconclusive
44. Hours of operation—17 replies and 64% said they were open full business days.
45. Restrictions—18 replies and half are restricted centers.
46. Eligibility—9 replies; some by income, some by residence; all by subject area.
47. Years of service—19 replies—evenly split between 1-5 years and greater than 5 years.
48. Evaluation tools—5 replies—Data inconclusive
49. PR—17 replies—88% court referrals, 71% library website/blog, 65% flyers at other organizations, 53% legal service providers.
50. Bar association involvement? 17 replies—yes—42%, no—58%; 3 commented that the bar association helps promote recruitment of volunteer attorneys.

Summary Chart of Services

	LAW LIBRARY	SELF-HELP CENTER AS PART OF LAW LIBRARY	SELF-HELP CENTER OPERATES IN LIBRARY	LAW LIBRARY PARTNERS WITH SELF-HELP CENTER
TOTAL RESPONSES	153	23 plus 3 who had targeted services	7	21
Legal research help	131			
Referrals to legal aid programs, find a lawyer, mediation (Med), limited scope representation (LSR)	127	Legal aid 24 Find a lawyer 23 LSR 7	Legal aid 6 Find a lawyer 4 Med—0 LSR 0	Legal aid 16 Find a lawyer 13 Med—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			