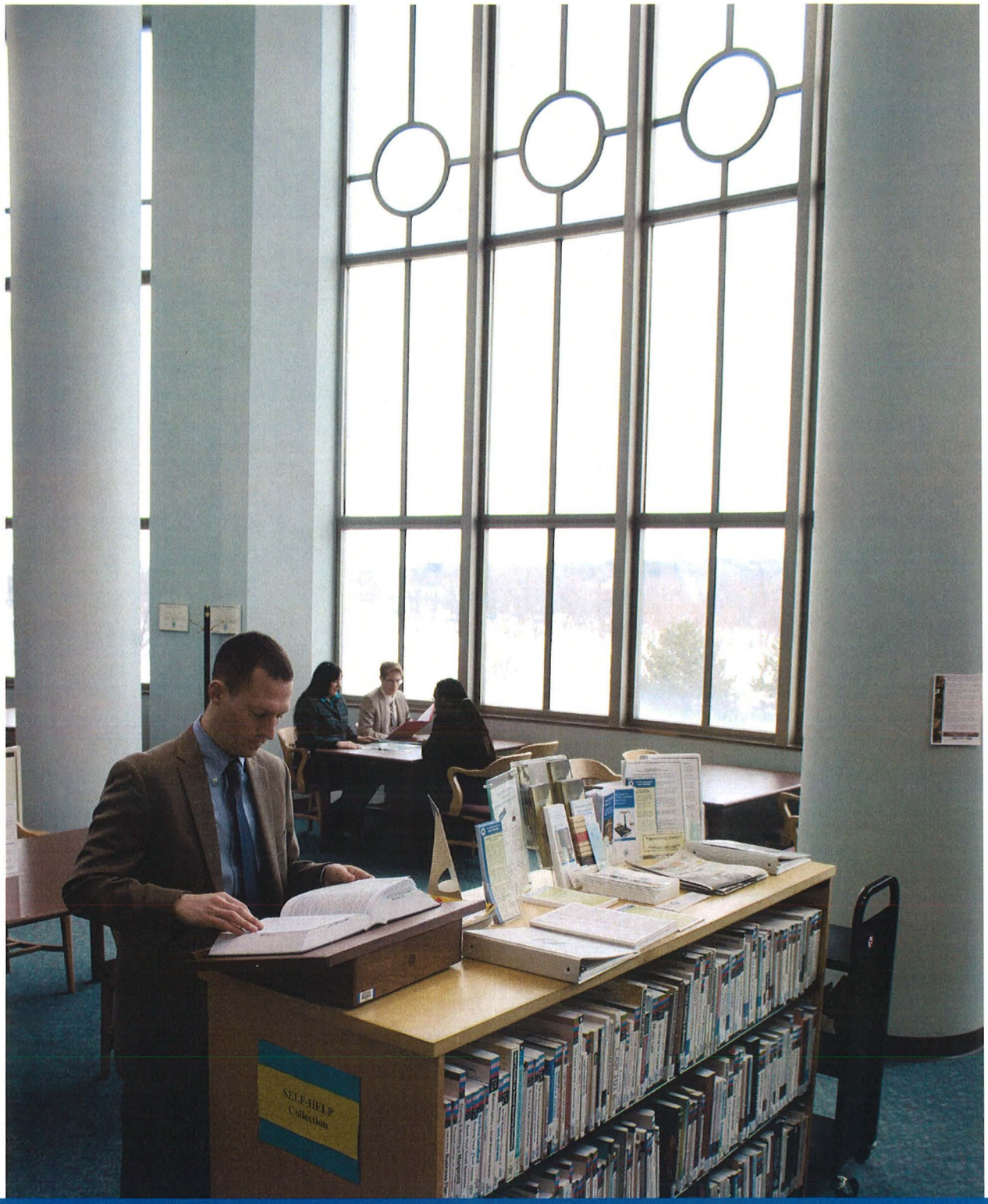


CONNECTICUT JUDICIAL BRANCH
LAW LIBRARY SERVICES UNIT
FY2014-2015 ANNUAL REPORT

INTRODUCTION

July 2014 through June 2015 were months of continued and concerted efforts on the part of the Connecticut Judicial Branch Law Library Services Unit to enhance and/or initiate practices, procedures, and programs that contributed to the goals of both Law Library Services and the Judicial Branch to serve the interests of the bench, bar, and public in attaining access to equal justice under law. The tracking of library statistics was revised and improved in order to better capture relevant and detailed numbers to showcase the value and worth of the services and resources of the Judicial Branch Law Libraries. Standing Law Library Services committees continued the dedicated work of maintaining and improving access to services and resources. Throughout the year, the staff endeavored to identify trends and recognize "best practice" procedures in library services and adapt them to meet the needs of library patrons. Collaborative efforts were undertaken to improve the communication with both internal and external stakeholders. Library staff participation in Judicial Branch projects and committees increased. In May 2015, the *Law Library Services Strategic Plan, 2015-2020* was adopted by the Law Library Advisory Committee. This plan will guide the Judicial Branch Law Libraries, going forward, to strengthen the unit's viability, enhance its flexibility, increase its visibility, and expand its services and resources to meet the evolving needs of all patrons.

Putnam Law Library

Rockville Law Library

Table of Contents

INTRODUCTION.....1

VISION/MISSION OF THE LAW LIBRARY SERVICES UNIT.....3

LAW LIBRARY ADVISORY COMMITTEE.....4

STAFF.....5

LAW LIBRARY SERVICES – SERVICES AND STATISTICS.....6-8

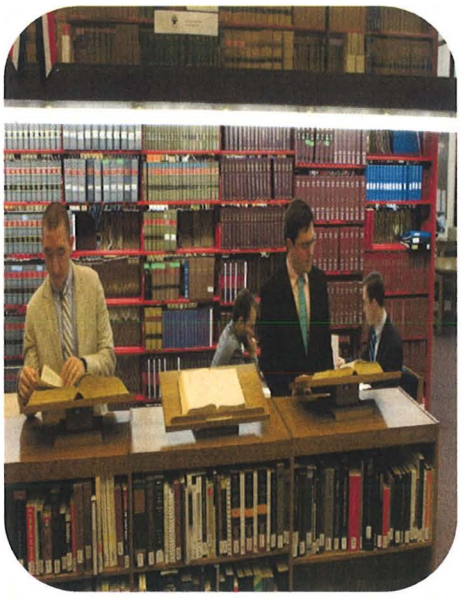
LAW LIBRARY SERVICES – COMMITTEES AND SERVICES.....9-14

LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES.....15-18

LAW LIBRARY SERVICES - STATISTICS AND NUMBERS SUMMARY.....19-20

THANK YOU!.....21

CONCLUSION.....22

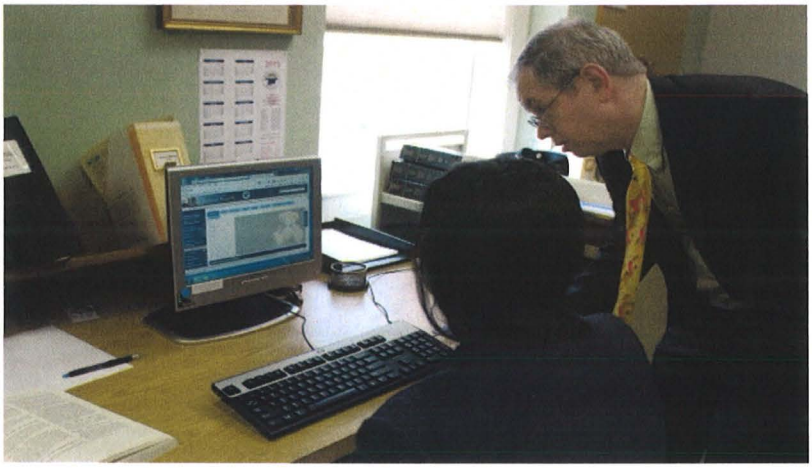


New Haven Law Library

Stamford Law Library

VISION OF THE LAW LIBRARY SERVICES UNIT

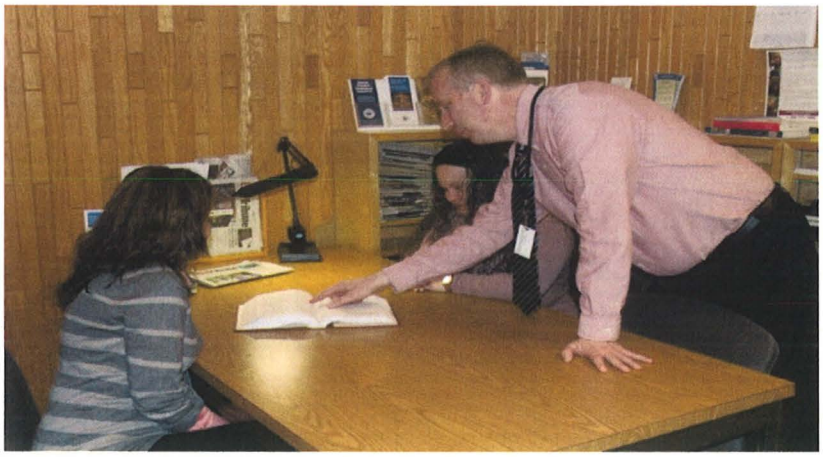
The Law Library Services Unit of the Connecticut Judicial Branch will provide prompt and professional guidance and access to reliable and comprehensive information to individuals who are researching or pursuing legal rights and remedies. This will be accomplished by using the latest technology, by maintaining an up-to-date collection of appropriate materials, and by collaborating with Judicial Branch units and other organizations to offer services sufficient to meet the current and emerging needs of its patrons.



New London Law Library

MISSION OF THE LAW LIBRARY SERVICES UNIT

The mission of the Law Library Services Unit is to provide the courts and the public with access to comprehensive and current legal materials and resources in an efficient and timely manner and to provide bibliographic assistance, educational programs, legal reference, and research guidance to all patrons.



Danbury Law Library

LAW LIBRARY ADVISORY COMMITTEE

In accordance with *The Connecticut Supreme Court Policies for the Establishment and Maintenance of a System of Law Libraries,* the Law Library Advisory Committee, *"shall meet annually and at such other times as it deems necessary, and may report to the Chief Justice and the Chief Court Administrator any recommendations it may have concerning the adequacy of the funding and services provided by the law libraries, whether additions or deletions should be made to the list of law libraries so established, whether amendments should be made to the minimum collection standards for the law libraries, and such other matters as the committee believes are pertinent to the operation of the law libraries."*

During the period covered by this report, as part of the ongoing Law Library Advisory Committee directive to formulate a blueprint for the future of the Judicial Branch law libraries, a revised Law Library Services strategic plan was drafted. In order to create an effective plan, the current status of the law libraries was assessed, a clear strategic direction for the future was developed, and a strategic map was drafted to show the law libraries how to progress toward the achievement of the stated goals.

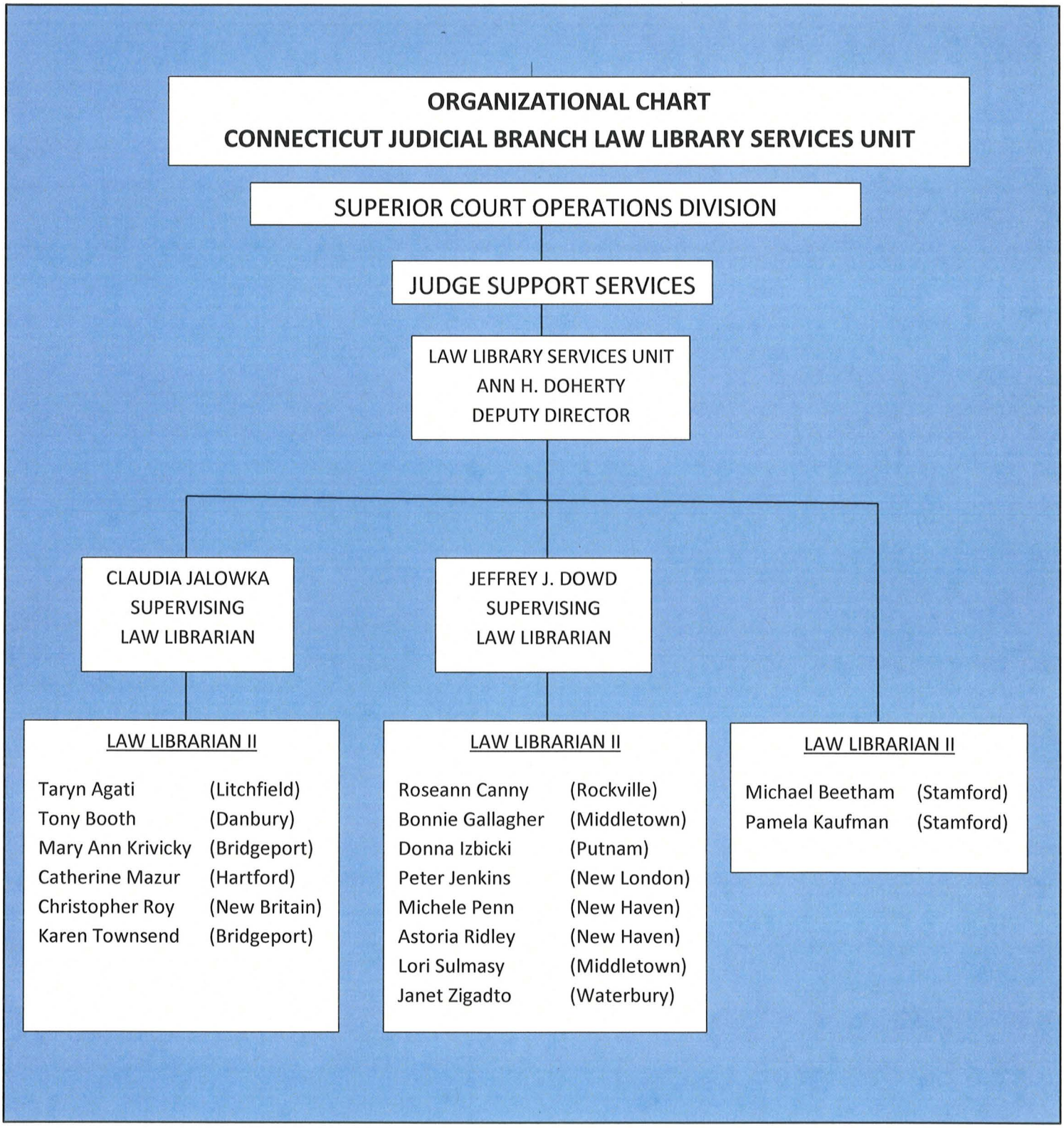
The revision of the strategic plan reflects recognition of the fact that the Law Library Services Unit must strive to remain a critical participant in the Judicial Branch's initiatives to provide self-represented parties with additional, improved avenues to access court information and law related resources. In order to maintain a law library system that functions today and remains integral to the justice system in the future, the Law Library Advisory Committee acknowledged the need for the law libraries to strengthen and expand the ability to respond to the changing landscape of legal services. The mission of the Law Library Services Unit supports and works in tandem with the Judicial Branch strategic plan's goal of meeting the needs of the public in attaining equal access to justice. The strategic plan formulated for the future of the Law Library Services Unit recognizes the strategic direction of the Connecticut Judicial Branch, and is envisioned to complement and strengthen those ongoing Branch initiatives, while working within the framework of available resources and funds. The Strategic Plan for the Connecticut Judicial Branch Law Library Services Unit, 2015-2020 was adopted by the Law Library Advisory Committee on May 15, 2015. (Link to plan: http://www.jud.ct.gov/lawlib/StrategicPlan.PDF)

The Law Library Advisory Committee members serving during FY2014-2015 are listed below:

Committee Members	
Hon. Douglas C. Mintz, Chair	Prof. Darcy Kirk, Law Library Director
Hon. James W. Abrams, Co-Chair	Hon. William J. Lavery
Hon. Henry S. Cohn	Hon. Raheem L. Mullins
William H. Clendenen, Jr., Attorney	Eamonn S. Wisneski, Attorney
Adam J. Cohen, Attorney	William P. Yelenak, Attorney
Ann DeVeaux, Law Library Director	Secretary to the Committee: Deputy Director of Law Library
Hon. Jane B. Emons	Services, Ann H. Doherty, Judge Support Services,
Prof. S. Blair Kauffman, Law Library Director	Superior Court Operations

STAFF

Law Library Services is a Connecticut Judicial Branch, Superior Court Operations Division unit within Judge Support Services. During Fiscal Year 2014-2015, the staff of the Law Library Services Unit consisted of sixteen law librarians, two Supervising law librarians, and the Deputy Director.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

For the period July 1, 2014 to June 30, 2015, the Connecticut Judicial Branch Law Libraries report the following totals for the twelve staffed libraries:

Door count	178,775
Telephone reference responses	7,463
Email reference responses	4,641

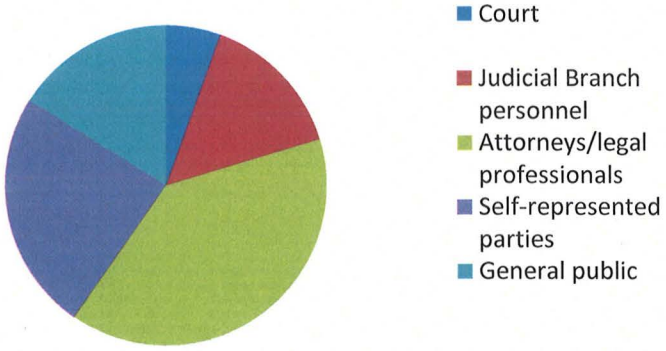
The door count total consists of both patrons who requested reference services, and patrons who utilized the law library resources but did not require assistance from a librarian. The telephone and email reference responses represent assistance rendered to patrons directly contacting a library, or an individual librarian.

During Fiscal Year 2014-2015 Law Library Services revised the statistical information to be tracked in each library. In addition to tracking the number of patrons, library staff commenced tracking who was using the law libraries and what resources were being used by the individuals walking through our doors.

For the period September 29, 2014 to June 30, 2015, the following information was tracked:

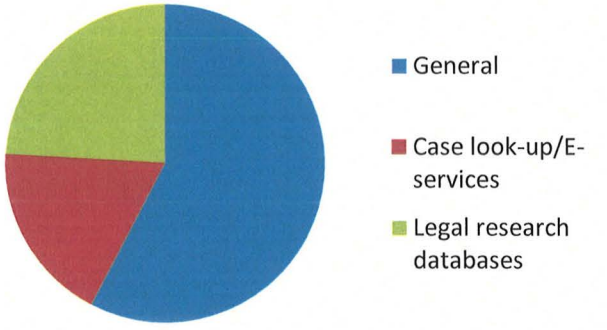
In-library users by type:

Court	1,801
Judicial Branch personnel	4,795
Attorneys/legal professionals	12,738
Self-represented parties	7,845
General public	5,221



In-library computer use:

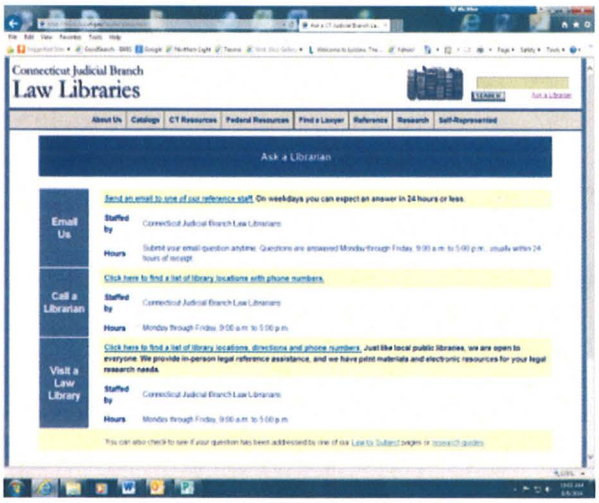
General	6,688
Case look-up/E-services	2,115
Legal research databases	2,792

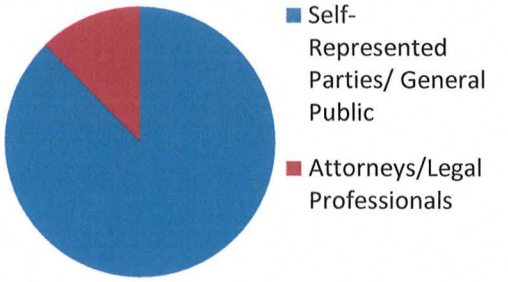


LAW LIBRARY SERVICES – SERVICES AND STATISTICS

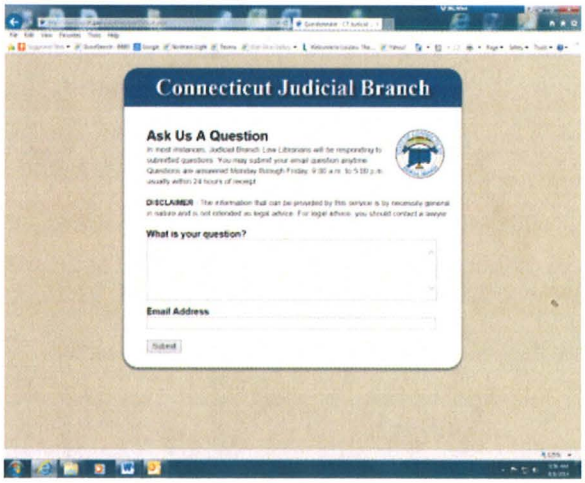
In addition to email reference assistance provided to patrons contacting a particular library or an individual staff librarian, Law Library Services also responded to email reference requests through two additional email services: "Ask a Librarian" service, offered through the Law Library Services web site, and "Ask Us a Question" service, offered through the Judicial Branch web site and managed by the law librarians.

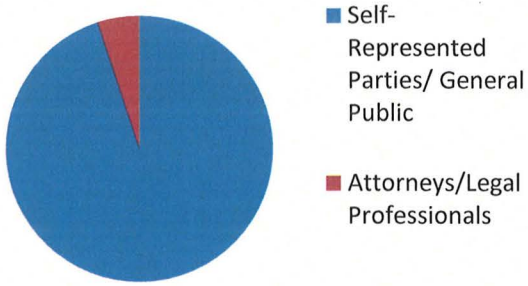
2014-2015: "Ask a Librarian" Email Service – 561 email reference questions were asked and answered by the Judicial Branch Law Librarians. This number represents 69 responses to attorneys and/or legal professionals, and 492 responses to self-represented parties or members of the general public.





2014-2015: Judicial Branch "Ask Us a Question" Email Service – This service began in August 2013, and the law librarians have managed the service since its inception. During Fiscal Year 2014-2015, the law librarians have responded to 2,372 inquiries for information and assistance, covering a wide range of court and law related matters. This number represents 119 responses to attorneys and/or legal professionals, and 2,253 responses to self-represented parties or members of the general public. In addition, on a monthly basis, a staff librarian compiles and reports detailed statistics concerning the service to the Judicial Branch Web Board.





LAW LIBRARY SERVICES – SERVICES AND STATISTICS

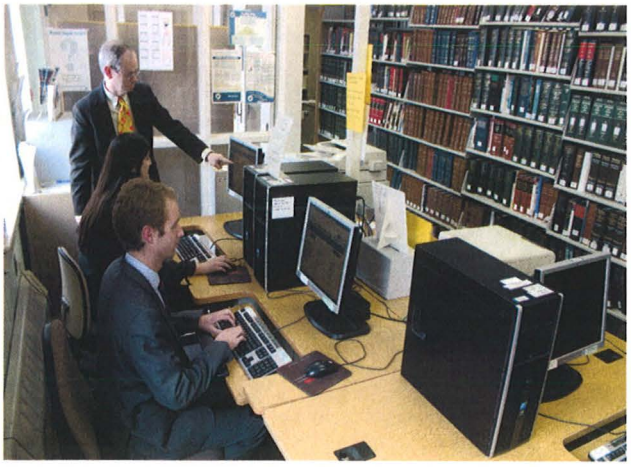
2014-2015: Law Library Services, "E-Notification" Services through which assigned librarians monitor the Advance Release Opinions from the Connecticut Supreme and Appellate Courts, and Releases from selected Bureau of National Affairs (BNA) services: U.S Law Week, Criminal Law Reporter, and Family Law Reporter. Summaries of released opinions are forwarded, via email, to judges, staff attorneys, and other Judicial personnel who signed up for the service and are on a distribution list. Full-text decisions or articles are provided, upon request.

2014-2015: The following requests were filled through the E-Notification Services:

- Advance Release Opinions from the Connecticut Supreme and Appellate Courts - 522
- BNA U.S. Law Week – 13
- BNA Family Law Reporter – 362
- BNA Criminal Law Reporter – 53

2014-2015: Connecticut Law Reporter Highlights This additional E-Notification Service was offered this year to Superior Court Judges. To date, 59 Judges have signed up to receive a weekly bulletin which provides electronic access to selected Connecticut court decisions.

Bridgeport Law Library



New London Law Library

Hartford Law Library

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Law Library Services, through its standing committees, was involved in the following services, activities, and initiatives during the reporting period:

"Ask a Librarian" Email Service

Purpose: Management and oversight of the Law Library Services' email reference service, "Ask a Librarian." Duties include establishing policies and procedures for the service, providing staff training, scheduling coverage, modifying guidelines, and providing coverage backup, as needed.

2014-2015: The law librarians responded to 561 reference inquiries.

Cataloging and Original Cataloging

Purpose: Management and maintenance of the online catalog for Law Library Services. Create both copy and original catalog records, as necessary, for inclusion in the online catalog.

2014-2015: The committee issued guidelines for cataloging standards and procedures to be followed by staff when updating the online catalog. In addition, a worksheet tool for reporting needed catalog revisions was finalized by the committee and will be introduced to staff during the next fiscal year in an effort to maintain the catalog accuracy and currency. During this fiscal year, committee members created new catalog records, as needed.

Group Purchasing

Purpose: Coordinate purchasing of titles system-wide for law libraries. Contact and negotiate with vendor for discounts. Address any problems with purchases. Process billing for group purchases, and oversee distribution of material.

2014-2015: The number of group purchases completed during any time period is dictated by the number of titles published that are of interest to the law librarians and are offered at group purchase rates. During this fiscal year, 8 titles were purchased through this program, resulting in a savings of $8,182.51 over the publisher list price.

Waterbury Law Library

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Inmate Correspondence Service

Purpose: This service commenced September 2, 2014 in an effort to provide prisoners with requested information, within the guidelines established by the Law Library Services Unit. The committee members share the correspondence responsibility. A New Haven staff librarian oversees the service.

September, 2014-2015: During this reporting period, 74 written requests were received, and 65 responses were mailed to inmates who submitted requests that complied with the guidelines.

Interlibrary Loan (ILL)

Purpose: Coordinate and process interlibrary loan requests submitted by the law librarians for patrons. Provide access to and monitor the interlibrary loan system network. Serve as contact with lending and/or borrowing institutions.

2014-2015: 33 interlibrary loan requests were initiated, 18 filled, 4 cancelled, and 11 requests went unfilled. Of the 18 requests filled, 12 were loans of material from participating libraries, and 6 requests were filled by providing copies of materials.

Intranet & Blog

Purpose: Create and maintain an intranet page and blog for law library staff to share information, news, and resources. Site consists of administrative information and reference resources. Develop criteria for intranet content and blog postings, and establish an archiving procedure for the blog.

2014-2015: News, announcements, and useful information were posted periodically by committee members to share with staff.

Legal Research Guides

Purpose: Create and update existing legal research guides (pathfinders), and establish standards for formatting, editing, and publishing, both in print and online. Identify appropriate legal topics to create new legal research guides. Oversee management of the staff assignment schedule for continual updating of the guides.

2014-2015: There are 76 published legal research guides. 47 guides were updated, and 5 new guides were created and published.

New Haven Law Library

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

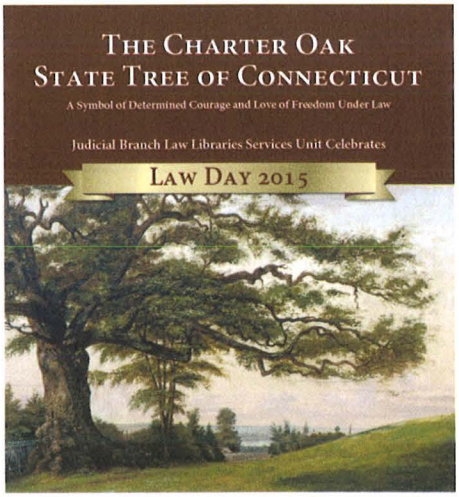
Marketing

Purpose: Develop and increase awareness of Law Library Services' resources and services through publications, programs, exhibits, special events, and the Internet. Provide programming to target patron groups. Create an outreach component to attract new and non-traditional users. Foster a working relationship with other libraries.

2014-2015: The Marketing Committee, as it has for the past six years, prepared, ordered, and distributed Judicial Branch Law Library calendars, in four sizes ranging from 5''x7'' pocket size to 2'x3' poster size. These calendars have proven to be very useful and popular with court personnel, as well as with attorneys, and the general public. During this reporting period 4,329, calanders were distributed.

During Fiscal Year 2014-2015, the Marketing Committee arranged to have Law Library Services appear twice as a front page feature on the Judicial Branch web site.

In the Spring of 2015, the Marketing Committee, in celebration of Law Day, and with the assistance of the Judicial Branch Graphic Artist, created and distributed 43 posters displaying the image of the State Tree of Connecticut – The Charter Oak, "a symbol of determined courage and love of freedom under law."



The same theme of the Charter Oak was used in the design of Law Library Services bookmarks. The Committee distributed 7,000 bookmarks to the Judicial Branch Law Libraries.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

New Attorney Program

Purpose: Develop, coordinate, and present the *"Connecticut Legal Research & Courthouse Resources for New & Experienced Attorneys"* program. Work with Judicial District courthouse personnel and other Court Operations units to schedule and present two to three programs each year. Explore option of developing future programs on legal research and services targeting attorneys.

2014-2015: In the Fall of 2014, programs were offered at the Superior Courts in Bridgeport and New London. The number of registered attendees for the two presentations was 23. A new program, *"Online Legal Research Available at the Judicial Branch Law Libraries,"* was offered for new and experienced attorneys during this reporting period. The session, presented by a Judicial Branch Law Librarian, was held at the Hartford, Superior Court, Lafayette Street, and 26 individuals attended.

Outreach & Training

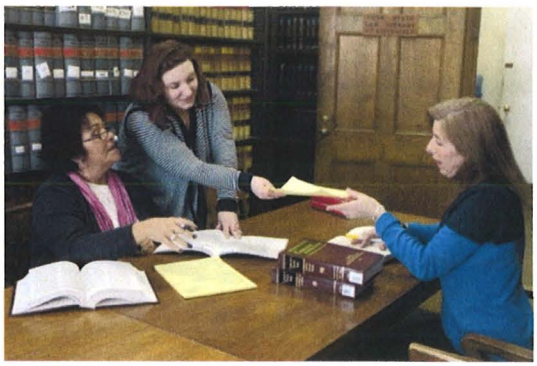
Purpose: Develop and provide training programs and instructions in multiple formats to present patrons with basic information concerning library services, court procedures, and legal research.

2014-2015: At the committee meeting in December, 2014, a number of undertakings were discussed. It was reported to the Committee that Law Library Services, together with Judicial Branch Court Service Center personnel, will conduct a training program for public librarians, in conjunction with the Judicial Branch Access to Justice Commission's initiatives focusing on public libraries. Also, during the reporting period, two instructional videos were produced and posted on the Judicial Branch You Tube page: *"How to Browse the Connecticut General Statutes"* and *"How to Search the Connecticut General Statutes."*

Self-Represented Parties Information Series Videos

Purpose: Develop and create slidecasts regarding court procedures for self-represented parties. Oversee maintenance of existing videos to ensure that content is kept up-to-date.

2014-2015: 1 slidecast was revised and posted on the Judicial Branch web site, as part of the Self-Represented Parties Information Series.



Litchfield Law Library

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Staff Professional Development

Purpose: Identify and provide professional development programming to expand and strengthen staff's professional skills. Comprised of two Sub-Committees: 1) Education, and 2) Training.

- **Education Sub-Committee**
  Coordinate Annual Staff Development Program. Track professional educational opportunities pursued and offered by staff. Compile statistical information.

  2014-2015: In the Fall of 2014, the committee arranged for 13 law librarians to tour the Connecticut State Library, Legislative Library, and Legislative Office Building. The Annual Staff Development Program was held in June 2015, which consisted of a two-part program: a presentation by the Judicial Branch Office of Victim Services, and a demonstration of the Connecticut eRegulations System, given by the Secretary of State's Administrative Law Information Systems Manager.

  2014-2015: Staff attended 554.75 hours of training/staff development programs.

- **Training Sub-Committee**
  Ensure that all staff has adequate training on electronic programs (legal research and office management). Develop webinar tutorials for refreshing skills.

  2014-2015: 90.75 hours of programs or training sessions were presented by committee members for library staff. In addition, training was offered to other Judicial Branch personnel, either in a group setting, or one-on-one. The groups attending training sessions included newly appointed Superior Court Judges, Supreme and Appellate Court Legal Research Clerks, Superior Court Legal Research Clerks, and Judicial Branch Legal Services staff.
  13 group training sessions on electronic resources were conducted.
  30 one-on-one training sessions were conducted for Superior Court Judges.

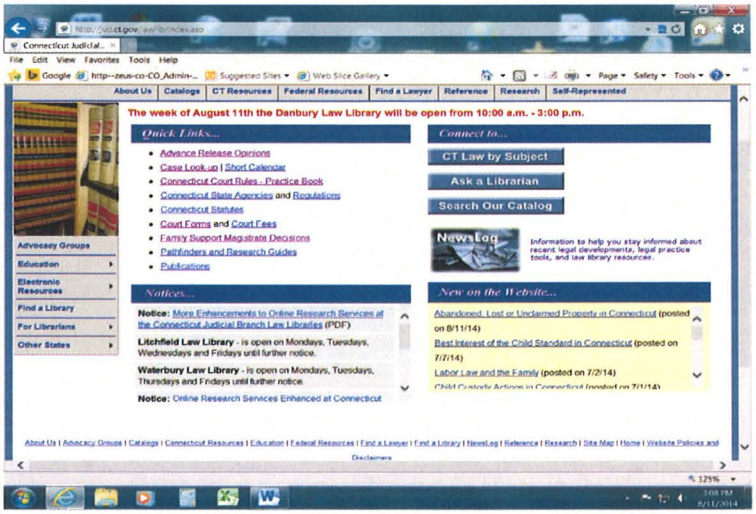
New Britain Law Library

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Web Page

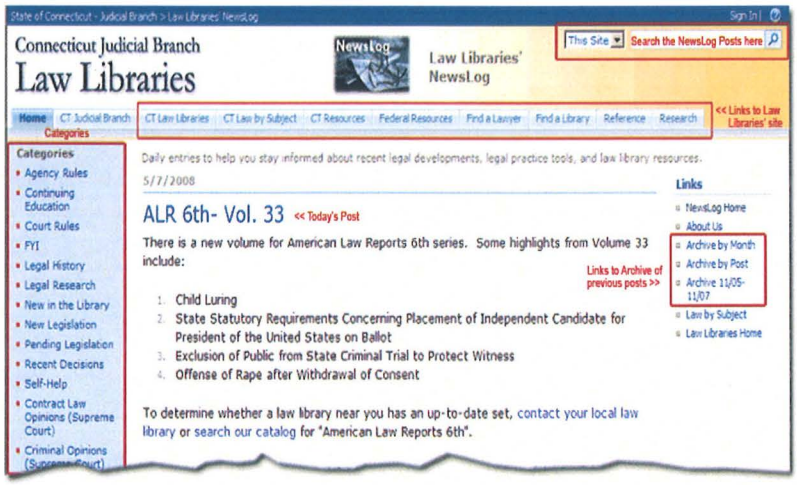
Purpose: Create and update law library web site content. Periodically review the law libraries' web pages for accuracy, completeness, and usability. Create links to legal information helpful to the courts and the public. Identify the need for changes, additions, or deletions, including links, and submit requests for change to the web developer.

2014-2015: 7 periodic web site link checks were conducted during the reporting period; 40,138 links were checked in total.



NewsLog (Sub-committee of Web Page Committee)

Purpose: Maintain the NewsLog on the Law Library Services web site. Provide advance release decision postings. Locate and post up-to-date information about Connecticut legislative developments, online legal research tools, new law library resources, and other topics of interest to the Connecticut legal community. Offer RSS (Rich Site Summary) feed so subscribers may receive notices and announcements as they are posted.



2014-2015: The Newslog editors were responsible for 392 posts during the reporting period.

LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES

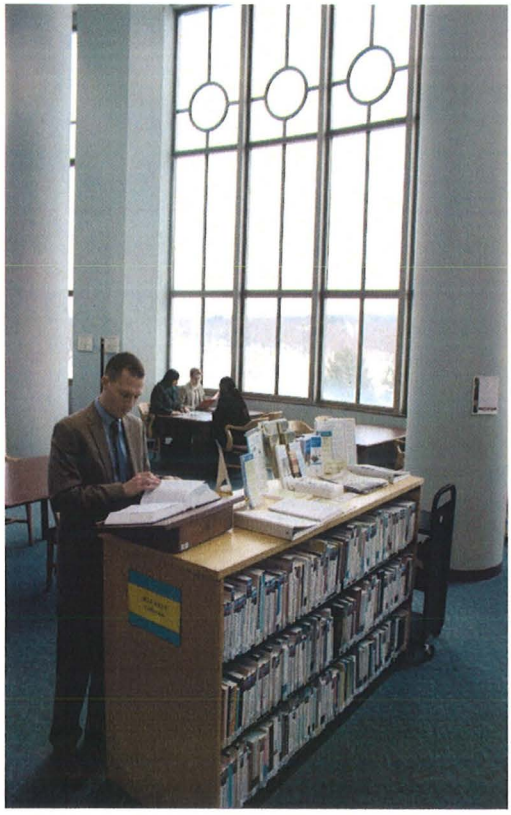
During the time period covered by this report, the law librarians participated in additional assignments, activities, and services.

Collaborative Activities

Access to Justice (ATJ) Workgroup on Libraries and Access to Justice

2015: In January 2014, the Access to Justice (ATJ) Commission approved the creation of the ATJ Workgroup on Libraries and Access to Justice. During this reporting period, the co-chairs of the workgroup, including a supervising law librarian, undertook one of the tasks the workgroup was charged to accomplish – the planning and coordination of a "Justice Fair," focusing on access to justice issues and the role public librarians can play in the ongoing effort to close the justice gap. Much of the preparation and planning was undertaken by the co-chairs and several members of the workgroup. The Justice Fair, as planned, brought together Judicial Branch representatives, public librarians, courthouse law librarians, courthouse Court Service Center staff, academic librarians, and legal aid providers, who participated in panel discussions the morning of September 16, 2015, at the University of Connecticut, School of Law.

In addition, a Judicial Branch law librarian and a Court Planner, both members of the workgroup, collaborated on drafting a training program, "Legal Research for Public Librarians." The first presentation of this training program is scheduled to take place in October 2015, at the Connecticut State Library Service Center in Middletown.



Middletown Law Library

Rockville Law Library

LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES

Public Service and Trust Commission - Access to Facilities Implementation Committee

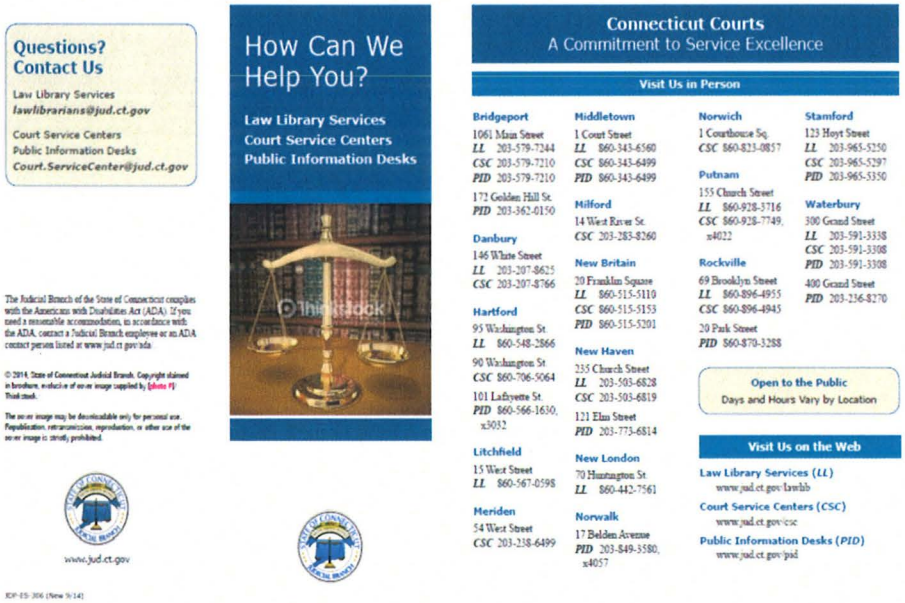
A law librarian is a member of this committee, which works to improve access to Judicial Branch facilities. To date, this committee has surveyed Judicial facilities concerning accessibility, signage, and directions. The librarian is also an active member of the Subcommittee on Online Directions and General Information.

2014-2015: Revised and improved signage for interior locations within the courthouse law libraries was created and distributed. Plans were undertaken to revise exterior door signage.

Joint Services Workgroup

The workgroup is composed of five staff members from Law Library Services and five staff members from Court Service Centers/Public Information Desks. The mission of the workgroup is to foster ongoing communication and cooperation among designated Judicial Branch units by inventorying the services provided by each, recommending which entity is the most appropriate to provide the service, considering whether a particular service should be offered by more than one entity, and identifying and implementing methods for coordinating, complementing, and sharing information about services.

2014-2015: The Committee, as a result of the focus group discussions that took place the previous reporting period, determined that a brochure detailing the services of all units would be helpful. The Committee drafted an informational flyer which was distributed to Judicial Branch units and public libraries.



Questions? Contact Us

Law Library Services
lawlibrarians@jud.ct.gov

Court Service Centers
Public Information Desks
Court.ServiceCenter@jud.ct.gov

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation, in accordance with the ADA, contact a Judicial Branch employee or an ADA contact person listed at www.jud.ct.gov/ada

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JDP-ES-306 (New 9/14)

How Can We Help You?

Law Library Services
Court Service Centers
Public Information Desks

Connecticut Courts
A Commitment to Service Excellence

Visit Us in Person

Bridgeport
1061 Main Street
LL 203-579-7244
CSC 203-579-7210
PID 203-579-7210
172 Golden Hill St.
PID 203-362-0150

Danbury
146 White Street
LL 203-207-8625
CSC 203-207-8766

Hartford
95 Washington St.
LL 860-548-2866
90 Washington St.
CSC 860-706-5064
101 Lafayette St.
PID 860-566-1630, x3032

Litchfield
15 West Street
LL 860-567-0598

Meriden
54 West Street
CSC 203-238-6499

Middletown
1 Court Street
LL 860-343-6560
CSC 860-343-6499
PID 860-343-6499

Milford
14 West River St.
CSC 203-283-8260

New Britain
20 Franklin Square
LL 860-515-5110
CSC 860-515-5153
PID 860-515-5201

New Haven
235 Church Street
LL 203-503-6828
CSC 203-503-6819
121 Elm Street
PID 203-773-6814

New London
70 Huntington St.
LL 860-442-7561

Norwalk
17 Belden Avenue
PID 203-849-3580, x4057

Norwich
1 Courthouse Sq.
CSC 860-823-0857

Putnam
155 Church Street
LL 860-928-3716
CSC 860-928-7749, x4022

Rockville
69 Brooklyn Street
LL 860-896-4955
CSC 860-896-4945
20 Park Street
PID 860-870-3288

Stamford
123 Hoyt Street
LL 203-965-5250
CSC 203-965-5297
PID 203-965-5350

Waterbury
300 Grand Street
LL 203-591-3338
CSC 203-591-3308
PID 203-591-3308
400 Grand Street
PID 203-236-8270

Open to the Public
Days and Hours Vary by Location

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Public Information Desks (*PID*)
www.jud.ct.gov/pid

LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES

Judicial Branch Strategic Plan District Liaison Program

In February 2015, the Office of the Chief Court Administration announced that it was seeking volunteers to serve as District Liaisons for the Judicial Branch Strategic Plan. The liaisons would act to coordinate efforts and communicate information concerning the Strategic Plan between the Office of the Chief Court Administrator and Judicial Branch staff in each judicial district. In order to be considered for appointment as a liaison, employees had to submit an application and be interviewed. Two law librarians were selected to act as liaisons for their respective judicial districts. During the next reporting period the librarians will work with other employee liaisons to promote and market the goals, vision, and values of the Strategic Plan to staff within their judicial districts.

Judicial Branch Web Board

A Supervising Law Librarian serves as a member of the Superior Court Operations Division Web Board. The Web Board coordinates and oversees the posting and updating of all of the information and material provided by the Superior Court Operation Division on the intranet for court staff and on the Internet for the public. The board meets at least quarterly to ensure coordination and collaboration between units within the Division.

Hartford Law Library

Waterbury Law Library

Stamford Law Library

LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES

Connecticut Training and Development Network – Train-the-Trainer Certificate Program

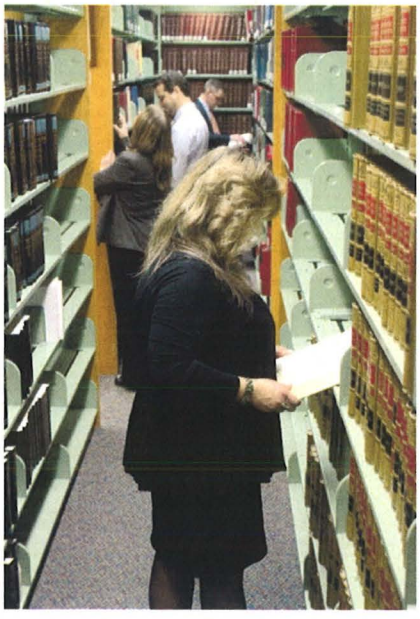
During this reporting period a supervising law librarian participated in the State of Connecticut, Department of Administrative Services, Train-the-Trainer certificate program. The supervisor was selected after submitting an application, together with a recommendation from the Deputy Director of Law Library Services. The goal of the program is to equip participants with the knowledge, skills, and abilities to function effectively as a trainer. The course of work is very intense. Classes and instruction sessions were conducted over a period of seven months. In October of 2014, the supervising law librarian successfully completed the program and was awarded a certificate of completion.

Connecticut State Library – Advisory Council for Library Planning and Development

During this reporting period the State Library Board announced openings on the Connecticut State Library – Advisory Council for Library Planning and Development. The Advisory Council was created to assist the State Library Board in the planning and coordination of statewide library information services. One of the openings the Council sought to fill was for a librarian working in a special library. A Judicial Branch Law Librarian submitted an application and, at its June meeting, the Council approved the appointment of the law librarian to a two year term.

Professional Organizations

Judicial Branch law librarians belong to, participate in, and hold voluntary leadership positions in a number of professional library organizations: American Association of Law Librarians, Southern New England Law Librarians Association, NELLCO, Inc. – an international consortium of law libraries, and Connecticut Library Association. The benefits of membership in these organizations are many: maintain awareness of current trends in the field, build a network of peers, access continuing education programs, and collaborate on community outreach programs.



Bridgeport Law Library

Litchfield Law Library

Stamford Law Library

LAW LIBRARY SERVICES – STATISTICS AND NUMBERS SUMMARY

SUMMARY OF CONNECTICUT JUDICIAL BRANCH
LAW LIBRARY SERVICES UNIT STATISTICS AND NUMBERS
FY2014-2015

Patron Statistics	
By the numbers	
Door Count	178,775
Telephone reference responses	7,463
Email reference responses	4,641
By the in-library users*	
Court	1,801
Judicial Branch personnel	4,795
Attorneys/legal professionals	12,738
Self-represented parties	7,845
General public	5,221
In-Library Computer Use*	
General	6,688
Case look-up/E-services	2,115
Legal research databases	2,792
Email Reference Services	
Ask-A-Librarian	
Reponses to Attorneys	69
Responses to Self-Represented/General Public	492
JB Feedback	
Reponses to Attorneys	119
Responses to Self-Represented/General Public	2,253
E-Notification Services	
Advance Release Decisions	*522*
BNA U.S. Law Week	13
BNA Family Law Reporter	362
BNA Criminal Law Reporter	53
Inmate Correspondence Service**	
Written requests received	74
Responses mailed	65
Interlibrary Loan Service	
Requests initiated	33
Requests filled	18
Requests cancelled	4
Requests unfilled	11

* **Information tracked commencing September 29, 2014.**

** **Service commenced September 2, 2014.**

SUMMARY OF CONNECTICUT JUDICIAL BRANCH
LAW LIBRARY SERVICES UNIT STATISTICS AND NUMBERS
FY2014-2015
PAGE 2

New Attorney Program	
Total presentations	2
Total attendees	23
New Attorney Program - Online Legal Research	
Total presentations	1
Total attendees	26
Self-Represented Parties' Information	
Slidecasts updated	1
Education and Training	
Hours training attended	554.75
Hours staff training provided	90.75
Group training sessions conducted	13
One-on-one training sessions conducted	30
Marketing Committee	
Calendars distributed	4,329
Palm cards distributed	900
Joint Services Brochures distributed	1,000
Law Day posters distributed	43
Bookmarks distributed	7,000
Law Library Services featured on JB homepage	2
Research Guides	
Published research guides	76
Updated research guides	47
New research guides published	5
Law by Subject Web Pages	
Total pages	112
New pages created	5
Law Library Services Web Page	
Periodic link checks	7
Total number of links checked	40,138

New Haven Law Library

THANK YOU!

Throughout this reporting period, the Judicial Branch law librarians have received many a "Thank you" from appreciative patrons. A sample of the comments follows:

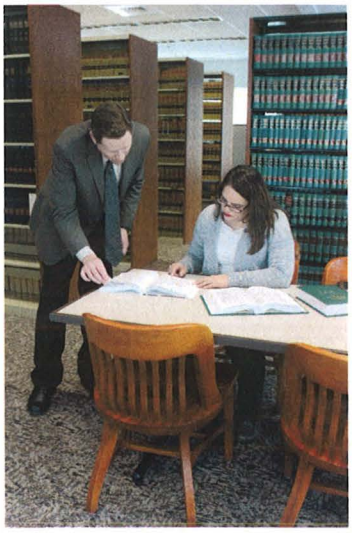
"Wow! Thank you. This is very helpful."

"Thank you so much for your help over the years ... Working with you is always a pleasure."

"Thank you... This is exactly what I needed."

"Thank you for pointing me in the right direction."

"Thanks for the prompt and comprehensive reply."



"Just wanted to thank you for this information. It is very helpful and I appreciate all the research you did here."

"Thank you so much, this information is greatly helpful!"

"What you sent me actually was perfect... I will utilize your library in person should I require any further information."

CONCLUSION

This Annual Report showcases the value of the services of the Connecticut Judicial Branch Law Library Services Unit. The quantitative data presented provides a glimpse into what Law Library Services is all about - a dedicated staff of librarians striving to meet the need for access to legal information. The duties, responsibilities, activities, and initiatives undertaken by the law librarians highlight the continued contributions of Law Library Services in its efforts to achieve the goals of the strategic plans of both the Judicial Branch and the Law Library Services Unit. The information in this annual report demonstrates the progress made in focusing on the future, and strengthening the ability of the law libraries to respond to the constantly evolving demands and needs of patrons.

This report is also intended to cultivate an appreciation for the vital role Law Library Services plays in supporting the Judicial Branch's endeavors to fully and fairly serve those seeking access to justice. As stated in the previous Annual Report, the Law Library Services Unit will continue to expand involvement in programs and initiatives in order to meet the challenges of accurate, timely information delivery, and to assist the Connecticut Judicial Branch in its ongoing efforts to provide access to equal justice under the law.

Connecticut Judicial Branch
Law Libraries

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