CONNECTICUT JUDICIAL BRANCH
LAW LIBRARY SERVICES
2016-2017 ANNUAL REPORT
INTRODUCTION

During the period July 2016 through June 2017, the Connecticut Judicial Branch, Law Library Services Unit, experienced a number of changes and adjustments to staff and facilities. Two law librarians retired: one from the Rockville Law Library on July 1, 2016, and one from the Putnam Law Library on September 1, 2016. Given fiscal constraints, new librarians could not be hired to replace the librarians who retired. Nevertheless, Law Library Services continued to demonstrate its strong commitment to promoting access to justice initiatives statewide.

In order to maintain patron access to a law library in each of the impacted courthouses, staff assignments and library open hours were reconfigured. Without the opportunity to add librarians to the Law Library Services Unit, work schedules of some of the existing staff members changed. An assignment plan was instituted that necessitated the reassignment of two supervising law librarians and six law librarians, and the reduction of open hours in four locations. Of the twelve courthouse law libraries, this plan brought the number of libraries operating less than five days a week to seven. The lack of staff and the curtailment of hours open to serve patrons clearly impacted the Law Library Services Unit’s availability, and thus its ability, to render assistance to those patrons researching law-related issues. The numbers included in this report in many of the statistical categories tracked by Law Library Services are lower than the statistics reported in the last annual fiscal year report. Without an adequate number of professional law librarians to staff all courthouse law libraries on a full-time schedule, the Judicial Branch stakeholders, both internal and external, suffered from the lack of the knowledgeable legal research guidance and assistance provided by experienced law librarians.

During this reporting period, the Judicial Branch also initiated changes to certain Branch facilities which resulted in the Law Library Services Unit absorbing additional changes. As of July 1, 2016, the Law Library at the Willimantic courthouse was closed, since the Willimantic courthouse was also scheduled to close. Much time and effort was expended by the Deputy Director and the two Supervising Law Librarians to inventory the Willimantic collection and then determine which materials were to be redistributed. Also during this rating period, the Putnam courthouse underwent a space reconfiguration since the Putnam courthouse absorbed additional courthouse personnel and court business as a result of the Willimantic closure. The footprint of the Putnam Law Library was significantly reduced in order to create space for the courthouse Court Service Center, which was being moved to an area adjacent to, and once occupied by, the law library. The reconfiguration and repurpose of the space now offers increased opportunities for collaboration between the Law Library and the Court Service Center.

Throughout this reporting period, the dedicated work and professional service rendered by the Judicial Branch law librarians demonstrated the unit’s flexibility and sustainability. The commitment of the law librarians during this reporting period to exert all possible efforts to fulfill the mission of the Law Library Services Unit, to meet patrons’ needs, to maintain services and resources, and to expand outreach efforts is commendable.
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Bridgeport Law Library

Danbury 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.

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.
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, in order to maintain a law library system that functions today and remains integral to the justice system in the future, the Law Library Services Unit continued the process of working toward the goals contained in the Strategic Plan for the Connecticut Judicial Branch Law Library Services Unit, 2015-2020, which was adopted by the Law Library Advisory Committee in May 2015. The Committee recognized the need for the Judicial Branch Law Library Services Unit to strengthen and expand its 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 that was formulated as a guide 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.

In furtherance of efforts to ensure that the legal information needs of all stakeholders are met, now and in the future, an implementation plan was created, outlining steps to be taken by the law librarians in order to move toward achieving the goals of the Strategic Plan. Each librarian was assigned to work on initial steps to be undertaken for two Strategic Plan goals. Two updated periodic progress reports were submitted to the Law Library Advisory Committee during this reporting period, summarizing the implementation steps undertaken by staff working toward the accomplishment of the Strategic Plan goals.

The Law Library Advisory Committee members serving during FY2016-2017 are listed below:

<table>
<thead>
<tr>
<th>Committee Members</th>
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<tbody>
<tr>
<td>Hon. Douglas C. Mintz, Chair</td>
<td>Adam J. Cohen, Attorney</td>
</tr>
<tr>
<td>Hon. James W. Abrams, Vice Chair</td>
<td>Michael R. Brandt, Attorney</td>
</tr>
<tr>
<td>Hon. Melanie L. Cradle</td>
<td>Eamonn S. Wisneski, Attorney</td>
</tr>
<tr>
<td>Hon. Kevin C. Doyle</td>
<td>Ann M. DeVaux, Law Library Director</td>
</tr>
<tr>
<td>Hon. Jane B. Emons</td>
<td>Darcy Kirk, Associate Dean and Professor of Law</td>
</tr>
<tr>
<td>Hon. Erika M. Tindill</td>
<td>Teresa Miguel-Stearns, Law Librarian and Professor of Law</td>
</tr>
<tr>
<td>William H. Clendenen, Jr., Attorney</td>
<td>Secretary to the Committee: Deputy Director of Law Libraries, Ann H. Doherty, Judge Support Services, Superior Court Operations</td>
</tr>
</tbody>
</table>


STAFF
The Law Library Services Unit is a Connecticut Judicial Branch, Superior Court Operations Division unit within Judge Support Services. During most of Fiscal Year 2016-2017*, the staff of the Law Library Services Unit consisted of thirteen law librarians, two supervising law librarians, and the Deputy Director.

ORGANIZATIONAL CHART
CONNECTICUT JUDICIAL BRANCH LAW LIBRARY SERVICES UNIT

SUPERIOR COURT OPERATIONS DIVISION

JUDGE SUPPORT SERVICES

LAW LIBRARY SERVICES UNIT
ANN H. DOHERTY
DEPUTY DIRECTOR

CLAUDIA JALOWKA
SUPERVISING LAW LIBRARIAN

JEFFREY J. DOWD
SUPERVISING LAW LIBRARIAN

LAW LIBRARIAN II
Taryn Agati (Litchfield)
Tony Booth (Danbury)
Mary Ann Krivicky (Bridgeport)
Catherine Mazur (Hartford)
Christopher Roy (New Britain)
Karen Townsend (Bridgeport)

LAW LIBRARIAN II
*Donna Izbicki (Putnam)
*Retired as of 9/1/2016
Peter Jenkins (New London)
Michele Penn (New Haven)
Astoria Ridley (New Haven)
Lori Sulmasy (Middletown)
Janet Zigadto (Waterbury)

LAW LIBRARIAN II
Michael Beetham (Stamford)
Pamela Kaufman (Stamford)
LAW LIBRARY SERVICES – SERVICES AND STATISTICS

For the period July 1, 2016 to June 30, 2017, the Connecticut Judicial Branch Law Libraries report the following totals for the twelve staffed libraries:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door count</td>
<td>145,430</td>
</tr>
<tr>
<td>Telephone reference responses</td>
<td>4,764</td>
</tr>
<tr>
<td>Email reference responses</td>
<td>2,840</td>
</tr>
</tbody>
</table>

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.

For the period July 1, 2016, through June 30, 2017, the following information was tracked:

**In-library users by type:**

- Court: 2,547
- Judicial Branch Personnel: 5,140
- Attorneys/Legal Professionals: 14,228
- Self-Represented Parties: 10,141
- General Public: 5,742

**In-library computer use:**

- General: 8,616
- Case Look-up/E-Services: 2,711
- Legal Research Databases: 3,474
LAW LIBRARY SERVICES – SERVICES AND STATISTICS

In addition to email reference assistance provided to patrons contacting a particular library or an individual staff librarian, the Law Library Services Unit 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.

2016-2017: “Ask a Librarian” Email Service – 502 email reference questions were asked and answered by the Judicial Branch law librarians. This number represents 108 responses to attorneys and/or legal professionals, 178 responses to self-represented parties, and 216 responses to members of the general public.

2016-2017: 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 2016-2017, the law librarians responded to 1,555 inquiries for information and assistance, covering a wide range of court and law related matters. This number represents 73 responses to attorneys and/or legal professionals, and 1,482 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

2016-2017: 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 Branch personnel who sign up for the service and are on a distribution list. Full-text decisions or articles are provided, upon request.

2016-2017: The following requests were filled through the E-Notification Services:

- Advance Release Opinions from the Connecticut Supreme and Appellate Courts – 583
- BNA U.S. Law Week – 35
- BNA Criminal Law Reporter – 34
- BNA Family Law Reporter – 246

2016-2017: Connecticut Law Reporter Highlights – This additional E-Notification Service is offered to Superior Court Judges. To date, 63 Judges have signed up to receive a weekly bulletin which provides electronic access to selected Connecticut court decisions.
**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.

**2016-2017:** The law librarians responded to 502 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.

**2016-2017:** The committee issued guidelines for cataloging standards and procedures to be followed by staff when updating the online catalog. The “Catalog Records Tracker,” a worksheet used as a tool for reporting needed catalog revisions, is available for all library staff to check to see what is needed to maintain the catalog accuracy and currency for each library’s holdings. During this fiscal year, committee members created 90 original catalog records.

### 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.

**2016-2017:** 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, 19 titles were purchased through this program, resulting in a savings of $5,639.25 over the published purchase costs.
**LAW LIBRARY SERVICES – COMMITTEES AND SERVICES**

**Inmate Correspondence Service**

**Purpose:** This service provides inmates 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.

**2016-2017:** During this reporting period, 132 written requests were received, and 105 responses were mailed to inmates who submitted requests that complied with the guidelines. Through this program, 2,449 pages of information were forwarded to inmates to assist them in their legal matters.

**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.

**2016-2017:** During this reporting period, 22 interlibrary loan requests were initiated, 17 requests were filled, and 5 were cancelled. All of the requests that were filled were loans of material from participating libraries. The average turnaround time from receipt of request to fulfillment confirmation was 2.5 days.

**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, and postings of professional development and training opportunities.

**2016-2017:** News, announcements, and useful information were posted periodically by Law Library Services administration and staff members to share with the law library unit.

**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.

**2016-2017:** There were 80 published legal research guides, of which 48 guides were updated. Research guide downloads averaged 38,529 per month, for total of 462,356 downloads this period.
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.

**2016-2017:** The Marketing Committee prepared, ordered, and distributed Judicial Branch Law Library calendars, in four sizes ranging from 5” x 7” pocket size to 2’ x 3’ 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, 4,637 calendars were distributed.

In the spring of 2017, the Marketing Committee, to celebrate Law Day, and with the assistance of the Judicial Branch Graphic Designer, created and distributed 43 posters highlighting the 14th Amendment to the U.S. Constitution, and the fact that Connecticut was the first state to ratify the amendment granting equal protection for people of all races.

During this reporting period, the Marketing Committee updated 4 *Doses of Connecticut Legal History*, which were posted on the Judicial Branch home page in the “feature” rotation.
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.

2016-2017: During this reporting period, the Committee reviewed the program, “Connecticut Legal Research & Courthouse Resources for New & Experienced Attorneys” and discussed revisions and updates to be incorporated in a revamped program for future presentations.

The program “Online Legal Research Available at the Judicial Branch Law Libraries” was also studied for possible revision, in order to incorporate discussion of additional online resources offered by the law libraries for new and experienced attorneys.

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.

2016-2017: During this reporting period, members of the Committee presented programs to both internal and external stakeholders, highlighting the services, assistance, and resources available. Two law librarians presented a program to the Trumbull Public Library reference librarians providing information on the resources and services of the Judicial Branch Law Library Services Unit.

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.

2016-2017: 1 slidecast, “Defendant’s Filing of an Answer to a Complaint (Civil),” was prepared and posted on the Judicial Branch web site as part of the Self-Represented Parties Information Series.
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.

  **2016-2017:** In the Spring of 2017, the sub-committee arranged for a staff training program presented by the Public Defenders’ Office at the Middlesex courthouse. The Annual Staff Development Program was held in June 2017, and featured a presentation by Trooper Brianna Tassinari of the Connecticut State Police, Special Licensing and Firearms Unit. Trooper Tassinari delivered a very informative program on firearms law and licensing in Connecticut.

  **2016-2017:** Staff attended 262 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.

  **2016-2017:** During this reporting period, the training sub-committee provided 25 hours of formal training, including a Westlaw training program for the Judicial Branch Family Support Magistrates. In addition, the committee members also provided individualized, in-chambers training to Supreme Court Justices, Appellate Court Judges, and Superior Court Judges. Judicial Branch Legal Services staff and Legal Research Clerks also received training.
**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.

**2016-2017:** 5 periodic web site link checks were conducted during the reporting period; 31,980 links were checked in total.

![Web Page Image]

**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 and subscriber services which allow subscribers to receive notices and announcements as they are posted.

![NewsLog Image]

**2016-2017:** During this reporting period, the NewsLog was redesigned to offer users a streamlined, readable blog with more subscription options. The NewsLog editors were responsible for 491 posts, and, as a result of the redesign, the NewsLog service increased the number of subscribers to 301.
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

Judicial Branch law librarians, a Court Planner, and a law librarian from the University of Connecticut, School of Law, all members of the workgroup, collaborated on drafting and presenting a training program for public librarians, “Hands-On Legal Reference for Public Librarians.” The program was sponsored by the Connecticut State Library, and was presented at Middletown Library Service Center, on December 8, 2016. Participants learned techniques on how to conduct a legal reference interview efficiently, and how to identify the difference between a request for legal information and a request for legal advice.

Connecticut Library Association – 126th Annual Conference

May 4-5, 2017

Representatives from the Judicial Branch, Law Library Services, and Court Service Centers/Public Information Desks, together with representatives from the Connecticut State Library and CT Law Help, presented a panel discussion on the importance of the role of public librarians in the “Access to Justice” movement. The program, entitled “COURTING THE PUBLIC LIBRARIAN – BUILDING PARTNERSHIPS WITH THE LEGAL COMMUNITY,” was moderated by a University of Connecticut, School of Law, reference librarian, and the conversation focused on building connections with public librarians to create exciting collaborations and strong communities committed to promoting access to reliable law-related information.
LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES

Judicial Branch Strategic Plan District Liaison Program

During this reporting period, the two law librarians who were selected to participate in the Judicial Branch Strategic Plan District Liaison Program have been involved, with other District Liaisons in their respective judicial districts, in coordinating efforts to communicate information concerning the Judicial Branch Strategic Plan, and promoting and marketing the goals, vision, and values of the 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 internet for court staff and for the public. The board meets at least quarterly to ensure coordination and collaboration between units within the Division.

Judicial Branch Intern Program

During this reporting period, Law Library Services participated in the Judicial Branch Experiential Learning Program, which offers internships to graduate students. A library science degree candidate, enrolled at St. John’s University, New York City, worked at the Waterbury Law Library under the day-to-day tutelage and supervision of the Waterbury law librarian, to fulfill the internship program’s participation requirements. The benefits derived from participating in the program were enjoyed both by the intern and the Law Library Services Unit.
LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES


During this reporting period, a supervising law librarian participated in the State of Connecticut, Department of Administrative Services, Train-the-Trainer certificate program, as a trainer. Over a period of several months, the instructional sessions were held to work with enrolled individuals to increase their knowledge, skills, and abilities to function effectively as a trainer.

Connecticut State Library – Advisory Council for Library Planning and Development

During this reporting period, a New Haven law librarian served 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. Issues involving the State Library interlibrary loan delivery system (deliverIT CT) arose during this reporting period. The New Haven law librarian was asked to co-chair a task force formed to study and resolve the ongoing issues with the system.

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.
# LAW LIBRARY SERVICES – STATISTICS AND NUMBERS SUMMARY

## SUMMARY OF CONNECTICUT JUDICIAL BRANCH

### LAW LIBRARY SERVICES UNIT STATISTICS AND NUMBERS

#### FY2016-2017

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<th>Patron Statistics</th>
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<td><strong>By the numbers</strong></td>
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<tr>
<td>Door Count</td>
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<tr>
<td>Telephone reference responses</td>
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<tr>
<td>Email reference responses</td>
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<td><strong>By the in-library users</strong></td>
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<td>Court</td>
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<td>General Public</td>
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<td>General</td>
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<td>Case Look-up/E-Services</td>
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<td>Legal Research Databases</td>
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<tr>
<th>Email Reference Services</th>
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<tbody>
<tr>
<td><strong>Ask a Librarian</strong></td>
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<tr>
<td>Responses to Attorneys/Legal Professionals</td>
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<td>Responses to Self-Represented Parties</td>
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<tr>
<td>Responses to General Public</td>
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<td><strong>Ask Us a Question</strong></td>
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<td>Responses to Attorneys/Legal Professionals</td>
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<td>Responses to Self-Represented Parties/General Public</td>
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<th>E-Notification Services</th>
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<td>Advance Release Decisions</td>
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<td>BNA U.S. Law Week</td>
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<td>BNA Criminal Law Reporter</td>
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<td>BNA Family Law Reporter</td>
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<tr>
<th>Inmate Correspondence Service</th>
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<tbody>
<tr>
<td>Written requests received</td>
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<tr>
<td>Responses mailed to requests meeting guidelines</td>
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<tr>
<th>Interlibrary Loan Service</th>
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<tbody>
<tr>
<td>Requests initiated</td>
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<tr>
<td>Requests filled</td>
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<tr>
<td>Requests cancelled</td>
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<td>Request average turnaround</td>
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<tr>
<th>Category</th>
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<tr>
<td><strong>NewsLog</strong></td>
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<td>Total subscribers</td>
<td>301</td>
<td></td>
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<tr>
<td>Total posts</td>
<td>491</td>
<td></td>
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<tr>
<td><strong>Self-Represented Parties’ Information</strong></td>
<td>Slidecast “Defendant’s Answer”</td>
<td>1</td>
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<tr>
<td><strong>Education and Training</strong></td>
<td>Hours training attended</td>
<td>262</td>
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<tr>
<td><strong>Marketing Committee</strong></td>
<td>Hours staff training provided</td>
<td>25</td>
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<tr>
<td><strong>Calendars distributed</strong></td>
<td>4,637</td>
<td></td>
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<tr>
<td><strong>Law Day posters distributed</strong></td>
<td>43</td>
<td></td>
</tr>
<tr>
<td><strong>Doses of Connecticut Legal History featured</strong></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td><strong>Research Guides</strong></td>
<td>Published research guides</td>
<td>80</td>
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<tr>
<td><strong>Updated research guides</strong></td>
<td>48</td>
<td></td>
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<tr>
<td><strong>Total research guide downloads in FY17</strong></td>
<td>462,356</td>
<td></td>
</tr>
<tr>
<td><strong>Average research guide downloads per month</strong></td>
<td>38,529</td>
<td></td>
</tr>
<tr>
<td><strong>Law by Subject Web Pages</strong></td>
<td>Total web pages</td>
<td>116</td>
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<tr>
<td><strong>New web pages created</strong></td>
<td>1</td>
<td></td>
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<tr>
<td><strong>Law Library Services Web Site</strong></td>
<td>Scheduled periodic link checks conducted</td>
<td>5</td>
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<tr>
<td><strong>Total links checked</strong></td>
<td>31,980</td>
<td></td>
</tr>
</tbody>
</table>

Waterbury 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:

“Thank you for your quick response and yes this helps.”

“Thank you for your prompt response. This is exactly what we were looking for. Thank you again.”

“Awesome thank you so much!”

“You are tremendously helpful!”

“Just what I needed. Thank you!”

“Thank you very much. This is the information that I needed.”

“Thank you very much for your time and help. It’s appreciated.”

“That’s wonderful – thank you and please send my thanks to all who have helped.”
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 law 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 law librarians are frontline representatives of the Judicial Branch who are strategically positioned to utilize their knowledge, skill, and resources to assist patrons in pursuit of knowledge and understanding of the law. 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.

In addition to reporting the numbers, this annual review 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 reports, the Law Library Services Unit will continue to expand its 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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