Appendix A

PUBLIC LAW LIBRARY SERVICES SURVEY SUMMARY 2010

By V. Eldridge & L. Selwyn, ©2010

Survey Template

A colleague and I are working on a journal article and would appreciate your participation in a brief survey. Responses will be kept confidential but contact information is requested for follow-up purposes. Please send responses to lbng@centurytel.net. I can post a Summary to the List (personally identifying information redacted) if requested.

My library is:

__ academic law library
__ firm library
__ public law library
__ other (specify): ____________________

Firm, Academic and Other Libraries:

Have you ever used a public law library?

__ Yes
__ No

If “yes,” why did you use the public law library?

Have you ever referred someone to a public law library rather than permit that person to use your library’s resources?

__ Yes
__ No

If “yes,” why did you refer that patron, client, student or faculty member to the public law library?

Have you or someone else on your staff ever requested assistance from a public law library?

__ Yes
__ No

If “yes,” what type of assistance was requested?

__ ILL
__ Ready Reference
__ Resources beyond the scope of your collection
__ Resources for a pro bono case
Access to a database that is beyond your library’s budget or your supervisor’s self-imposed costs limitations

Help provide new resource training to your attorneys, students, faculty or library staff while waiting for your new electronic contract to begin or the new print resources to arrive?

Other (specify): _______________________

If you have any suggestions or ideas as to how a public law library could help you provide services to your own patrons, please list them here.

Public Law Libraries

Type of funding:
__ Public
__ Private

Type of library:
__ Federal
__ Judicial
__ State
__ County
__ Municipal
__ Grant
__ Special Interest
__ Other (specify): _______________________

Do you ever see law school students or faculty?
__ Yes
__ No
If “yes,” what types of resources do they seek?
Why did they use the public law library rather than the academic law library?
How has your public law library helped the academic law library’s patrons?

Do you ever see law firm attorneys or their staff in the public law library?
__ Yes
__ No
If “yes,” what type of resources do they seek?
Why did they use the public law library rather than the firm library?
How has your public law library helped local law firms?

Person Completing Survey:
Name: ______________________________________________
Title: ______________________________________________
Organization: ______________________________________________
State: ______________________________________________
SURVEY RESULTS

Eldridge-Selwyn Law-Lib Survey

This survey was disseminated in January 2010 to approximately 450 law librarians via three listservs: Law-Lib, SLA-DSOL, and SCCLL-SIS. One hundred eleven law librarians representing 109 law libraries responded for a total response rate of 24.889%; however, it is impossible to know the number of libraries represented by the 450 librarians on these listservs. Six of the responding libraries reported having dual missions with one mission being service to the general public. The dual mission library responses were counted as two original responses per survey for a total of 109 responses. Response breakdowns are shown below:

<table>
<thead>
<tr>
<th>Library Type</th>
<th>Number of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public law library</td>
<td>39</td>
</tr>
<tr>
<td>Court, Government Agency, Legislative library</td>
<td>18</td>
</tr>
<tr>
<td>Academic and Law school library</td>
<td>18</td>
</tr>
<tr>
<td>Firm library</td>
<td>26</td>
</tr>
<tr>
<td>Other law library</td>
<td>8</td>
</tr>
<tr>
<td>Duplicate responses by multiple library staff (submitted by 2 different academic libraries) from libraries without a public law library mission</td>
<td>2</td>
</tr>
</tbody>
</table>

Combined Total Responses: 109*—All Types – With Dual Mission 109 Responses

* Six responding libraries reported having dual missions, answered both surveys and were counted twice for a total of 109 responses. Actual number of survey respondents was 103 responses.

Public Law Library –42 responses

Type of funding:
42: Public  
3: Private  
3: libraries received both public and private funding  
3: libraries failed to identify their funding base

Type of library:
5: Judicial  
6: State  
27: County  
4: Various government libraries  
1: library did not identify itself as to library type  
1: judicial library is available only to pro se with active cases in that court, bar members, legal professionals & federal court staff
Do you ever see law school students or faculty?

29: Yes
8: No

If “yes,” what types of resources do they seek?

- Best source for specific patron: 1
- BI: 3
- Briefs: 1
- CALR with and without CALR training: 9
- Case law (any format): 2
- Circulation: 2
- CLE: 1
- Computer access: 1
- Digest: 3
- Document delivery: 1
- General resources: 4
- Historical resources: 7
- ILL: 2
- Legal research lectures: 2
- Legal resources for homework assignments not available at school library: 4
- Library tours: 2
- MS WORD access: 1
- Municipal resources: 1
- Online access: 4
- Photocopy access: 1
- Primary resources: 7
- Print research assistance: 4
- Print resources: 5
- Reference: 4
- Secondary resources: 15
- Serials, periodicals & law reviews: 3
- Specialized assistance: 4
- Stronger resource collection than available at law school library: 5
- State agency publications: 1

Why did they use the public law library rather than the academic law library?

- Academic library not comprehensive enough: 5
- Computer and photocopier availability: 2
- Directional assistance: 1
- Few interruptions: 1
- ILL: 1
- Internships: 1
- Less competition for specific library titles: 1
- Library had item(s) needed: 5
- Location/Convenience: 18
- Only law library in the area: 1
Personal preference: 1
Quiet: 3
Reference assistance: 4
Referrals: 1
School break: 1

How has your public law library helped the academic law library’s patrons?

Access to computers & photocopiers: 2
BI: 3
Career or business planning: 1
Circulation: 2
Consultation on social media issues: 1
Directional assistance: 1
Document delivery: 1
General reference: 6
General resources: 3
Historical & state agency publications: 1
ILL: 3
Networking: 1
Online database access: 2
Practical rather than theoretical materials for circulation: 1
Practice materials: 1
Quiet location: 2
Referrals: 1
Research expertise: 3
Specialized reference: 5
Supplement local legal education programs: 6

Note: 2 additional public law libraries reported helping academic patrons but did not specify the type of assistance provided to this particular patron group.

Do you ever see or law firm attorneys or their staff in the public law library?
37: Yes
0: No

If “yes,” what type of resources do they seek?

Best source for patron: 8
BI: 1
CALR databases: 19
Circulation: 1
CLE: 7
Computers & photocopiers: 8
Document delivery: 1
Electronic resources: 16
Forms books: 10
General resources: 9
Historical resources: 8
ILL: 8
Legislative history: 13
Library tours: 1
“Office away from home”: 10
Online databases: 16
Online tools: 7
Other print resources: 20
Primary resources: 21
Print reporters & statutes: 7
Research assistance: 19
Secondary resources: 24
Specialized assistance: 6
Specialized resources: 3
State and federal regulations: 11
State specific titles: 9
Supplement firm collections: 8

Why did they use the public law library rather than the firm library?
Convenience/Location: 10
Document delivery: 1
Free: 2
ILL: 2
Library had what they needed: 1
MCLE: 1
No firm library: 3
Print preference: 1
Public law library had more resources: 25
Quiet: 1
Research assistance: 1
Supplement firm collection: 4
Wireless access: 1

How has your public law library helped local law firms?
BI: 4
CALR: 4
Circulation: 2
Cite checking: 1
CLEs: 5
Comfortable work space: 1
 Convenient, efficient access to the law: 1
Database training: 2
Directional information: 1
Document delivery: 3
Extended hours: 1
Fax or email materials: 2
Free databases: 2
General reference: 5
General resources: 4
Guidance: 1
ILL: 7
Internet access: 1
Monthly newsletter: 1
Primary source materials: 4
Pro bono opportunities: 2
Provide electronic resources: 5
Provide information not available at office: 1
Provide multiple formats: 4
Provide print resources: 5
Provide purchasing information re: legal books and databases: 1
Provide resources they cannot afford: 7
Resource training: 1
Secondary source materials: 4
Sending out copy bills: 1
Showcase new resources: 1
Supplement firm collections: 4

Public law library services utilized by all patrons regardless of patron category, see answers below (44 libraries responded to this section: 30 public law libraries, 5 court, 3 government, 6 state reported the following service demands)

Attorney circulation: 6
Cite Checking: 1
CLE: 7
Convenience: 22
Database access: 28
Document delivery: 2
Employee/Academic/personal research: 1
Hardcopies: 1
Historical resources: 6
Homework: 1
ILL: 23
Legislative history: 4
Local resources: 3
Meeting place: 2
Networking: 1
Pro bono/Pro se cases: 4
Public access computers (not databases): 2
Purchase advice: 1
Ready & general reference: 19
Resource training: 8
Staff expertise: 4
Supplement other libraries’ collections: 44
Tours: 3

Note: 1 government library misunderstood the question and reported that its staff did not use the public law library.

Responses by State & Type:

Public Law Library:

- TX (5)
- CA (6)
- PA (1)
- MN (3)
- KY (2)
- NV (1)
- IN (1)
- NY (1)
- WA (3 + the state law library)
- WY (1)
- CT (1)
- OH (2)
- MT (1)
- OR (1)
- MD (3)
- IL (1)
- WI (1)
- HI (1)
- KS (1)
- SC (1)
- Unidentified (1)

Government Agency Libraries:

- LA (1 FEDERAL AGENCY)
- NC (1 GOVERNMENT)
- ID (LEGISLATIVE)
- RI (1 Attorney General)

Court Libraries:

- CA (4)
- DC (2)
- MA (1)
- RI (1)
- NJ (1)
- IN (1)
- Unidentified (1)
Court, Government Agency and Legislative Law
Library Responses - 18 responses

Eighteen non-public court, government agency and legislative law library responses were received.

Have you ever used a public law library?
  14: Yes
  4: No

If “yes,” why did you use the public law library?
  Borrow material: 1
  Historical material: 1
  Obtain materials not available elsewhere: 5
  State specific titles: 1
  Supplement in-house collection: 10

If “no,” why not?
  No public law library in the area: 1

Have you ever referred someone to a public law library rather than permit that person to use your library’s resources?
  9: Yes
  9: No

If “yes,” why did you refer that patron, client, student or faculty member to the public law library?
  Employee’s personal project: 1
  Private library: 8
  Semi-public law library (only pro se & attorneys appearing before this specific court: 1

Have you or someone else on your staff ever requested assistance from a public law library?
  15: Yes
  3: No

If “yes,” what type of assistance was requested?
  Access to a database that is beyond your library’s budget or your supervisor’s self-imposed cost limitations: 4
  Free computer classes: 1
  Help provide new resource training to your attorneys, students, faculty or library staff while waiting for your new electronic contract to begin or the new print resources to arrive: 1
  ILL: 12
  Ready Reference: 10
  Resources beyond the scope of your collection: 14

If you have any suggestions or ideas as to how a public law library could help you provide services to your own patrons, please list them here.
  1. “Provide low cost MCLE programs”
  2. “Provide rainmaking opportunities…with a limit of 30-45 minutes per session. That would help solos, small firms and the public all at the same time.”
3. Provide database access
4. Help court libraries negotiate better deal for the databases they do subscribe to
5. Same day copy service

Respondents by state:
- ID (1)
- NC (1)
- LA (1)
- CA (5)
- IN (1)
- MD (1)
- NJ (1)
- RI (2)
- MA (1)
- DC (3)
- MO (1)
- Legislative – 1
- Federal agency – 2
- State agency – 1
- Court – 13
- Association – 1

1 library reported having a dual mission

Academic Law Library – 18 responses

Eighteen academic law library responses were received:
- 17 from law school law libraries and one from a general university library with a legal collection.
- 1 respondent returned a blank survey (#16)

Have you ever used a public law library?
- 10: Yes
- 7: No

If “yes,” why did you use the public law library?
- Homework assignments: 2
- ILL: 1
- Personal research: 2
- Reference: 1
- State documents & resources: 1
- Supplement academic library’s resources: 5
- Work related research: 3
Have you ever referred someone to a public law library rather than permit that person to use your library’s resources?
10: Yes
7: No
If “yes,” why did you refer that patron, client, student or faculty member to the public law library?
   Library closed to public: 4
   Not set up to help pro se: 1
   Paton was neither a member of the law school or a subscription member: 1

Have you or someone else on your staff ever requested assistance from a public law library?
15: Yes
2: No
If “yes,” what type of assistance was requested? (see Table 15)
   Access to a database that is beyond your library’s budget or your supervisor’s self-imposed cost limitations: 2
   CLE: 1
   Employee’s personal research: 1
   ILL: 7
   Legislative history: 1
   Local resources: 2
   Ready & general reference: 7
   Research training: 2
   Resources beyond the scope of your collection: 13
   Resources for general public, pro se and pro bono cases: 5
   Staff expertise not available in-house: 1

If you have any suggestions or ideas as to how a public law library could help you provide services to your own patrons, please list them here.
1. Programming “Training for our interested patrons about the contents/extent of the state library’s legislative history holdings.”
2. Outreach activities for the public law library side of our mission
3. OPAC or union catalog holdings available to the local community

Other comments:
I think our local county law library does a good job already. We encourage our law students to check the county law library catalog and/or call especially for foreign materials that we don’t have.

Response by state:
   TX (1)
   WA (1)
   PA (1)
   CA (2)
   OK (1)
   OH (1)
DE (1) 2 responses from same library by 2 different people
PA (1)
IN (1)
SC (1)
LA (1)
NJ (2) – 2 responses from same library by 2 different people
AZ (1)
IA (1)

Firm Library - 26 Responses

• 1 respondent returned a blank questionnaire
• 1 respondent answered both yes & no to the first question

Have you ever used a public law library?
23: Yes
3: No
If “yes,” why?
  Access materials firm does not have: 12
  Access to newspaper articles: 2
  Business database access: 1
  General reference: 2
  Hard copies: 1
  Historical materials: 2
  ILL: 1
  Legislative histories: 1
  Microforms: 1
  Obtain old materials: 3
  Research assistance: 1
  Staff expertise: 1
  State specific materials: 1
If “no,” why not?
  Client file laptop security concerns: 1
  No reason given: 1
  Public law library was merged with a local law school due to budget cuts: 1
  Unaware of a public law library in our area: 1

Have you ever referred someone to a public law library rather than permit that person to use your library’s resources?
11: Yes
16: No
Note: 1 library indicated both yes & no
If “yes,” why did you refer that patron, client, student or faculty member to the public law library?
  Private library: 7
Have you or someone else on your staff ever requested assistance from a public law library?

23: Yes
3: No

If “yes,” what type of assistance was requested?

- Access to a database that is beyond your library’s budget or your supervisor’s self-imposed cost limitations: 6
- Attorney circulation privileges: 6
- Cite checking: 1
- Document delivery: 2
- Employees personal research: 3
- Extended library hours: 3
- Hard copies: 3
- Help provide new resource training to attorneys and staff while waiting for your new electronic contract to begin or the new print resources to arrive: 3
- Historical resources: 7
- ILL: 21
- Legislative History: 4
- Local resources: 3
- Microforms: 2
- Ready & general reference: 12
- Resources beyond the scope of your collection: 21
- Resources for pro bono cases & pro se referrals: 8
- Staff expertise (better quality knowledge/staff training/skills): 3

If you have suggestions or ideas as to how a public law library could help you provide services to your own patrons, please list them here:

1. Circulation to firm libraries & bar members.
2. “Since we are canceling many print materials, it would be useful to us if the public law library would keep the basic multivolume treaties in print.”
3. “We would also like them to keep a hard copy collection of all state statutes.”

Library responses by state:

- OH (1)
- MI (3)
- NY (3)
- WV (1)
- AL (1)
- IN (2)
- KY (1)
- MO (1)
- TX (2)
- CA (2)
- MA (2)
- CO (1)
MD (1)
WI (2)
IL (1)
Unidentified (1)

Other Libraries: 8 Responses (7 US/1 New Zealand)

Corporate/Business/Non-profit

Have you ever used a public law library?
4: Yes
4: No
If “yes,” why did you use the public law library?
   Identify the official name of a specific Act (i.e. “No Child Left Behind”): 1
   Obtain copies of state laws or regulations: 1
   Resources beyond the scope of your collection: 1
If “no,” why not?
   Note: 5 libraries answered “no” but did not indicate their reasons for not using the public law library.

Have you ever referred someone to a public law library rather than permit that person to use your library’s resources?
0: Yes
8: No

Have you or someone else on your staff ever requested assistance from a public law library?
3: Yes
5: No
If “yes,” what type of assistance was requested (see Table 21)?
   Access to a database that is beyond your library’s budget or your supervisor’s self-imposed cost limitations: 1
   ILL: 2
   Ready & general reference: 1
   Resources beyond the scope of your collection: 3

If you have any suggestions or ideas as to how a public law library could help you provide services to your own patrons, please list them here.
   Coordinate with other public law libraries in the state to digitize old laws, regulations, and associated reporters.
Responses by state & type
   DC (1)
   IL (2)
   MA/Toronto (1) – This company has offices in both MA and Toronto, CA; Respondent did not clarify which office was represented in this survey.
   CA (1)
   NJ (1)
   Hamilton, New Zealand (1)
   MN (1)
   Non-Profit (1)
   Business firm (1)
   Corporate (6)