



CONNECTICUT JUDICIAL BRANCH LAW LIBRARY SERVICES UNIT

FY2021-2022 and FY2022-2023 REPORT



INTRODUCTION – REVIEW

The Law Library Services Unit of the Connecticut Judicial Branch is comprised of twelve law libraries located in the Judicial District Courthouses in Bridgeport, Danbury, Hartford, Middletown, New Britain, New Haven, New London, Putnam, Rockville, Stamford, Torrington, and Waterbury. During the period July 2021 through June 2023, the Law Library Services Unit, and the Connecticut Judicial Branch, were emerging from the COVID-19 pandemic. The statistics and anecdotal evidence show that while patrons are returning to our physical law libraries, many are choosing to access our resources through remote means as well. The Law Library Services' "Ask a Librarian" and "Live Chat" services, and the Judicial Branch's "Ask Us a Question" service, continue to receive queries at numbers higher than were seen in the pre-pandemic period. Telephone and email reference coming through these services are of a more complex nature requiring the law librarians to engage in longer exchanges with patrons. In response, the Law Library Services Unit engaged in development of more remote resources for patrons. The Law Librarians and the Law Library Services Unit's Committees are updating existing materials, rearranging access to materials, and actively developing new materials for our website. These include new and updated slidecast videos for self-represented parties, new instructional videos for conducting legal research, new and expanded research guides, new law by subject pages, and the development of podcasts.

The work engaged in by the law librarians has been affected by the virtual realm. Along with more of our reference interactions occurring remotely, staff are also engaged in other aspects of their work virtually. Microsoft Teams is used for holding staff meetings, supervisor one-on-one staff meetings, committee meetings, and for collaboration between librarians. Most of our training is now done remotely. Librarians taking continuing education programs, whether sponsored by the Judicial Branch, the Law Library Services Unit, or other organizations, are using remote platforms to participate. Training and orientation sessions offered by the Law Library Services Unit to Judicial Branch staff are mainly provided through Teams. This virtual means of connecting has saved staff time and travel and has had a profound effect on productivity.

During this period, the Law Library Services Unit also saw an increase and changes in staff. The Unit welcomed five new librarians during this reporting period, four of whom remain with us today. Two law librarians retired, and two librarians were promoted to fill vacancies during this period. The new hires bring new perspectives and experiences, which contribute to our continued improvement of and development of new resources and services.

In February 2022, after twenty-six years of service, with ten years of inspiring leadership as the Deputy Director of the Law Library Services Unit, Ann H. Doherty retired. Ann led the Unit through a period of growth and innovation. Ann brought the two supervising Law Librarians together with her in the Administrative Office and created a strong leadership team. Under her direction the voluntary, loosely organized library committees became mandatory structured committees that oversee many of the Unit's services and drove new developments. In order to better attain the goals of the Law Library Services' Strategic Plan, she created workgroups which were charged with developing action plans to meet the goals. She spearheaded a period of outreach to Connecticut public libraries and active involvement with the Judicial Branch's Workgroup on Libraries and Access to Justice. We thank Ann for her years of inspiring and devoted service.



Ann H. Doherty

INTRODUCTION – REVIEW (CONTINUED)

Changes to several of our management tools also have had an effect on our law libraries. In January 2022, the law libraries revised the statistics tracking to better capture the data needed in evaluating remote services and resource usage. In February 2023, we worked with the Judicial Branch's Materials Management Unit to develop an inventory tracking tool to comply with enhanced Judicial Branch inventory control needs. Lastly, at the end of FY2023, we introduced a new check-in tool to the law libraries to better control the acquisition process and bring standardization to the data recorded across all law libraries.

Changes to the legal publishing market are also having a profound impact on our law libraries. Legal publishers are strategically moving content from physical print format to the digital realm. In response to this Hobson's Choice, the Law Library Services Unit evaluated and elected to contract with Wolters Kluwer to add the VitalLaw platform to our offering of online legal research databases. VitalLaw, which became available to patrons in September 2023, provides access to the treatise and analytical material that the law libraries purchase from Wolters Kluwer. This access increases the availability of these titles to our patrons by allowing simultaneous use of a title by multiple patrons at the same time, as well as allowing Judicial Branch researchers to access these titles remotely from their desktops.

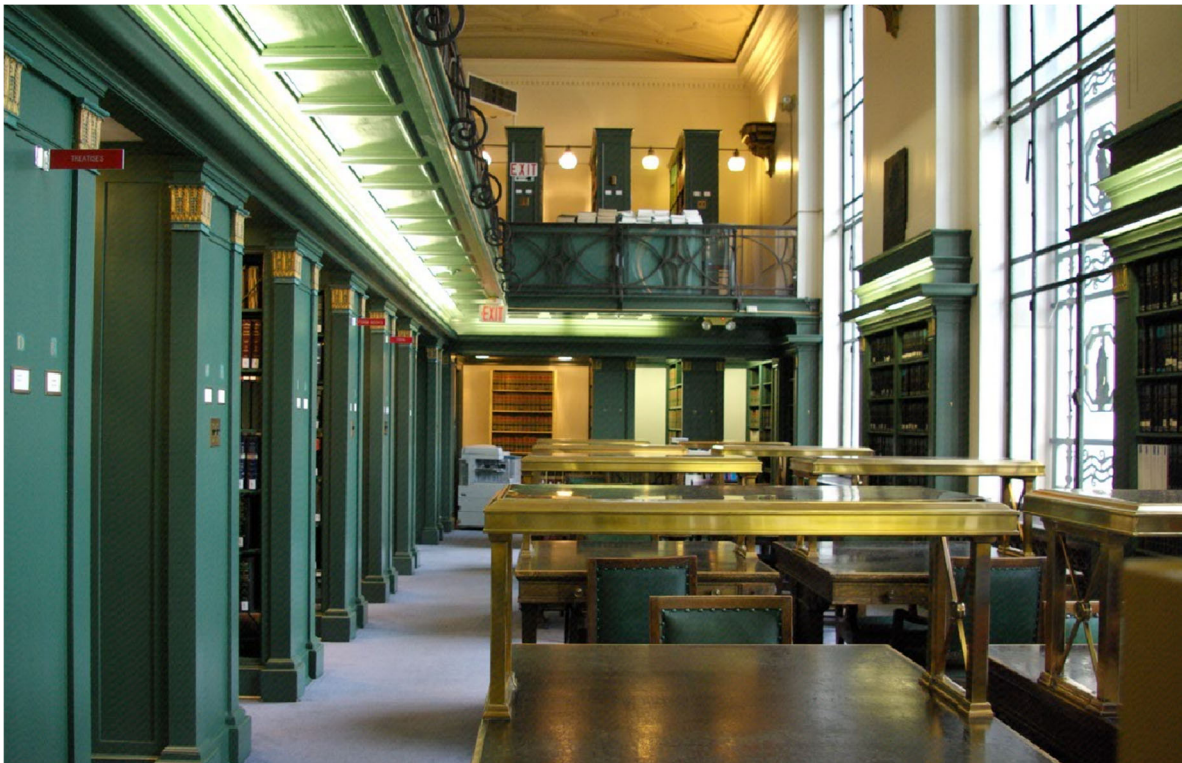
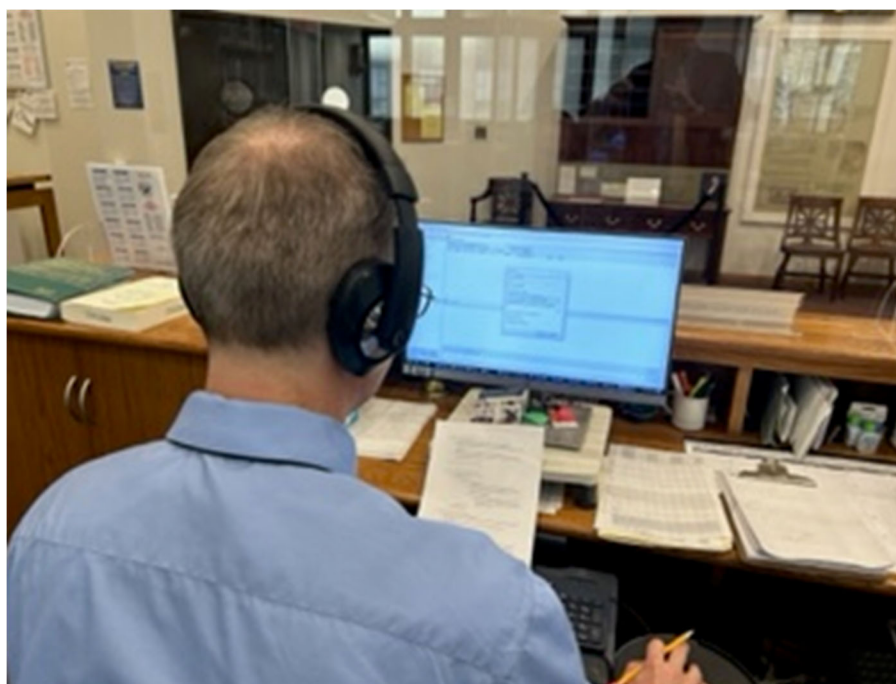


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VISION OF THE LAW LIBRARY SERVICES UNIT

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 objective 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 “*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.*”

The Law Library Advisory Committee met on November 5, 2021.

The Law Library Advisory Committee members serving during this period are listed below:

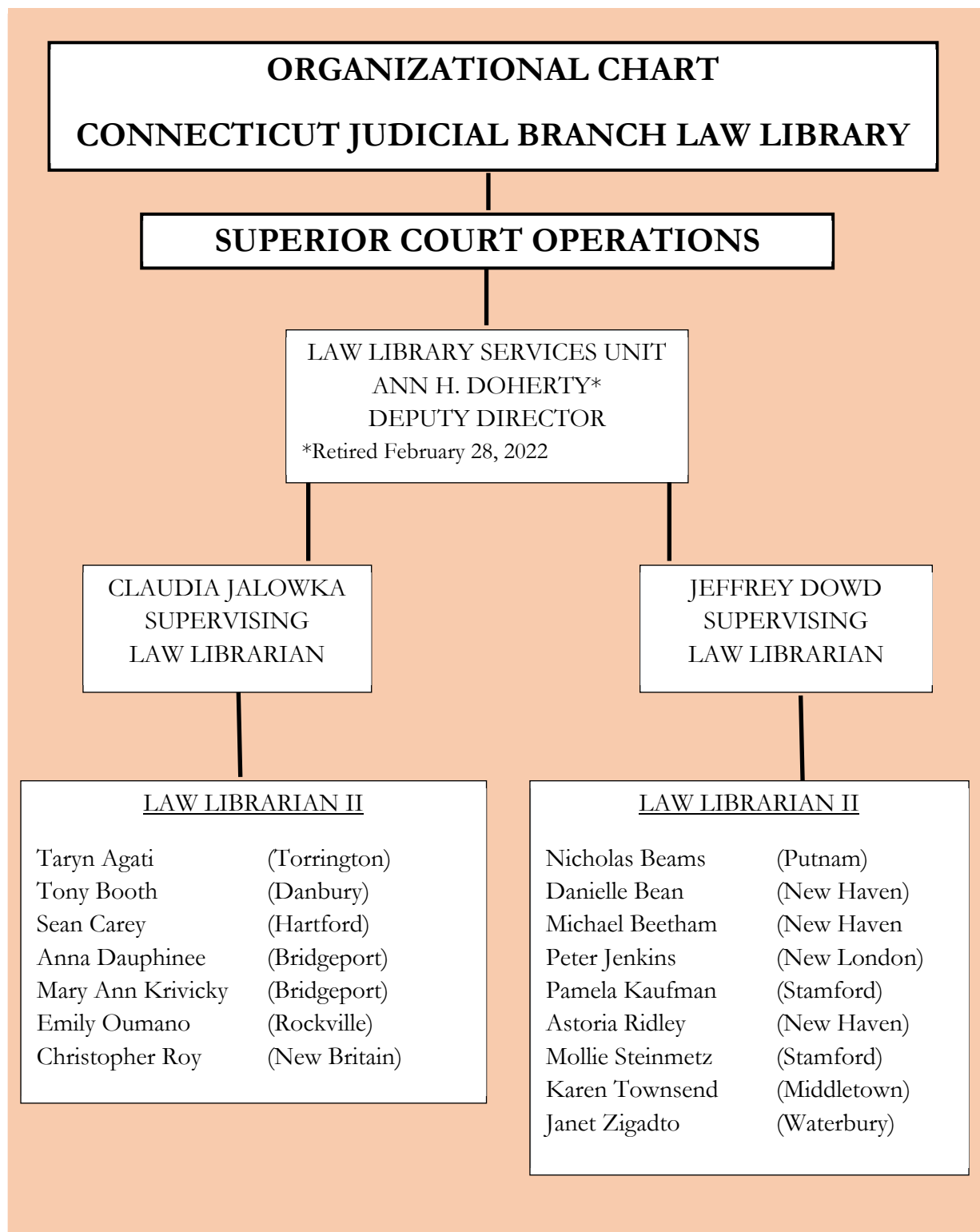
Committee Members

Hon. Erika M. Tindill, Chair
 Hon. James W. Abrams, Vice Chair
 Hon. Melanie L. Cradle
 Hon. Kevin C. Doyle
 Hon. Robyn S. Johnson
 Hon. W. Glen Pierson
 William H. Clendenen, Jr., Attorney

Adam J. Cohen, Attorney
 Michael R. Brandt, Attorney
 Eamonn S. Wisneski, Attorney
 Ann M. DeVeaux, Law Library Director
 Femi Cadmus, Law Librarian and Professor of Law
 Jessica de Piero Wittman, Law Library Director
 and Associate Professor of Law

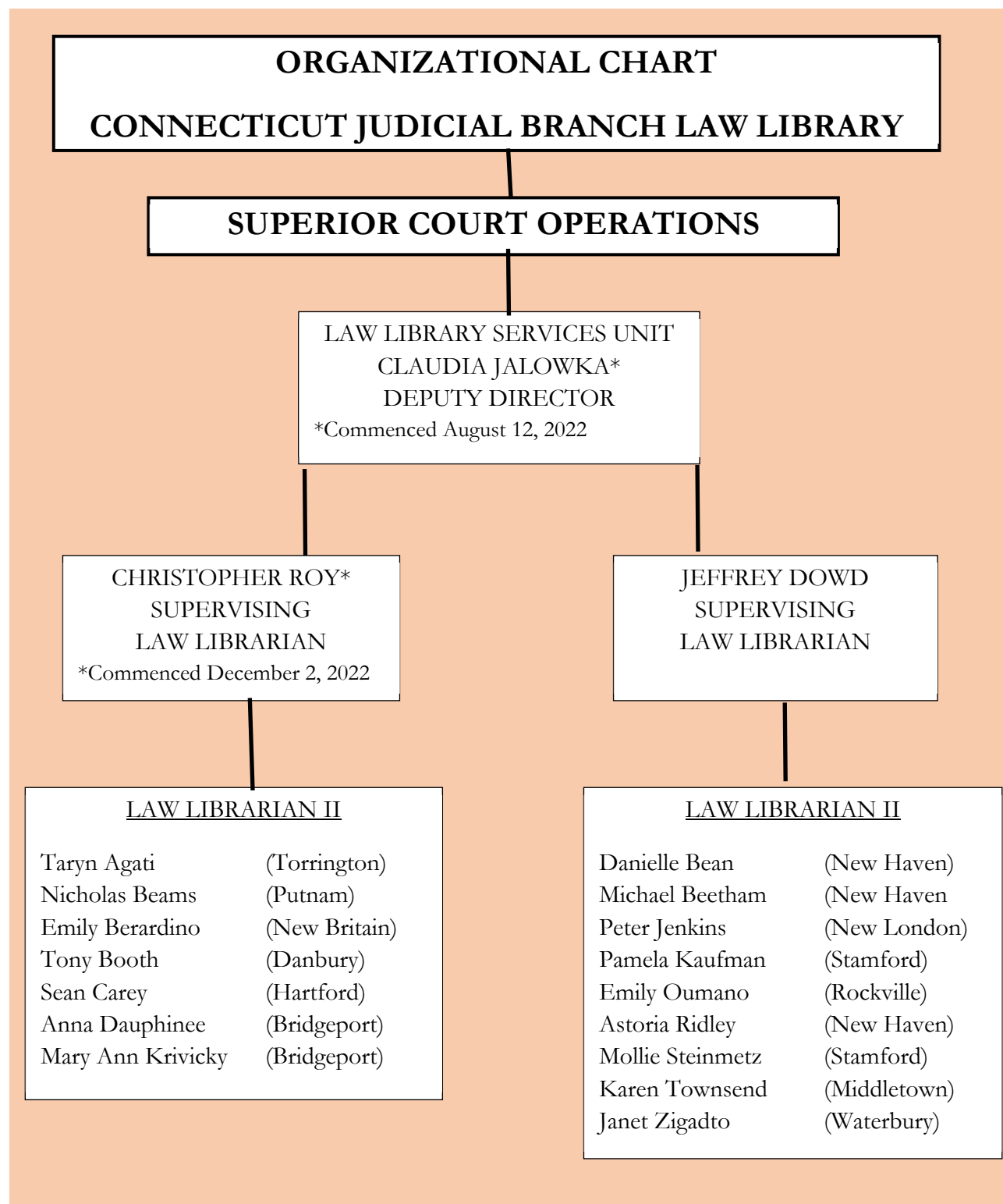
STAFF: 2021-2022

The Law Library Services Unit is a Connecticut Judicial Branch, Superior Court Operations Division unit within Judge Support Services. During the fiscal year 2021-2022, three new staff members were hired in the Bridgeport, New Haven, and Stamford law libraries, and Ann H. Doherty, the Deputy Director, retired. At the end of the fiscal year, the staff of the Law Library Services Unit consisted of sixteen law librarians and the two supervising law librarians.



STAFF: 2022-2023

During the fiscal year 2022-2023, the vacant Deputy Director position was filled, a new supervising law librarian was appointed, and a law librarian was hired to fill a vacancy in the New Britain Law Library. At the end of the fiscal year, 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, 2021, to June 30, 2022**, the Connecticut Judicial Branch law libraries report the following totals for the twelve staffed libraries:

Door count	85,782
Telephone reference responses	6,660
Email reference responses	4,551

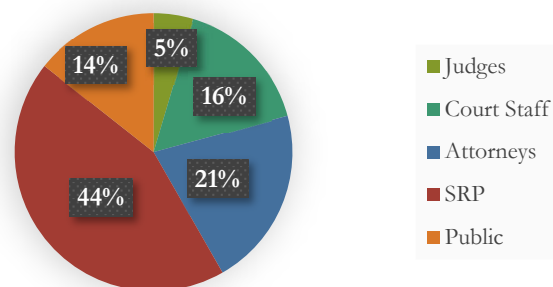
The door count total consists of both patrons who requested reference services and patrons who utilized the law library resources but did not require assistance from a librarian. The telephone and email reference responses represent assistance rendered in response to patrons directly contacting a library,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

For the period **July 1, 2021, through June 30, 2022**, the following information was tracked:

In-library users by type:

Court	706
Judicial Branch Personnel	2,481
Attorneys/Legal Professionals	3,209
Self-Represented Parties	6,733
General Public	2,203

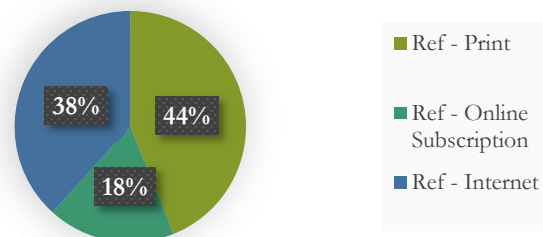
In-Library Users by Type



Reference Resources Used: *

Print Resource	3,495
On-line Subscription	1,417
Internet Resource	3,044

Reference Resources Used



* The Judicial Branch Law Libraries began tracking types of resources used in responding to reference interactions in January 2022. Reported data reflects a six-month period.

LAW LIBRARY SERVICES – SERVICES AND STATISTICS

For the period **July 1, 2022, to June 30, 2023**, the Connecticut Judicial Branch law libraries report the following totals for the twelve staffed libraries:

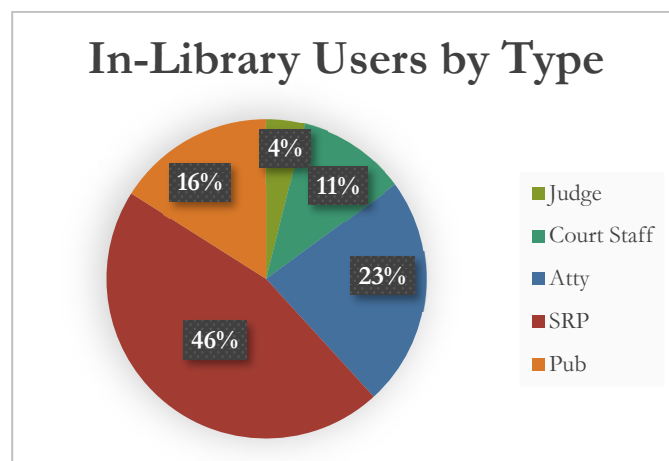
Door count	103,589
Telephone reference responses	6,308
Email reference responses	4,421

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, an individual librarian, or a follow-up response to a chat interaction.

For the period **July 1, 2022, through June 30, 2023**, the following information was tracked:

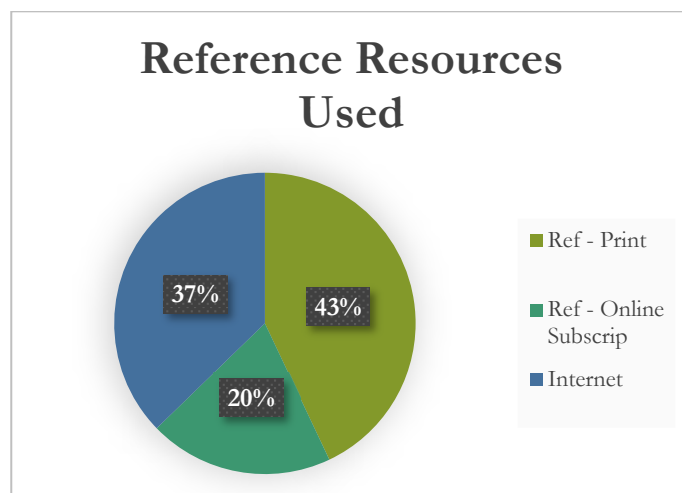
In-library users by type:

Court	880
Judicial Branch Personnel	2,485
Attorneys/Legal Professionals	5,251
Self-Represented Parties	10,321
General Public	3,610



Reference Resources Used:

Print Resource	11,275
On-line Subscription	5,191
Internet Resource	9,776

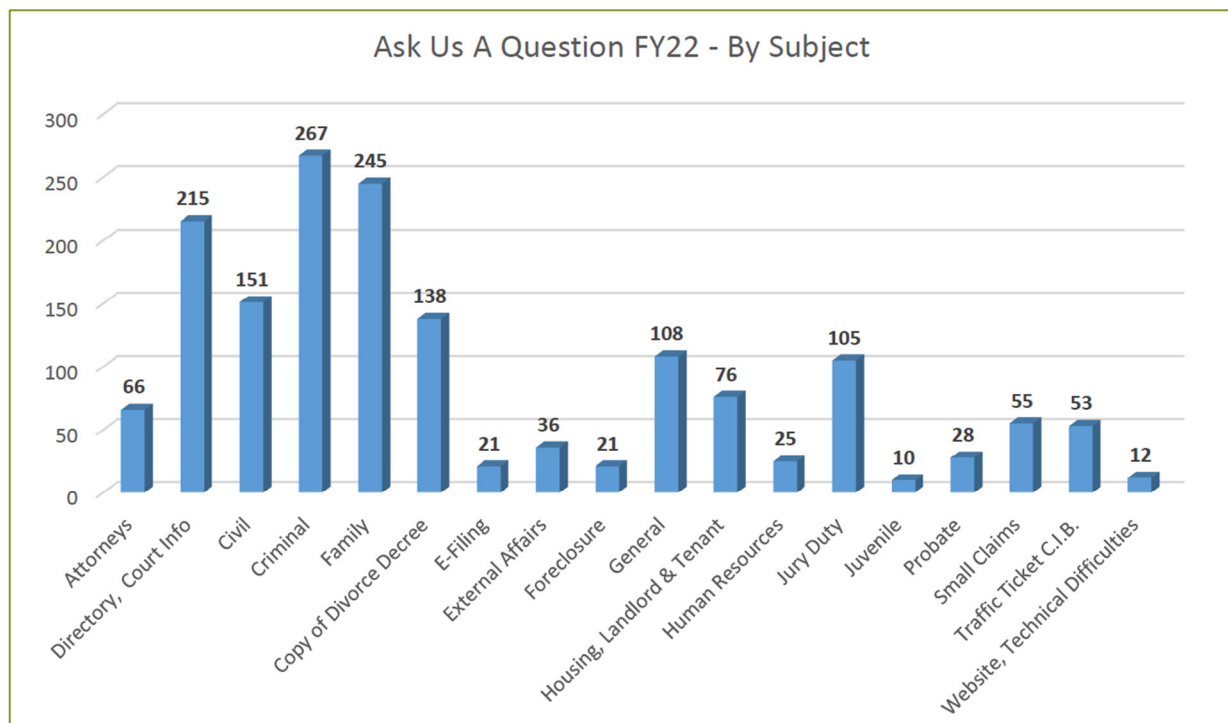
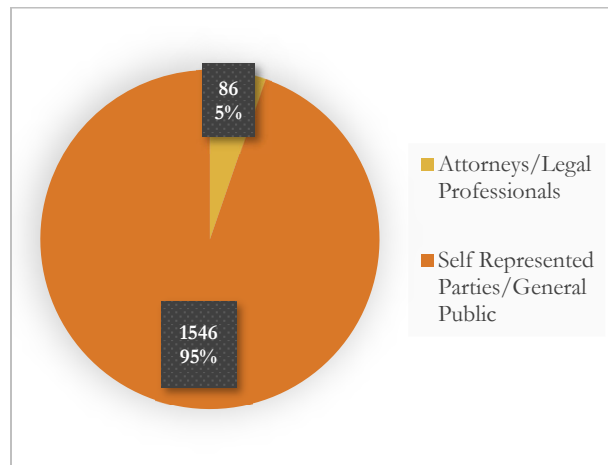


LAW LIBRARY SERVICES – SERVICES AND STATISTICS

In addition to email reference assistance provided to patrons directly 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’ website, and “Ask Us a Question” service, offered through the Judicial Branch website and managed by the law librarians.

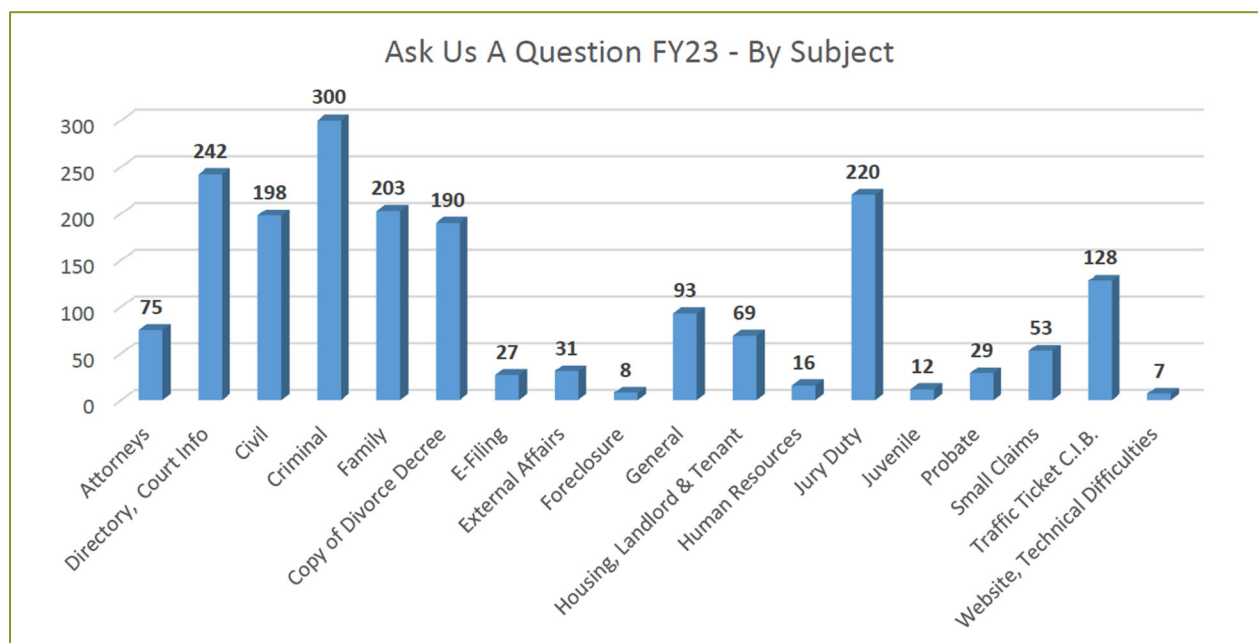
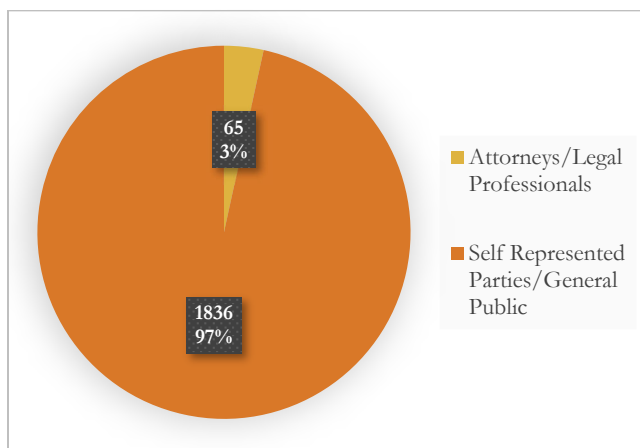
“Ask Us a Question” Email Service

2021-2022: 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 the period FY2021-2022, the law librarians responded to 1632 inquiries for information and assistance, covering a wide range of court and law related matters. This number represents 86 responses to attorneys and/or legal professionals, and 1546 responses to self-represented parties or members of the public. The three largest categories of requests were criminal law questions, family law questions, and directory and court information questions.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

2022-2023: Judicial Branch “Ask Us a Question” Email Service: During FY2022-2023, the law librarians responded to 1901 inquiries for information and assistance, covering a wide range of court and law related matters. This number represents 65 responses to attorneys and/or legal professionals, and 1836 responses to self-represented parties or members of the general public. The three largest categories of requests were criminal law questions, directory and court information questions, and jury duty questions.



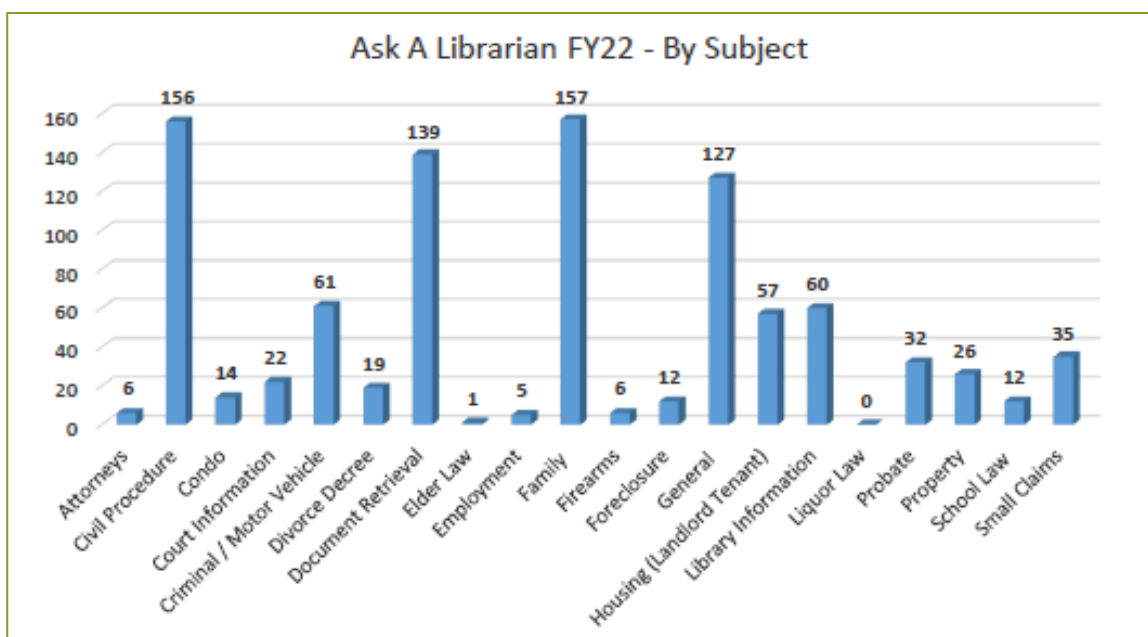
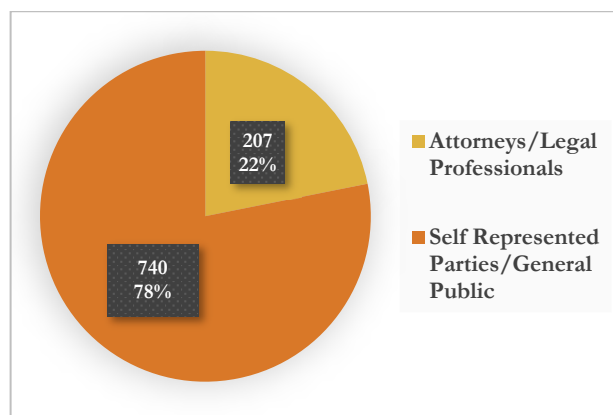
LAW LIBRARY SERVICES – SERVICES AND STATISTICS

“Ask a Librarian” Email Service

2021-2023: Law Library Services’ “Ask a Librarian” Email Service –

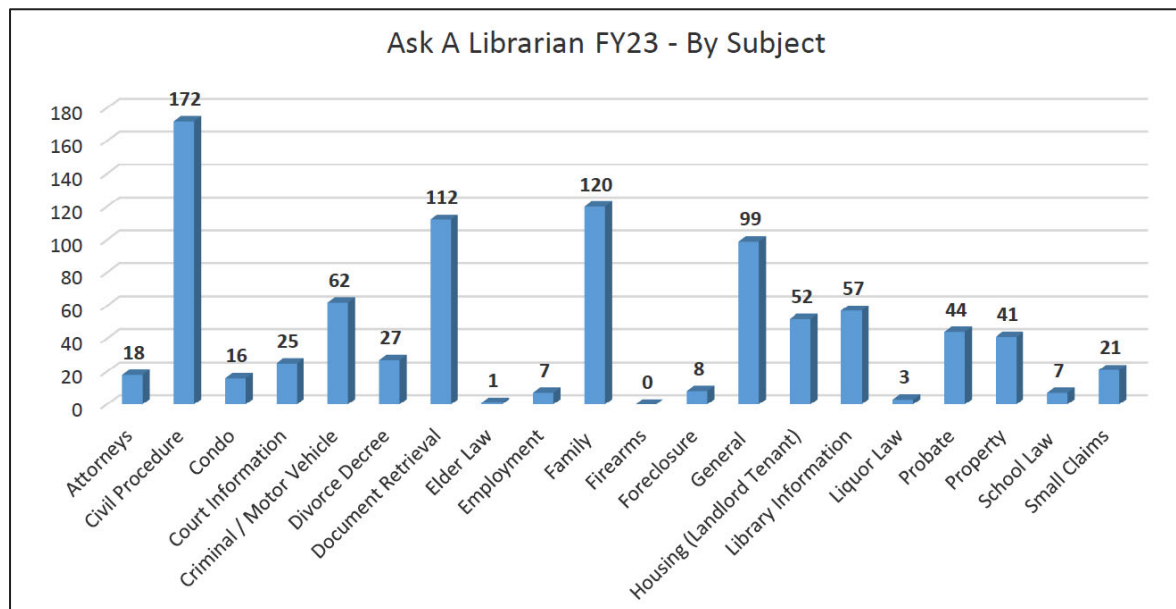
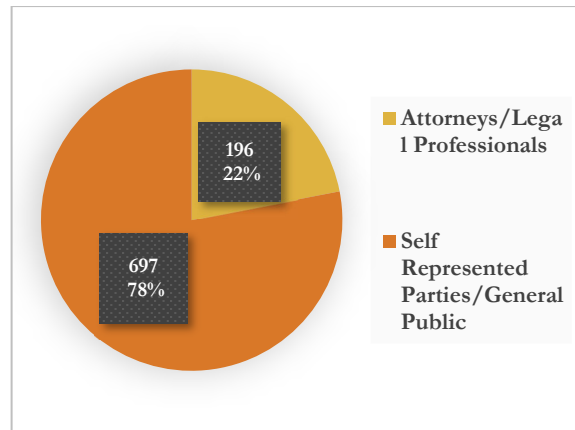
Purpose: Management and oversight of the Law Library Services’ email reference service, “Ask a Librarian.” Duties include establishing policies and procedures for the service, providing staff training, scheduling coverage, modifying guidelines, and providing coverage backup, as needed.

2021-2022: During FY 2021-2022, the law librarians responded to 947 email reference questions. This number is comprised of 207 questions from attorneys and/or legal professionals, and 740 questions from self-represented parties or members of the public. The three largest categories of questions were family law, civil procedure questions, and document retrieval requests.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

2022-2023: For FY2022-2023, the law librarians received 893 email reference questions. This number included 196 questions from attorneys and/or legal professionals, and 697 questions from self-represented parties or members of the general public. The three largest categories of questions were civil procedure questions, family law questions, and document retrieval requests.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

Law Library Services “Live Chat” Service

2021-2023: Law Library Services, “Live Chat” service – is an online service that offers patrons the ability to engage in a remote, real-time reference interaction with one of our law librarians. Chat sessions also result in follow-up email interactions between the patron and law librarian. The Law Library Services Unit’s Live Chat service was launched in 2019. The service is available Monday through Friday during the hours of 10:00 am to 12:00 pm, and 2:00 pm to 4:00 pm.

2021-2022: During this period, the law librarians:

- Engaged in 140 chat interactions.
- Had 45 follow-up email interactions.



2022-2023: During this period, the law librarians:

- Engaged in 198 chat interactions.
- Had 51 follow-up email interactions.

2021-2023: Law Library Services, “E-Notification” Services, is a service through which assigned librarians monitor the Advance Release Opinions and Slip Opinions from the Connecticut Supreme and Appellate Courts. Summaries of released opinions and slip 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 are provided, upon request.

In November 2019, the Supreme and Appellate Courts began releasing slip opinions. The slip opinions have been added to our service. In February 2022, the Connecticut Law Reporter, along with the highlights bulletin, ceased publication.

2021-2022: Total number of Judges and Court staff who received each e-notification bulletin:

- Advance Release and Slip Opinions – 219
- Connecticut Law Reporter Highlights - 100

There was a total of **359** cases retrieved for Judges and Court staff through our E-Notification Service.

- Advance Release Opinions – 282
- Slip Opinions – 77

2022-2023: The following number of Judges and Court Staff received the e-notification bulletin:

- Advance Release and Slip Opinions – 241

There was a total of 226 cases retrieved for Judges and Court staff through our E-Notification Services:

- Advance Release Opinions – 203
- Slip Opinions - 23

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.

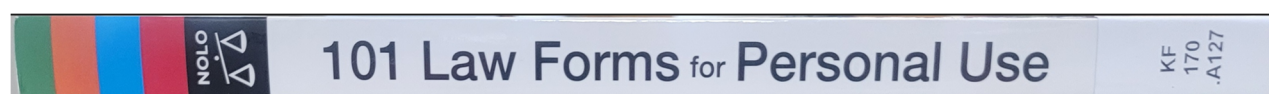
2021-2023: The law librarians responded to 1,840 reference inquiries. See service details on pages 10-11.

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.

2021-2022: Part one of the NOLO serial conversion project was rolled out in August 2021. NOLO is a publisher of legal guides designed for self-represented parties. These titles are updated frequently and the conversion to serial records streamlined the Catalog and eliminated having multiple records for each edition of a title. Part two of the NOLO serial conversion project was rolled out in June 2022 and consisted of a survey to determine the need to address the serial records for NOLO titles that are no longer published or that have been superseded.

Phase I of the Cataloging Updating Project has been postponed as we have developed smaller side projects to make it easier to review the existing records. The Official Cataloging Rules were updated in January 2022 to make the Catalog more user-friendly by substituting the written names of months rather than the numeric equivalent. In FY2022 the Committee created 144 new catalog records.



2022-2023: Part three of the NOLO serial conversion project was rolled out in March 2023. The remaining serial records for the NOLO titles that are no longer published or that have been superseded were converted. With the conversion of all the remaining NOLO titles into serial records, and removing all older monograph records, the NOLO serial conversion project concluded in late March 2023.

During this time, the Committee prepared for two other similar serial conversion projects, and in April 2023, the conversion of the Understanding Series titles project commenced. Written for the legal novice, the Understanding Series, published by the Carolina Academic Press, provides an introduction to a legal topic. It is often used by self-represented parties. Like the NOLO titles, the Understanding Series titles were converted from monograph to serial records. This project was completed in June 2023. In FY2023, the Committee created 109 new catalog records.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Group Purchasing

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

2021-2022: During this reporting period, 19 titles were purchased or updated through this program, resulting in a savings of \$22,363 over the published purchase costs. The median discount percentage obtained for group purchases was a 30% discount per title.

2022-2023: During FY23, 21 titles were purchased or updated through group purchasing, resulting in \$16,999.28 worth of savings for the Law Library Services Unit. The median discount percentage for group purchases was 25%.

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. The Law Librarian at the Torrington Law Library oversees the service.

2021-2022: During this reporting period, a total of 206 written requests for materials by inmates were received, and 155 responses were mailed to inmates who submitted requests that complied with the guidelines. In total, 3,948 pages of information were forwarded to inmates to assist them in their legal matters. In March 2022, the Committee instructions were updated to include a two-week timeframe for responses to be completed.

2022-2023: During FY2023, 161 written requests for materials were received from inmates, and 134 responses were mailed to those inmates who submitted requests that complied with the guidelines. A total of 2,446 pages of information was sent to inmates in response to their requests for legal material. During this period, the Committee also began tracking requests received from inmates at the Whiting Forensic Hospital.



LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

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.

2021-2022: There were no interlibrary loan requests processed during FY22.

2022-2023: During this reporting period, 6 interlibrary loan requests were initiated, 3 requests were filled, and 3 were cancelled. The average turnaround time from receipt of request for loans to fulfillment confirmation was 10.12 days.

Intranet & Blog

Purpose: Create and maintain an Intranet page and blog for law library staff to share information, news, and resources. The site consists of administrative information and reference resources, and postings of professional development and training opportunities. Both the Intranet site and the blog offer opportunities for the law librarians to share information and increase communication.

2021-2022: Two hundred and eighty-one blog posts were shared during this reporting period. The posts included staff development opportunities, Judicial Branch announcements, educational articles, newsletters, state of Connecticut agency notices, and other information of interest to the Law Library Services Unit.

2022-2023: In FY2022, two hundred and ten blog postings were shared among Law Library Services librarians. During this reporting period, the size of the Committee increased to five members.

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.

2021-2022: In FY2022, there were 79 legal research guides comprising over 2,900 pages. A total of 45 guides were updated during this period. One new research guide in the criminal subject area was created, *Withdrawal of Pleas in Connecticut*, and six research guides had the addition of new tables or case law.

2022-2023: New research guides were created during this reporting period bringing the total number of guides to 81, consisting of over 3,287 pages. The new guides are: *Criminal Impersonation*, and the prior *Enforcement of Family and Foreign Matrimonial Judgments* guide was split into two guides titled *Motion for Contempt in Family Matters* and *Foreign Matrimonial, Custody, and Support Judgments*. The law librarians updated 53 guides.

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.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

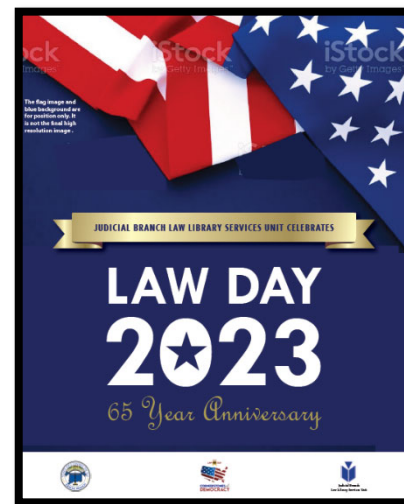
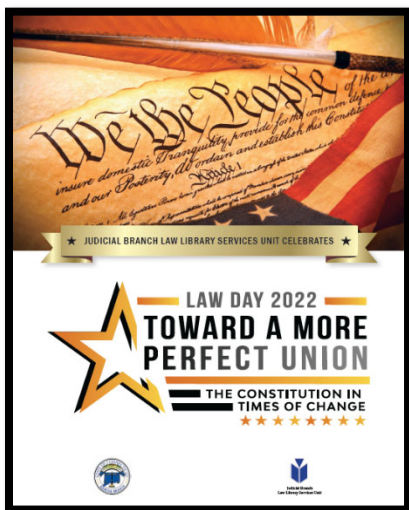
2021-2022: The Marketing Committee prepared, ordered, and distributed Judicial Branch Law Library calendars in four sizes. During this reporting period, 4,281 calendars were distributed. The calendars are very popular with court personnel, as well as with attorneys and the public.

During this rating period, the Marketing Committee updated the Law Library Services' Connecticut and Federal "Quick Reference" cards for legal research. The Committee distributed 2,925 quick reference cards to the 169 public libraries in Connecticut. The collection of palm cards was updated, and 5,800 copies of the cards were distributed to various Superior Court Offices. Four Doses of Connecticut Legal History were refreshed and published on the law library website. The doses included: Connecticut Thanksgiving Proclamation, the Danbury Hatter's Case, Samuel Huntington (1731-1796), and Zephaniah Swift's First Legal Texts in America.

Following the reopening of the law libraries in June 2021, and in compliance with the Judicial Branch requirement that face masks be worn in all courthouses during the ongoing pandemic, the Committee designed and distributed a patron notice on how to properly wear a face mask.

In the spring of 2022, the Marketing Committee, to celebrate Law Day, and with the assistance of the Judicial Branch Graphic Artist, created and distributed 41 posters highlighting the Law Day theme: *"Toward A More Perfect Union"*

In the spring of 2023, the Marketing Committee, to celebrate Law Day, and with the assistance of the Judicial Branch Graphic Artist, created and distributed 55 posters celebrating the *"Law Day 2023 65 Year Anniversary"*



2022-2023: During this reporting period, the Marketing Committee prepared, ordered, and distributed 3,710 Judicial Branch Law Library calendars to the courthouses and law libraries. A letter to the Superior Court judges listing the services and resources available through the law libraries was distributed in some courthouses.

A new service created by the Committee is the ConnTech Posts. ConnTech is the leading listserv among Connecticut public libraries and the posts are intended to introduce selected materials and services that may be of interest to public librarians and their patrons. Four posts a year will appear on ConnTech, and in anticipation the Committee has created eight distinct postings.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

New Attorney Program

Purpose: Develop, coordinate, and present programs that provide information about legal research strategies and the resources available at the law libraries. Work with Judicial District courthouse personnel and other Court Operations units to schedule and present programs each year. Explore several options for developing future programs on legal research and services targeting attorneys.

2021-2022: In December 2021, members of the Committee adapted the Connecticut Legal Bibliography section of the existing program into a presentation on Connecticut specific resources for newly hired Judicial Branch law librarians. Both the bibliography and the scenarios were revised and presented on January 21, 2022, as part of the Unit's orientation for new librarians.

2022-2023: In October 2022, all members of the Committee attended and benefitted from the Judicial Branch's Employee Education and Development Unit's training on Presentation Principles. In April 2023, members of the Committee presented the adapted version of the Connecticut Legal Bibliography section of the program for the newly hired Law Librarian at New Britain.

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.

2021-2022: During FY22, the Committee continued working on screen recording tutorials. Some are newly developing videos, and some were the updating of existing videos to higher quality. Committee members received training in using Microsoft Stream for creating screen recordings.

2022-2023: During this reporting period, two videos were produced and published on the Law Library Services website. The videos, *How to Search the Connecticut General Statutes* and *How to Browse the Connecticut General Statutes*, provide instruction on searching the official Connecticut General Statutes.

Two law librarians, Emily Oumano and Karen Townsend, at the request of a Wesleyan professor, provided a presentation at the Middletown Law Library on October 13, 2022. The presentation covered an overview of services offered to the public by the Law Library Services and information on public records for high profile cases.

On May 2, 2023, *Navigating the Law Library Unit, CT Judicial Branch* was presented at the Connecticut Library Association Annual Conference at the request of members of the CLA Board. The conference was held in Groton. The 55-minute program provided information for public librarians on the services our libraries offer to the public and how to use our website to assist public library patrons. Several attendees stayed for about 20 minutes after the program, to talk and ask questions of our law library staff members Anna Dauphinee, Emily Oumano, and Christopher Roy.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Self-Represented Parties Information Series Videos

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

2021-2022: During this reporting period, amendments to some of the standardized court forms prompted the amending of two of the instructional videos. *The Filling Out and Filing an Application for Waiver of Fees Form in Family Matters* was revised and posted in August of 2021. In November 2021, Legal Services requested that the *Filling Out and Filing an Appearance Form* video be revised in anticipation of a revised form which was being released in January 2022. The video was completed and posted at the same time the revised form was released.

2022-2023: During FY23, the Committee members decided to change the name of the Committee. The Committee is now named the Self-Represented Info. Committee, a shorter and more modern moniker. In July 2022, the video *Motion to Open a Judgment* was completed and posted to the Branch's YouTube™ account.

The Law Library Services web page that hosts the materials created by the Committee, was re-designed and given more prominence on the Law Library Services website. The repositioning and redesigning of the page was done by the Web Page Committee in consultation with the Self-Represented Info. Committee.

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 the Annual Staff Development Program and other Unit developmental offerings. Track professional educational opportunities pursued and offered by staff. Compile statistical information.

2021-2022: During the fiscal year 2021-2022, the Committee coordinated a fall program on *Appellate Filing and Procedure* provided by Carl Cicchetti, Chief Clerk for the Office of the Appellate Clerk. The program was held remotely and was well received by staff, especially considering the increasing number of self-represented litigants inquiring about appeals.

The Law Library Services Unit staff attended 213 hours of training/staff development programs. Our Law Librarians delivered 64 hours of formal training to other court personnel.



LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

2022-2023: During the fiscal year 2022-2023, the Committee coordinated three education programs. In October 2022, the program *Unlocking the Power of a Team: Using the MBTI Assessment* was given by Isabel Alvarez of the Employee Education & Development Unit. The program was a review of personality types and looked at how to harness the strength of all personality types on your team. In May 2023, the program *Working with Patrons with Mental Health Conditions* was presented by Margaret O'Hagan-Lynch, from the Department of Mental Health and Addition Services. Our Annual Staff Development Program was on June 8, 2023, and offered an overview of services and support for victims from the Office of Victim Services, presented by Alexandra Gittines, and the Office of the Victim Advocate, presented by Merit Lajoie and Attorney Hakima Bey.

The Law Library Services Unit staff attended 355 hours of training/staff development programs. Our Law Librarians delivered 48 hours of formal training to other court personnel.

- **Training Sub-Committee**

Ensure that all staff members have adequate training on electronic programs (legal research and office management). Develop webinar tutorials for refreshing skills.

2021-2022: During this reporting period, the Training Sub-Committee provided 54 hours of formal training. The committee members provided individualized training to Judicial Branch legal staff, Appellate Court Law Clerks, and Legal Research Clerks.

Members of the Committee provided an overview of Law Library Services' services and training on online applications for the 22 new judges and two new family support magistrates attending the May 26, 2022 PreBench session. Members of the Committee also provided several of the training sessions during the new law librarian orientation.

2022-2023: The Training Sub-Committee provided 46.5 hours of formal training. The Committee members provided individualized training to Judicial Branch legal staff, Appellate Court Law Clerks, and Legal Research Clerks.

Members of the Committee provided an overview of Law Library Services Unit's services and training on online applications for the 20 new judges and two new family support magistrates attending the May 6, 2023 PreBench session. Members of the Committee reviewed the Westlaw Precision application, about which it was recommended that the Judicial Branch wait until a later date to adopt this new platform. Members also engaged in the evaluation and recommendation for the Law Library Services Unit to subscribe to the Wolters Kluwer VitaLaw platform.

Web Page

Purpose: Create and update Law Library Services' 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.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

2021-2022: Four periodic web site link checks were conducted during the reporting period. The web site statistics are as follows: number of new visitors – 468,238; total number of visits – 705,804; number of pages accessed – 1,894,518; and number of hits – 6,034,030.

One new Law by Subject page was created titled *Connecticut Law About Towing and Wreckers*. There were 128 Law by Subject pages at the end of FY22.



2022-2023: There were three web site link checks conducted during this reporting period. The web site statistics are as follows: number of new visitors – 507,696; total number of visits – 710,202; number of pages accessed – 1,644,069; and number of hits – 5,798,603.

During the 2022-2023 reporting period, the link check team changed from using Microsoft Expressions Web 4 to Visual Studios 2015 for managing the links. Each team member received a locally installed license for Visual Studios and received training on use of the application. The link check team grew in size from seven to eleven members.

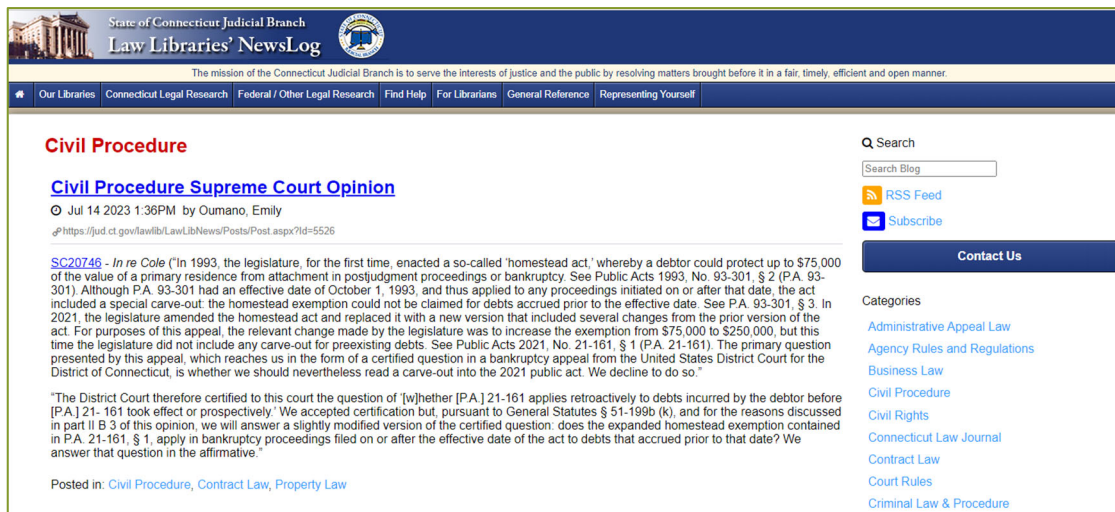
The Committee consolidated the older Representing Yourself page and the Self-Represented Parties Information Series page into a new Representing Yourself page. Redundant links were deleted, category names were revised, and the links below each category are now presented in an expandable/collapsible list format.

A new Law by Subject page was posted in FY23 titled *Connecticut Law About Recreational Marijuana*. This addition brings the total count of Law by Subject pages to 129.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

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.



2021-2022: During this reporting period, the NewsLog editors were responsible for 547 posts, which garnered over 1.9 million visits. The total number of subscribers to the NewsLog service was 800.

2022-2023: For the 2022 – 2023 reporting period, the NewsLog published 446 posts, and there were over 1.4 million visits to the blog. The number of subscribers to the Newlogs increased to a current total of 875.



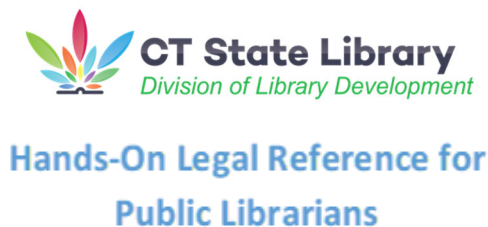
LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES

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

On February 8, 2022, Christopher Roy, Law Librarian at New Britain, co-presented a three-hour *Hands-on Legal Reference for Public Librarians Workshop*, along with Cheryl Halford, Deputy Director of Legal Research, and Anne Rajotte, Head of Reference Services for the University of Connecticut School of Law. The workshop was presented via Zoom videoconferencing. The program was sponsored by the Connecticut State Library. The public library participants gained confidence on how to conduct legal research on the Internet, learned how to conduct legal reference interviews efficiently, how to determine if a question should be referred to another resource, and how to identify the difference between a request for legal information and a request for legal advice.



The program was offered again; via Zoom videoconferencing, on June 29, 2023. The program reached the maximum number of attendees, with another nine public librarians on the waitlist.

Workgroup Co-Chair Jeffrey Dowd, Supervising Law Librarian, is engaged on behalf of the Sub-committee in developing a Service Matrix for Judicial that will assist self-represented parties in locating assistance regarding legal matters. This work is being done in conjunction with his responsibilities on the Judicial Branch Web Board.

Judicial Branch Web Board

Supervising Law Librarian Jeffrey Dowd serves as a member of the Judicial Branch Web Board. The Web Board coordinates and oversees the posting and updating of all the information and material provided by the Judicial Branch on the internet for court staff and for the public. The board meets at least quarterly to ensure coordination and collaboration between Units and Divisions within the Branch.

On the Web Board, Jeffrey Dowd serves on the Web Board's Home Page Committee and the Web Board's Jobs Working Group. During this reporting period, Jeff worked on the combining of the Judicial Branch's How Do I? page, FAQ pages, and Self-Help page into one page. Jeff began work on developing a Service Matrix for the Judicial Branch to assist self-represented parties in locating assistance regarding legal matters. He also is involved in the efforts to enhance the Careers, Jobs, and Opportunities pages.

LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES

Connecticut State Library – Advisory Council for Library Planning and Development

During this reporting period, the Middletown Law Librarian Karen Townsend, completed one 2-years tenure and began another on the Connecticut State Library, Advisory Council for Library Planning and Development (ACLPD). The Advisory Council was created to assist the State Library Board in the planning and coordination of statewide library information services.

One of the New Haven law librarians, Astoria Ridley, completed her service as Co-Chair of the Resource Sharing Committee, which reports to the Council. The focus of the Resource Sharing Committee was to research and review existing resource sharing practices in other states, and to develop resource sharing policies for the Connecticut State Library, based on existing national policies adapted for the needs of Connecticut libraries. The Committee's recommended inter-library loan policies became part of the Connecticut State Library's Best Practices in Connecticut Public Libraries.

Professional Organizations

Judicial Branch Law Librarians belong to, participate in, and hold voluntary leadership positions in several professional library organizations: American Association of Law Librarians (AALL); Law Librarians of New England (LLNE); Southern New England Law Librarians Association (SNELLA); NELLCO, Inc. – an international consortium of law libraries; and Connecticut Library Association (CLA). The benefits of membership in these organizations are many, including maintaining awareness of current trends in the field, building a network of peers, accessing continuing education programs, and collaborating on community outreach programs.

During this reporting period, Bridgeport Law Librarian MaryAnn Krivicky held the positions of President-Elect and President for the SNELLA. Rockville Law Librarian Emily Oumano served on the Copyright Committee for AALL and has accepted an invitation to join the NELLCO Continuing Education Committee.



LAW LIBRARY SERVICES – STATISTICS AND NUMBERS SUMMARY
SUMMARY OF CONNECTICUT JUDICIAL BRANCH
LAW LIBRARY SERVICES UNIT STATISTICS AND NUMBERS
FY2021-2022, FY2022-2023

Patron Statistics		FY2021-2022	FY2022-2023
By the numbers			
	Door Count	85,782	103,589
	Telephone reference responses	6,660	6,308
	Email reference responses	4,418	4,251
By the in-library users			
	Court	706	880
	Judicial Branch Personnel	2,481	2,485
	Attorneys/Legal Professionals	3,209	5,251
	Self-Represented Parties	6,733	10,321
	General Public	2,203	3,610
In-Library Patron Computer Use		3,857	5,469
Reference Resources Used			
	Print Resources	3,495	11,275
	Online Subscription Service	1,417	5,191
	Internet	3,044	9,776
Email Reference Services			
Ask a Librarian			
	Responses to Attorneys/Legal Professionals	207	196
	Responses to Self-Represented Parties/General Public	740	697
Ask Us a Question			
	Responses to Attorneys/Legal Professionals	86	65
	Responses to Self-Represented Parties/General Public	1,546	1,836
E-Notification Services			
	Advance Release Decisions	282	203
	Slip Opinions	77	23
Inmate Correspondence Service			
	Written requests received	206	161
	Responses mailed to requests meeting guidelines	155	134
Interlibrary Loan Service			
	Requests initiated		6
	Requests filled		3
	Requests cancelled		3
	Request average turnaround		10.12 days
Additional Services			
	Intra-library Resource Sharing	524	533
	“Live Chat” Interactions	140	198

LAW LIBRARY SERVICES – STATISTICS AND NUMBERS SUMMARY
SUMMARY OF CONNECTICUT JUDICIAL BRANCH
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FY2021-2022, FY2022-2023
PAGE 2

Patron Statistics		FY2021-2022	FY2022-2023
NewsLog			
	Total subscribers	800	875
	Total posts	547	446
Education and Training			
	Hours of training attended	213	355
	Hours of staff training provided	64	48
Marketing Committee			
	Calendars distribution	4,281	3,710
	Law Day posters distributed	41	55
	Doses of Connecticut Legal History revised	4	
	Law Library Services' quick reference cards distributed	2,925	
Research Guides			
	Published research guides	79	81
	Updated Research guides	45	53
Law by Subject Web Pages			
	Total web pages	128	129
Law Library Services' Web Site			
	Number of visits	705,804	710,202
	Number of unique visitors	468,238	507,696
	Number of pages visited	1,894,518	1,644,069
	Number of hits	6,034,030	5,798,603

CONCLUSION

The Connecticut Judicial Branch Law Library Services Unit is comprised of a dedicated staff of law librarians who are fully engaged in meeting the goals of the Strategic Plans of both the Judicial Branch and the Law Library Services Unit. The quantitative data presents their achievements in addressing the need for access to legal information. As frontline providers of service for the Judicial Branch, the law librarians use their skills, resources, and expertise to assist patrons, many of whom are self-represented, in their search for information and understanding of the law. The law librarians and the Law Library Services Unit are continually adapting and expanding our resources and services to meet the evolving needs of our patrons.

This biennium report seeks to present the commitment of the law librarians to service and the mission of the Law Library Services Unit. The legal information landscape continues to shift and evolve. With the imminent integration of artificial intelligence (AI) into legal research, the law librarians will continue to develop the necessary skills to evaluate, select, and instruct in the use of legal research materials for our patrons. The law librarians and the Library Services Unit will continue to fully assist the Connecticut Judicial Branch in its goal to provide access to equal justice under the law.

Law Library Services

