

CONNECTICUT JUDICIAL BRANCH LAW LIBRARY SERVICES UNIT

FY2023-2024 and FY2024-2025 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 2023 through June 2025, the Law Library Services Unit continued to see a rise in patrons in our physical law libraries. Our remote services, “Ask a Librarian” and “Live Chat,” and the Judicial Branch’s “Ask Us a Question” service, remain popular methods for patrons to contact and engage with the law librarians. Remote patrons include not only Connecticut residents, but individuals from other states and countries who have business with or questions regarding Connecticut’s courts. As was noted in the Fiscal Year 2021-2022 and Fiscal Year 2022-2023 Biennium Report, the growing complexity of reference questions coming into our law libraries continues to challenge and inspire our law librarians.

During this biennium period, the Law Library Services Unit saw several staffing changes. In early 2025, the second law librarian position returned to the Hartford Law Library. Another open position was created by a law librarian being promoted. In total, the Unit welcomed four new librarians during this reporting period, all of whom bring experiences and ideas that contribute to the Unit’s continued development.

In August 2024, after more than twenty-eight years with the Law Library Services Unit, Supervising Law Librarian Jeffrey J. Dowd retired. Jeff began his career with Judicial as a Law Librarian for the Middletown Law Library in 1995, and in 2009 was promoted to Supervising Law Librarian. Jeff was often praised for his interpersonal skills, which he employed to help form the cohesive and well-run library system that we are today. Jeff served for twenty-five years as the Chair of the Law Library Services Webpage Committee, and for twenty-two years as a member of the Judicial Branch Web Board. The Branch’s and the Unit’s webpages are continuing testaments to his leadership and work. We thank Jeff for his years of inspiring and devoted service.



Jeffrey J. Dowd

Other changes in staffing include the retirements of George “Tony” Booth (Danbury) and Astoria Ridley (New Haven), and the resignation of Nicholas Beams (Putnam). In December 2024, Rockville Law Librarian Emily Oumano was appointed Supervising Law Librarian, filling the vacancy left by Jeff Dowd’s retirement. The Law Librarians hired during this biennium were Rebecca Greenlee (Danbury), Amara Johson (Putnam), Rebecca Arthur (Hartford), and Rachel Koladis (Rockville).

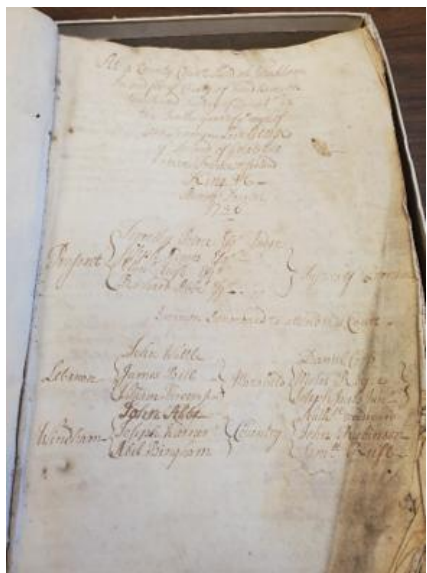
Changes in the legal publishing market continue to impact our law libraries, with legal publishers continuing to move content from a choice of physical print or digital format to only digital format. For publications that remain available in print, many titles are moving from a hard bound volume with regularly released paper supplements, often in the form of a pocket part that slips into the back of the hard bound volume, to regularly released paperback volumes which integrate the changes into the volume. Although the integrated supplementation may be easier for some researchers to use, the economics of regularly purchasing revised volumes and maintaining them in the libraries’ collections are not advantageous for our law libraries.

The release of ChatGPT to the public in November 2022 initiated a period of great interest and development of the use of Generative AI in the legal profession, particularly in its application in legal research and writing. During this reporting period, members of the Law Library Services Unit have been closely following the development of this technology. In the Spring of 2024, Deputy Director Claudia Jalowka participated in a national roundtable discussion on AI and the future of law libraries, and in July of 2024, she was appointed to the Judicial Branch’s Committee on Artificial Intelligence in the Connecticut Legal System. Supervising Law Librarian Christopher Roy attended numerous programs on the technology of Generative AI, its developing

INTRODUCTION – REVIEW (CONTINUED)

impact on law libraries, and training sessions on the use of the technology. Middletown Law Librarian Karen Townsend participated in the conference *The Role of Law Libraries in the Age of AI*, hosted by the Law Librarians of New England, in October 2024 in Maine. Our staff continues to engage with and explore the ways that Generative AI, and evolving retrieval AI, will impact the legal profession, the law library profession, and our patrons.

During this biennium, the Law Library Services Unit transferred a few historical items to the Connecticut State Archives. In the Putnam Law Library, a colonial record was uncovered in a storage room. The document, the *Windham County 3rd Book of Record*, is a book of written court matters, rulings, and orders for December 1736 through December 1739 in the towns of Pomfret, Lebanon, and Windham. From the Rockville Law Library, two volumes were transferred containing appointments, signed by various governors during the covered periods, of individuals to be Notary Publics for the County of Tolland for the years 1895–1899 and 1905–1913.



Windham County 3rd Book of Record



Notary Publics for the County of Tolland

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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 December 1, 2023, and December 6, 2024.

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

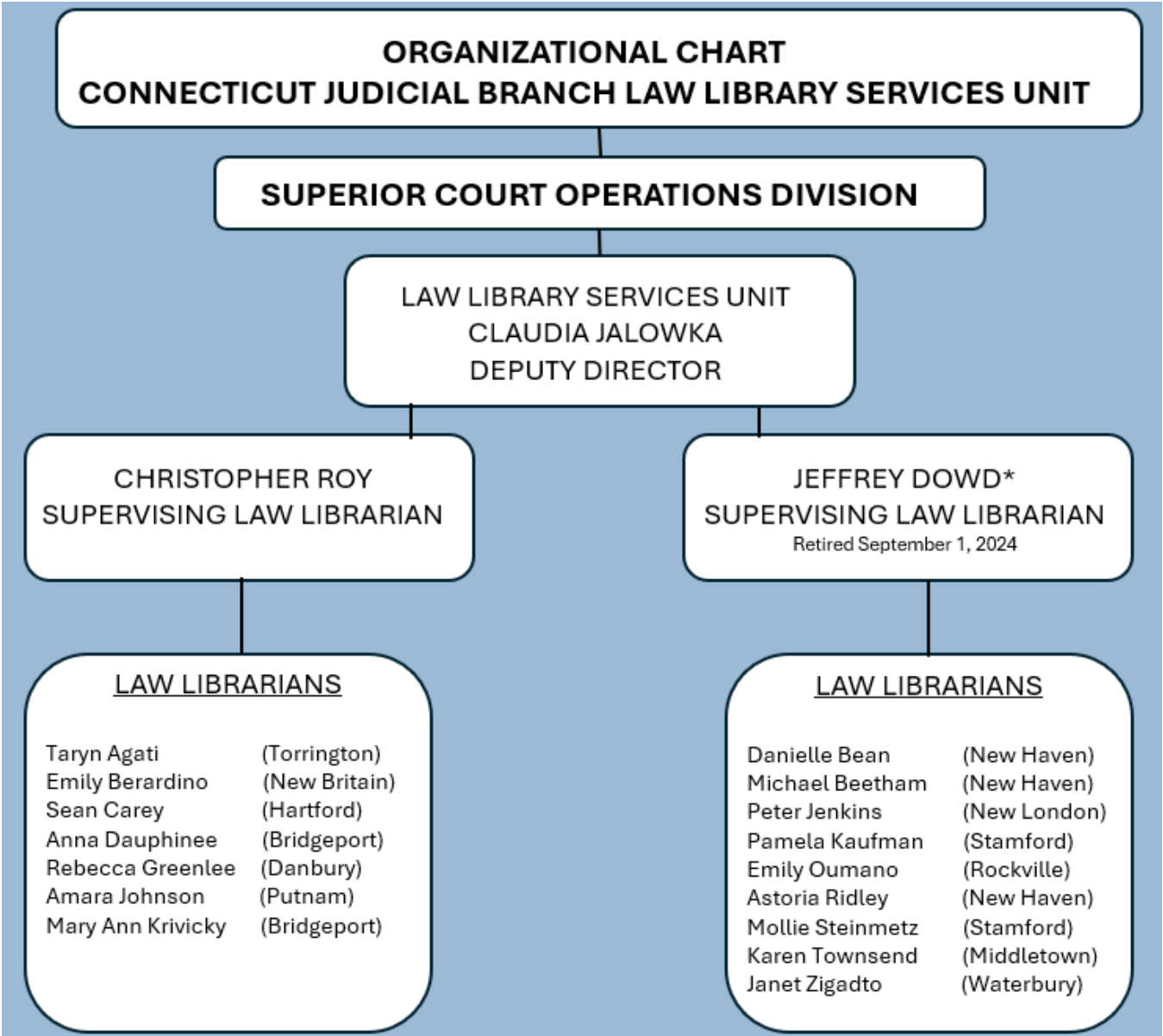
Committee Members

Hon. Erika M. Tindill, Chair
 Hon. Lisa Grasso Egan, Vice Chair
 Hon. William F. Clark
 Hon. Barbara Hoffman
 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
 Femi Cadmus, Law Librarian and Professor of Law
 Jessica de Piero Wittman, Law Library Director
 and Associate Professor of Law
 Jordan Jefferson, Law Library Director

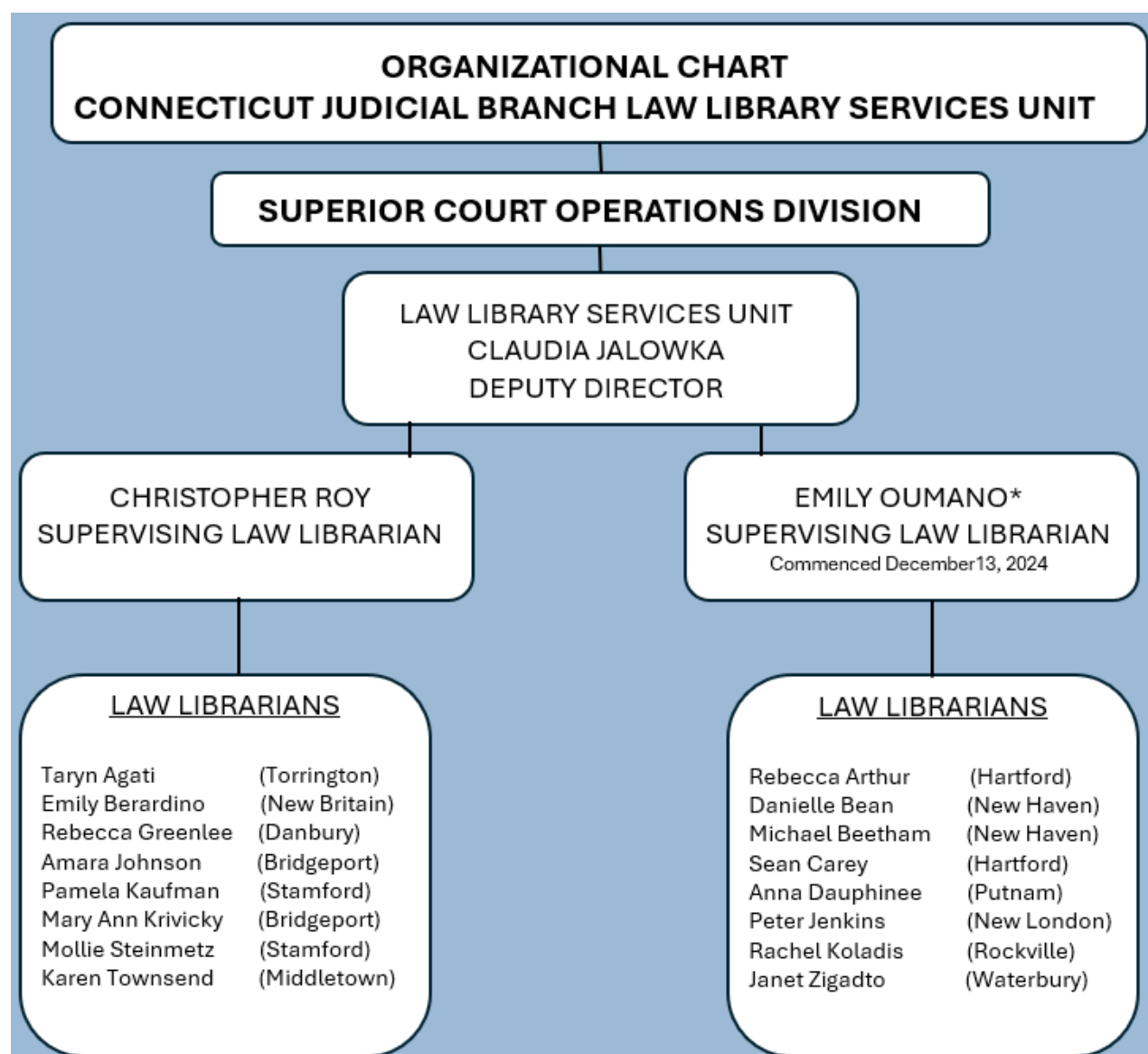
STAFF: 2023 – 2024

The Law Library Services Unit is a Connecticut Judicial Branch, Superior Court Operations Division unit within Judge Support Services. During the fiscal year 2023-2024, Danbury Law Librarian George “Tony” Booth retired on July 1, 2023, and Putnam Law Librarian Nicholas Beams resigned on January 5, 2024. On October 6, 2023, Rebecca Greenlee started as the Danbury Law Librarian, and Amara Johnson became the Putnam Law Librarian on March 8, 2024.



STAFF: 2024 – 2025

The fiscal year 2024-2025 was a year that saw several staffing changes. Supervising Law Librarian Jeffrey Dowd retired on July 1, 2024, after twenty-eight years with the Law Library Services Unit, leaving behind an enduring legacy, and New Haven Law Librarian Astoria Ridley retired on October 1, 2024. Rockville Law Librarian Emily Oumano was promoted to Supervising Law Librarian on December 13, 2024. Rebecca Arthur was hired to fill the second Hartford Law Librarian position on March 7, 2025. On March 21, 2025, Rachel Koladis began as the Rockville Law Librarian.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

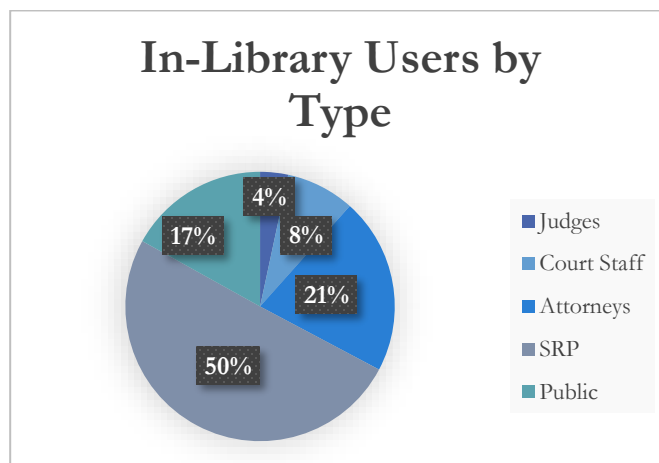
For the period **July 1, 2023, to June 30, 2024**, the Connecticut Judicial Branch law libraries report the following totals for the twelve staffed libraries:

Door count	116,332
Telephone reference responses	6,638
Email reference responses	3,556

The door count 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.

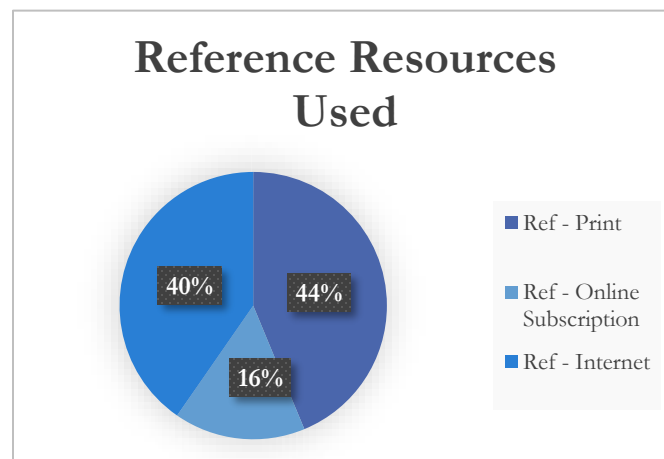
For the period **July 1, 2024, through June 30, 2025**, the following information was tracked:

Court	845
Judicial Branch Personnel	2,074
Attorneys/Legal Professionals	5,322
Self-Represented Parties	12,653
General Public	4,260



Reference Resources Used:

Print Resources	12,960
On-line Subscriptions	4,707
Internet Resources	11,953



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

For the period **July 1, 2024, to June 30, 2025**, the Connecticut Judicial Branch law libraries report the following totals for the twelve staffed libraries:

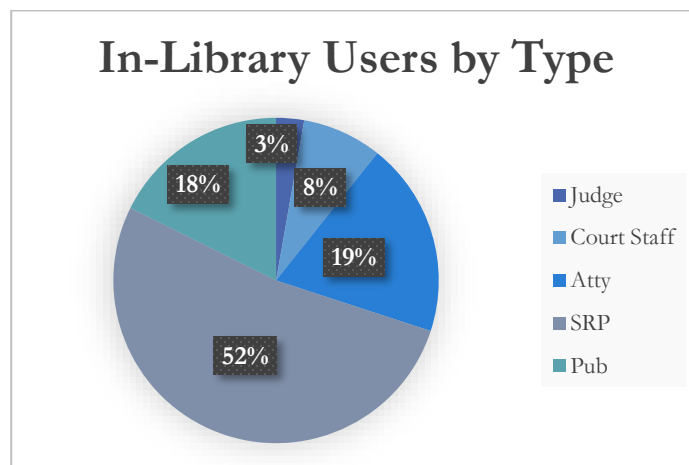
Door count	118,127
Telephone reference responses	7,201
Email reference responses	3,707

The total door count 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, 2024, through June 30, 2025**, the following information was tracked:

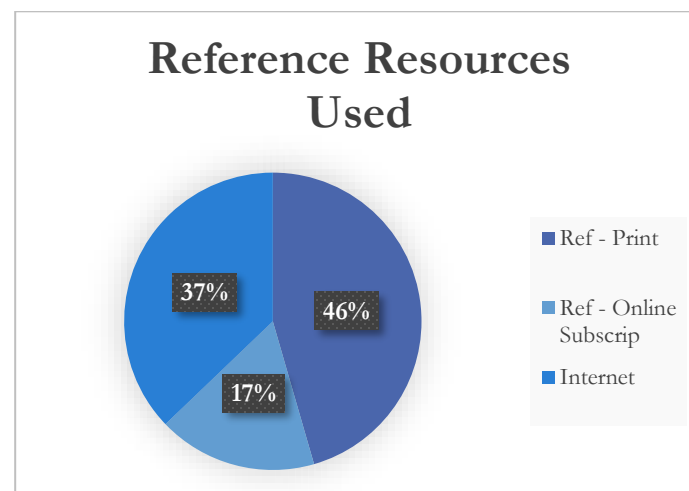
In-library users by type:

Court	682
Judicial Branch Personnel	1,946
Attorneys/Legal Professionals	4,750
Self-Represented Parties	12,860
General Public	4,336



Reference Resources Used:

Print Resource	12,531
On-line Subscription	4,767
Internet Resource	10,228

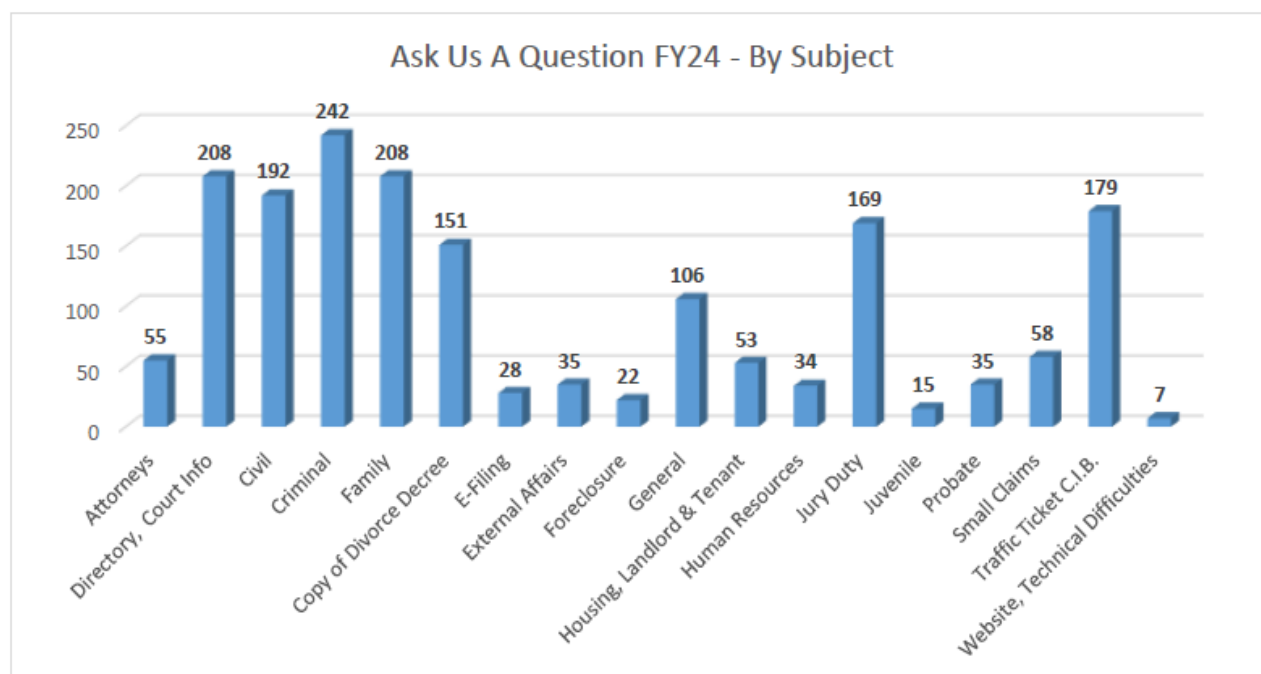
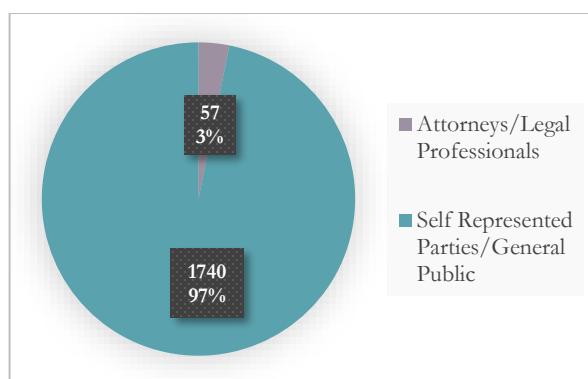


LAW LIBRARY SERVICES – SERVICES AND STATISTICS

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.

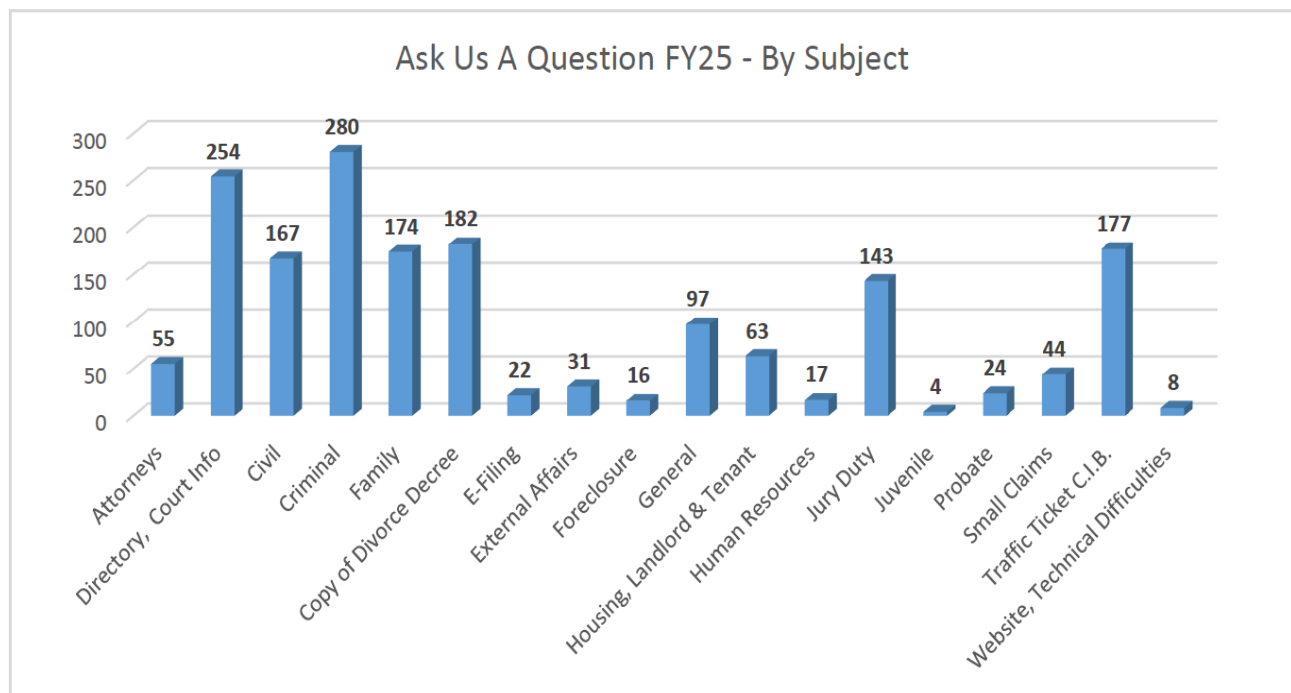
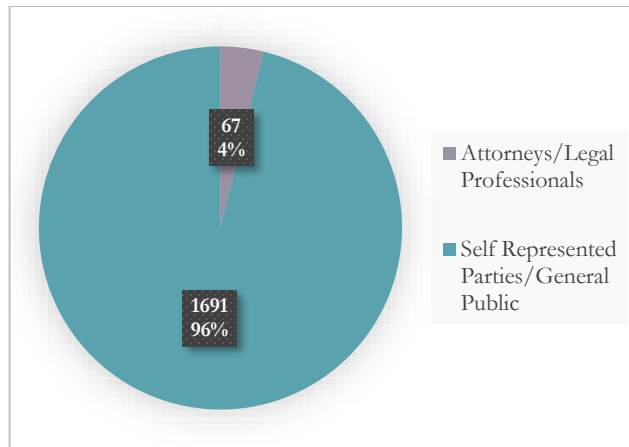
“Ask Us a Question” Email Service

2023-2024: 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 2023-2024, the law librarians responded to 1,797 inquiries for information and assistance, covering a wide range of court and law related matters. This number represents 57 responses to attorneys and/or legal professionals, and 1,740 responses to self-represented parties or members of the public. The four largest categories of requests were criminal law questions, directory and court information questions, family law questions, and civil law questions.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

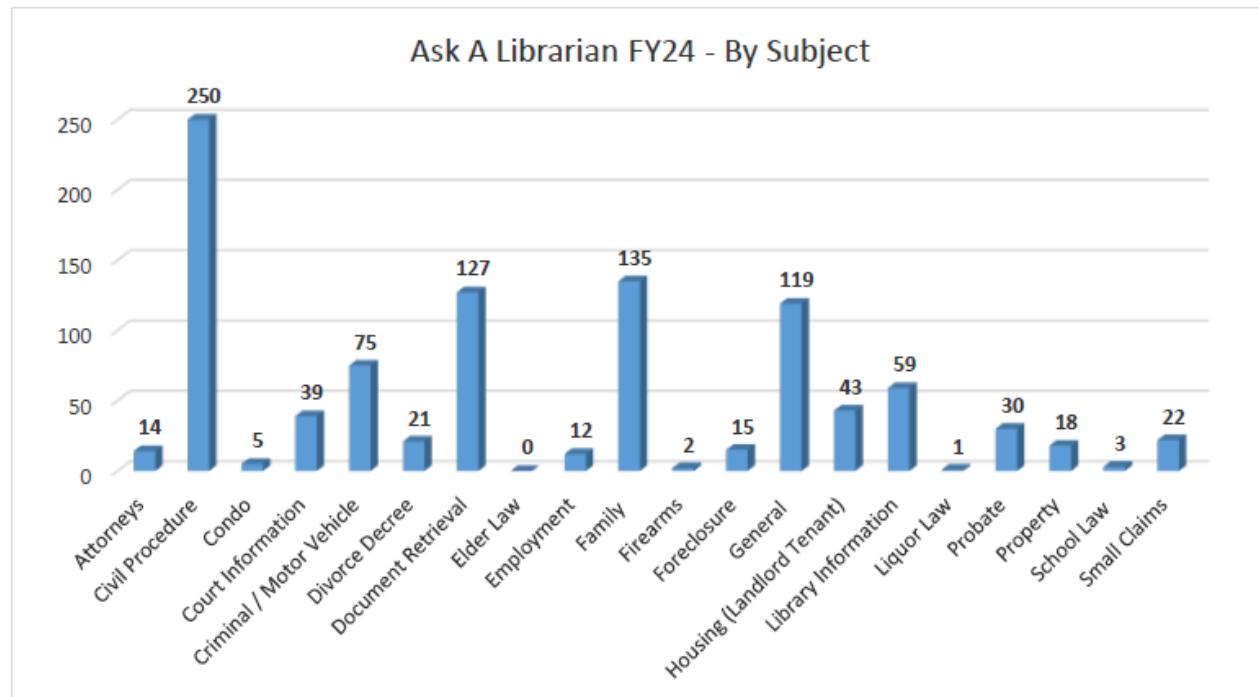
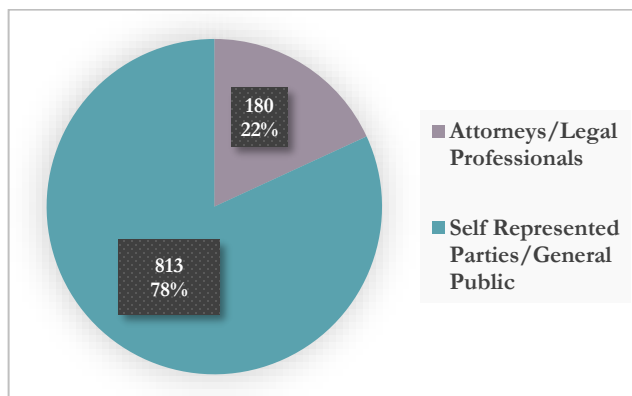
2024-2025: Judicial Branch “Ask Us a Question” Email Service – In fiscal year 2024-2025, the law librarians responded to 1,758 inquiries for information and assistance, covering a wide range of court and law related matters. This number represents 67 responses to attorneys and/or legal professionals, and 1,691 responses to self-represented parties or members of the general public. The four largest categories of requests were criminal law questions, directory and court information questions, requests for divorce decrees, and traffic violation questions.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

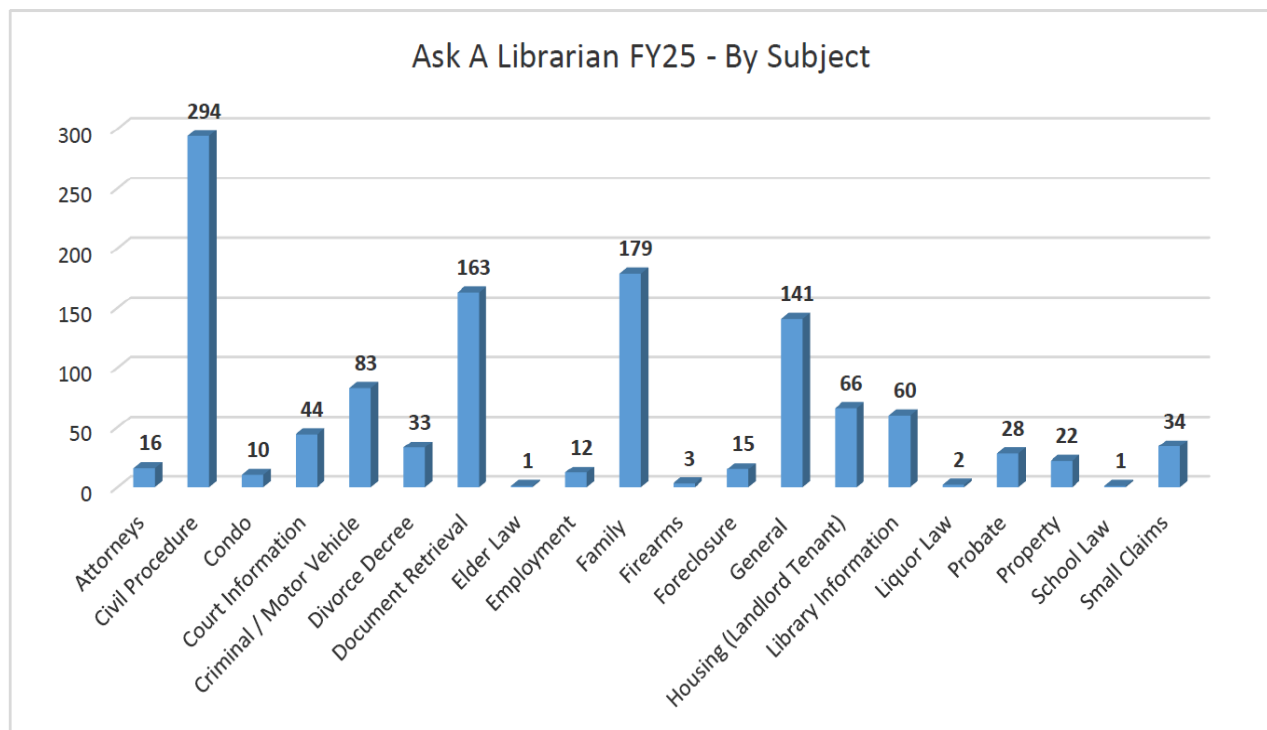
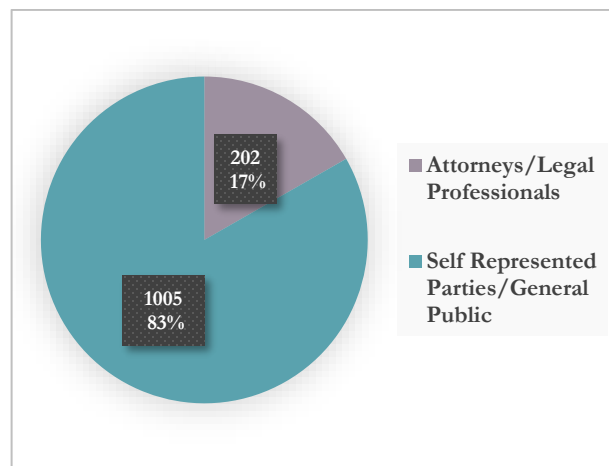
“Ask a Librarian” Email Service

2023-2024: Law Library Services’ “Ask a Librarian” Email Service – During fiscal year 2023-2024, the law librarians responded to 993 email reference questions. This number is comprised of 180 questions from attorneys and/or legal professionals, and 813 questions from self-represented parties or members of the public. The four largest categories of specific subject related questions were civil procedure questions, family law questions, document retrieval requests, and criminal law questions.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

2024-2025: Law Library Services’ “Ask a Librarian” Email Service – For fiscal year 2024-2025, the law librarians received 1,207 email reference questions. This number included 202 questions from attorneys and/or legal professionals, and 1,005 questions from self-represented parties or members of the general public. The latter group of requests includes noticeable occurrences of requests for older Connecticut criminal statutes from out-of-state law enforcement. The four largest categories of specific subject related questions were civil procedure questions, family law questions, document retrieval requests, and criminal law questions.



LAW LIBRARY SERVICES – SERVICES AND STATISTICS

Law Library Services “Live Chat” Service

2023-2025: 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.

2023-2024: During this period, the law librarians:

- Engaged in 231 chat interactions.
- Had 57 follow-up email interactions.



2024-2025: During this period, the law librarians:

- Engaged in 213 chat interactions.
- Had 41 follow-up email interactions.

Law Library Services E-Notification Service

2023-2025: 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.

2023-2024: The total number of Judges and Court Staff who subscribed to the e-notification bulletin was:

- Advance Release and Slip Opinions – 241

A total of 148 cases were retrieved for Judges and Court Staff through our E-Notification Service.

- Advance Release Opinions – 145
- Slip Opinions – 3

2024-2025: The following number of Judges and Court Staff who subscribed to the e-notification bulletin:

- Advance Release and Slip Opinions – 243

A total of 245 cases were retrieved for Judges and Court Staff through our E-Notification Services:

- Advance Release Opinions – 208
- Slip Opinions – 37

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:

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.

2023-2024: The Committee continued with the on-going serialization of certain titles project, which rolled out in August 2021. Titles in the National Consumer Law Series completed conversion in October 2023. In February 2024, the converting of titles from the Nutshell Series commenced. Phase I of the Cataloging Updating Project, to review the full catalog of records, remained sidelined while these smaller record projects were worked on, which will make the larger project easier. The Committee created 171 new catalog records during the fiscal year.

The Committee also addressed required record changes from monograph to serial for various titles in the Connecticut Practice Series from Thomson Reuters/West, which continues to change its hardbound title volumes, updated with yearly pocket parts, into soft bound yearly-released volumes.

2024-2025: The Committee created 33 new catalog records. As formats of titles from various vendors change from hardbound volumes to soft bound volumes, the Committee continues to revise existing catalog records to reflect the new formatting.

In July 2024, the smaller Nutshell Series serial conversion project was completed. This was the final sub-project to serialize all series titles. In September 2024, Phase I of the Cataloging Updating Project restarted. There were two progress reporting dates, one in December 2024 and one in June 2025, for all libraries regarding their completion status. As of June 30, 2025, three libraries have completed Phase I. The remaining libraries are about 55% completed. The goal is to complete Phase I by fiscal year 2027.



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.

2023-2024: During this reporting period, 14 titles were purchased or updated through this program, resulting in savings of \$13,697.24 over published purchase prices. The median discount percentage obtained for group purchases was a 22% discount per title. Purchases from Wolters Kluwer included a 90% discount on purchases based on an agreement. Group purchases of Wolters Kluwer titles saved over \$400.00 in shipping costs.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

2024-2025: During fiscal year 2025, 15 titles were purchased or updated through group purchasing, resulting in \$15,784.05 worth of savings for the Law Library Services Unit. The median discount percentage per title for group purchase was 25%. Group purchasing from Wolters Kluwer saved over \$900.00 in shipping costs for the fiscal year.

Incarcerated Persons Correspondence Service

Purpose: This service provides incarcerated people 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.

2023-2024: During this reporting period, a total of 175 written requests for materials by inmates were received, and 140 responses were mailed to inmates who submitted requests that complied with the guidelines. In total, 3,055 pages of information were forwarded to inmates to assist them in their legal matters.

2024-2025: During fiscal year 2025, 158 written requests for materials were received from incarcerated people and 114 responses were mailed. A total of 2,219 pages of information was sent to individuals in response to their requests for legal material. In December of 2024, the name of the service was changed from Inmate Correspondence Service to Incarcerated Persons Correspondence Service.



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.

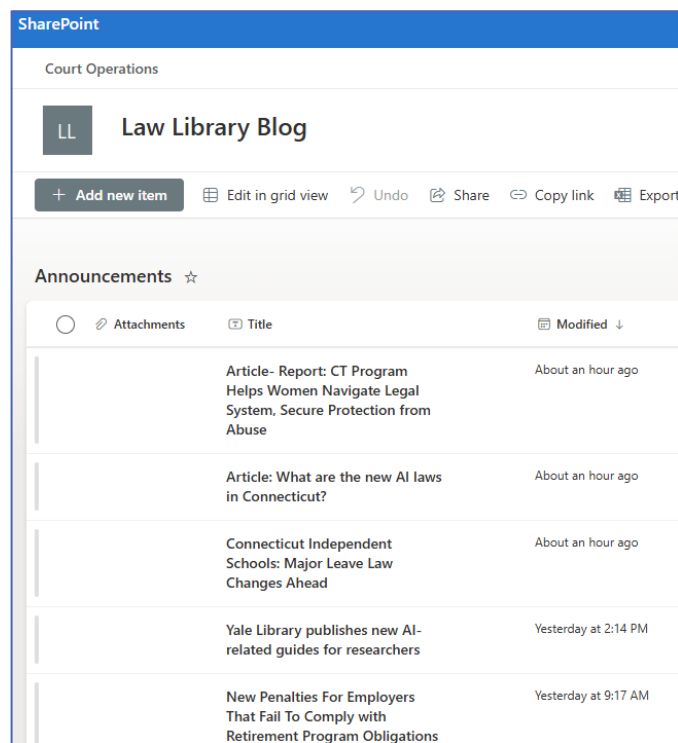
2023-2024: During fiscal year 2024, there were 19 interlibrary loan requests made, with 11 requests fulfilled.

2024-2025: In fiscal year 2025, there were nine interlibrary loan requests made, with seven requests fulfilled.

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.

2023-2024: The Intranet and Blog Committee published 178 blog posts from July 1, 2023, to June 30, 2024. In April 2024, the Intranet blog migrated to SharePoint Online from an older version of SharePoint. All previous blog posts going back to 2010 were migrated to the new platform. The new version of SharePoint Online allows for easy access to organize and share information with Law Library staff.




2024-2025: In fiscal year 2025, 280 blog postings were shared among Law Library Services librarians. The posts covered staff development opportunities, educational articles, Judicial Branch announcements, Connecticut agency notices, and general announcements of interest to staff.


LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Legal Research Guides

Purpose: Create and update existing legal research guides, 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.

2023-2024: Law Library Services ended fiscal year 2024 with 82 legal research guides comprising 3,450 pages. A total of 52 guides were updated during this period. Several guides, including *Motion for Summary Judgment* and *Termination of Parental Rights*, had new tables of information added. A new research guide in the criminal subject area was created, *Petition for New Trial (Criminal)*.

	
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Petition for New Trial (Criminal)	
A Guide to Resources in the Law Library	
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Prepared by Connecticut Judicial Branch, Superior Court Operations, Judge Support Services, Law Library Services Unit	
lawlibrarians@jud.ct.gov	

	
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2025 Edition	
Service of Process	
A Guide to Resources in the Law Library	
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Prepared by Connecticut Judicial Branch, Superior Court Operations, Judge Support Services, Law Library Services Unit	
lawlibrarians@jud.ct.gov	

2024-2025: Fiscal year 2025 closed with 83 legal research guides, totalling 3,511 pages. Fifty-four guides were updated. A new civil legal research guide *Service of Process* was completed this year. The legal research guide *Pleading and Motion Practice in Family Matters* was updated to include references to the Pathways process and the *Glossary of Connecticut Family Law Terms* had 21 new definitions added.

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.

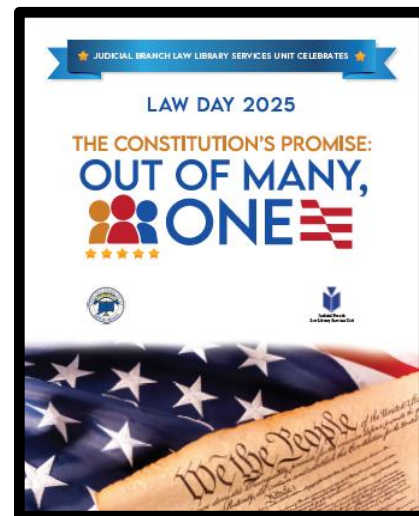
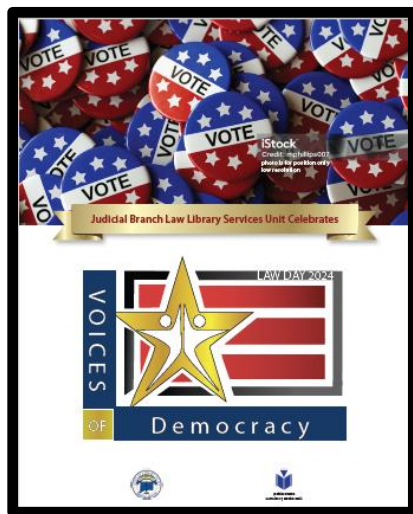
2023-2024: The Marketing Committee prepared, ordered, and distributed the Judicial Branch Law Libraries 2024 calendars. During this reporting period, 3,716 calendars were distributed. This year's calendar incorporated a QR code which directs people to the LLS' webpage. The calendars continue to be popular with court personnel, attorneys, and the public.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

During this rating period, the Marketing Committee posted two notices to the ConnTech listserv which is a listserv among the public librarians in Connecticut. In September a post regarding finding legal help was sent and in February an announcement about the VitalLaw service was posted.

In the spring of 2024, the Marketing Committee, to celebrate Law Day, and with the assistance of the Judicial Branch Graphic Artist, created and distributed 48 posters highlighting the Law Day theme: *“Voices of Democracy”*

In the spring of 2025, the Marketing Committee, to celebrate Law Day, and with the assistance of the Judicial Branch Graphic Artist, created and distributed 52 posters celebrating *The Constitution’s Promise: “Out of Many, One”*



2024-2025: During the fall of 2024, the Marketing Committee prepared, ordered, and distributed 3,738 Judicial Branch Law Libraries calendars for 2025 to the courthouses and law libraries, with an additional 200 calendars being ordered and distributed at the beginning of the new year. Fifty-two Law Day posters were also produced and distributed. Due to a printing issue at the Commission on Legal Publications (COLP), the posters this year were produced in a smaller 13” x 19” size. Many recipients have indicated that they liked the smaller size, and it will likely remain an optional poster size along with the standard 24” x 30” poster in the future.

The Committee submitted three postings to the ConnTech listserv. The topics covered by postings to the listserv included foreclosure, representing yourself, and neighbor law.

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.

2023-2024: In November 2023 and April 2024, members of the Committee presented an adapted version of the New Attorney training program to newly hired Judicial Branch law librarians. The training adapted the

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Connecticut Legal Bibliography section and the scenarios of the existing program into a presentation about using Connecticut specific resources when providing reference services.

2024-2025: In April 2025, members of the Committee once again presented the adapted version of the New Attorney training program to two new law librarians.

With the Connecticut Legal Research and Courthouse Resources for New and Experienced Attorneys program not having been offered in since 2015, on June 30, 2025, the Committee was disbanded.

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.

2023-2024: During fiscal year 2024, the Committee, along with members of the Self-Represented Info Committee, received customized training from Leslie Dauer from the Judicial Branch Information Technology Division's (ITD) Training Unit on the use of PowerPoint to create videos. This training was later modified and became part of the ITD Training Unit's catalog available for all Judicial Branch employees. Two videos were then completed and posted to the Law Library Services' website, the *Law by Subject Page Overview* video and the *Legal Research Guides* explanatory video.

In 2024, Supervising Law Librarian Christopher Roy was a presenter at the Connecticut Library Association's Annual Conference, along with librarians from the Connecticut State Library and the University of Connecticut School of Law Library. The program *Legal Research Support: Navigating Questions with CT's Law Libraries* informed public librarians about the services and resources of these libraries.

2024-2025: On April 4, 2025, Supervising Law Librarians Emily Oumano and Christopher Roy presented the program *Connecticut Judicial Branch Law Libraries: Open to Everyone* at the 2025 NELLCO Symposium. On April 28, 2025, both supervisors, along with Hartford Law Librarian Sean Carey, presented at the Connecticut Library Association's Annual Conference the program *Navigating the Law Library Services Unit, CT Judicial Branch*. On June 10, 2025, Christopher Roy and New Britain Law Librarian Emily Berardino presented a webinar at the 2025 Employee Wellness Institute upon request from the Judicial Branch Employee Education and Development Unit. The webinar *Peace of Mind: Finding Free, Authoritative Legal Information on the Internet* was well attended.

Remote Reference Committee

Purpose: Management and oversight of the Law Library Services' "Ask a Librarian" email reference service, the "Live Chat" services, and the Judicial Branch's "Ask Us a Question" email service. Duties include establishing policies and procedures for the services, providing staff training, scheduling coverage, modifying guidelines, monitoring services' inboxes and chat logs, and addressing potential threats as prescribed by the Judicial Marshal Services' Office of Protective Intelligence.

2023-2024 and 2024-2025: The law librarians responded to 6,198 inquiries. See service details on pages 9-13.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Self-Represented Info. Committee

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

2023-2024: During fiscal year 2024, the Judicial Branch discontinued licensing Adobe's Captivate software and the Committee addressed the question of which software to transition to for updating existing and producing new videos. The Committee settled on Microsoft PowerPoint as the software of choice due to its accessibility for Judicial Branch users and its ease of use. The Committee joined the Outreach & Training Committee in receiving customized training from the Judicial Branch Information Technology Division's (ITD) Training Unit on the use of PowerPoint for making videos.

During this reporting period, one new video was produced. The video *Connecticut Civil Lawsuit – Residential Summary Process (Eviction) – Landlord* was posted in December 2023 on the Judicial Branch's YouTube page. The video provides information and guidance for self-represented landlord parties about the process.

2024-2025: In fiscal year 2025, the Judicial Branch discontinued offering access to the Microsoft application Publisher, which is the software in which the Committee's tip cards had been made and maintained. The Committee decided to convert the tip cards into Microsoft PowerPoint. A new design was created for the cards, and each card was reviewed for content accuracy and recreated in the new format. Existing videos were also undergoing the same review and recreation in the PowerPoint software.

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.

2023-2024: Fiscal year 2023-2024 was a busy year for the Committee. The Committee organized the presentation *Introduction to Criminal Procedure*, presented by Supervisory Assistant State's Attorney John Lion, on October 20, 2023. This program was held in-person. On November 11, 2023, the Committee coordinated a tour of the Connecticut State Library and the Legislative Library for the Office of Legislative Research for our newer law librarians to become familiar with and establish connections with our sister libraries. On May 2, 2024, the Committee arranged a training session on *Emotional Intelligence* taught by Tracy Thibert of the Employee Assistance Program (EAP) via Zoom.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Our Annual Staff Development Meeting was held remotely on June 13, 2024, and our featured speakers were Ralph Dagostine and Caroline Fargeorge, Deputy Directors for Criminal Matters, and Toby Padegenis, Program Manager for Criminal Matters. Their presentation, *Criminal Erasure and Sealing of Criminal Records*, offered an overview of the procedures regarding criminal records erasure and sealing, with special attention to the procedures for the recent Clean Slate Act. Lastly, the fiscal year ended with two Teams sessions being offered by Luke Matyi, Appellate Court Clerk, to the librarians providing an overview on the updated process for filing an appeal to the Appellate Court.

The Law Library Services Unit staff attended a total of 473 hours of training/staff development programs. Our law librarians delivered a total of 53.25 hours of formal training to other court personnel.

2024-2025: During the fiscal year 2024-2025, the Committee coordinated three education programs. On August 20, 2024, retiring Supervising Law Librarian Jeffrey Dowd developed and presented the program *Basic Connecticut Civil Procedure*, via Teams, along with Judge Support Services Research Attorney Adam Harvey. This program, which is an update of a program offered in 2005, was Jeff's parting gift to the law librarians and was one more example of his generous leadership.

On March 19, 2025, the Committee arranged a meeting and opportunity to discuss current issues and goals and to exchange ideas on the future of law librarianship with the University of Connecticut School of Law librarians. The in-person *Training and Informational Exchange with UConn Law School Librarians* program was held at the University of Connecticut School of Law Thomas J. Meskill Law Library and included a tour of the law library. On June 12, 2025, the Annual Staff Development Meeting was held in-person at the New Britain Law Library. Russell Blair from the Connecticut FOIA Commission presented the program *Crash Course in the Freedom of Information Act* which provided an overview of the history and current application of the Connecticut Freedom of Information Act.

The Law Library Services Unit staff attended 409 hours of training/staff development programs. Our law librarians delivered 57 hours of formal training to other court personnel. In December of 2024, the Committee Chair, Karen Townsend, assisted the Administrative Office in creating and disseminating information to ensure that all law librarians understood and would be in compliance with the new Judicial Branch Education Policy which went into effect on January 1, 2025.

- **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.

2023-2024: During this reporting period, the Training Sub-Committee provided 56.25 hours of formal training. The committee members provided individualized training to Judicial Branch legal staff, Appellate Court Law Clerks, and Superior Court Legal Research Clerks. The Committee also developed VitalLaw training for the law librarians in September 2023 and created a VitalLaw User Instruction Manual for all users.

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Members of the Committee provided an overview of Law Library Services Unit's services and training on online applications to the 20 new judges and one family support magistrate attending the April 2024 PreBench. Members of the Committee also provided training during the new law librarian orientation.

2024-2025: The Training Sub-Committee provided 47.0 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 twelve new judges and two new family support magistrates attending the April 3, 2025 PreBench. During this fiscal year, the Committee updated the E-Research Portal User Instruction Manual.

Webpage

Purpose: Create and update Law Library Services' website content. Periodically review the law libraries' webpages 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.

2023-2024: Four periodic website link checks were conducted during the reporting period. The website statistics are as follows: number of new visitors was 433,583; total number of visits was 658,621; number of pages accessed was 1,718,049; and number of hits was 5,688,922. The website had 129 Law by Subject pages at the end of the fiscal year.



2024-2025: There were three website link checks conducted during this reporting period. The website statistics are as follows: number of new visitors was 434,346; total number of visits was 704,220; number of pages accessed was 1,919,065; and number of hits was 6,047,387.

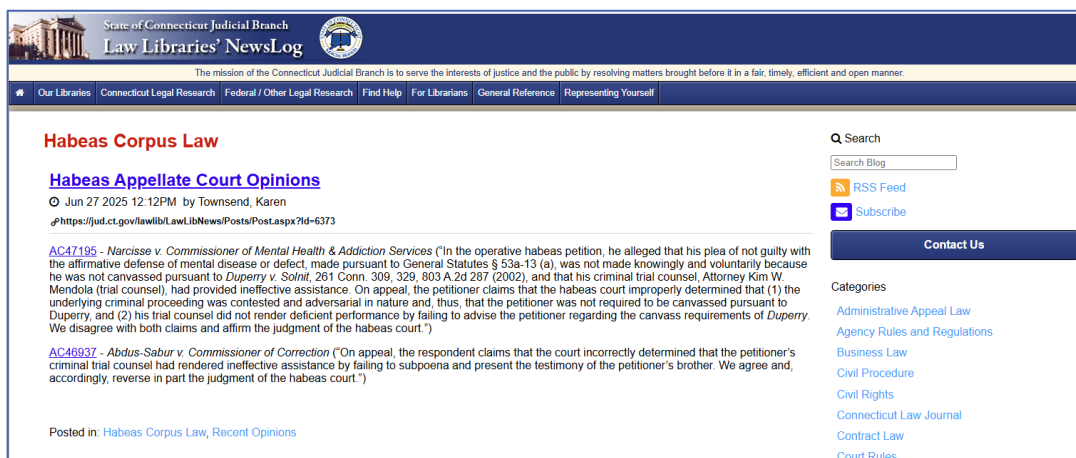
A new Law by Subject page was posted in fiscal year 2024 entitled *Connecticut Law About Drones*. It was created by a summer intern who was hosted in the New Haven Law Library. Fiscal year 2025 ended with 130 Law by

LAW LIBRARY SERVICES – COMMITTEES AND SERVICES

Subject pages.

- **NewsLog** (Sub-Committee of Webpage Committee)

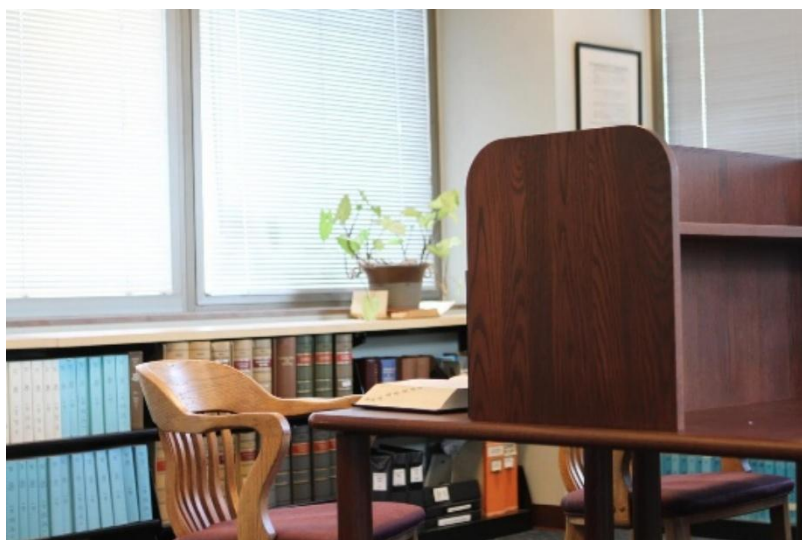
Purpose: Maintain the NewsLog on the Law Library Services' website. The NewsLog posts included advance release opinions, CT Law Journal notices, new and updated law library research guides, law library hour updates, relevant Office of Legislative Research reports, new law library materials, legal research information, and updates about new public acts, court rules, and rules of evidence. Readers can subscribe to receive notices and announcements as they are posted by either RSS (Rich Site Summary) feed or email service.



2023-2024: For the 2023-2024 reporting period, the NewsLog editors were responsible for 409 posts.

2024-2025: For the 2024-2025 reporting period, the NewsLog published 434 posts.

Over the total reporting period, there were just under 2 million visits to the blog. The current number of subscribers to the Newlogs is 992, an increase of 117 subscribers over the prior biennium.



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.

Committees and Collaborative Activities

Access to Justice Commission and Related Outreach

On June 10, 2024, Deputy Director Claudia Jalowka was appointed to the Connecticut Judicial Branch Access to Justice Commission. In September 2024, several law librarians were appointed to various subcommittees of the Commission. The Subcommittees and appointees are: Self-Represented/Access Issues Subcommittee – Taryn Agati; Law Libraries/Law School Subcommittee – Christopher Roy, Mollie Steinmetz, and Karen Townsend; Legal Aid Subcommittee – Sean Carey, Rebecca Greenlee, and Emily Oumano.

A project that continues from the prior Commission's Workgroup on Libraries & Access to Justice is the *Hands-on Legal Reference for Public Librarians Workshop*. On September 27, 2023, and again on March 10, 2025, Supervising Law Librarian Christopher Roy co-presented the three-hour workshops, along with Anne Rajotte, Associate Director of Research, Instruction, and Scholarship for the University of Connecticut School of Law. New Britain Law Librarian Emily Berardino served as a facilitator during the program. The workshops were presented via Zoom and were 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.



Hands-On Legal Reference for Public Librarians

Additionally, the Law Library Services Unit was invited to present at a University of Connecticut School of Law Access to Justice class. The presentation focused on the role of the law librarians in the Judicial Branch and the services and resources we offer to users, especially self-represented parties. On October 10, 2023, Supervising Law Librarians Jeffery Dowd and Christopher Roy provided the presentation, and on October 1, 2024, Christopher Roy and Hartford Law Librarian Sean Carey provided the presentation.

Committee on Artificial Intelligence in the Connecticut Legal System

On January 25, 2024, Deputy Director Claudia Jalowka was appointed to the Judicial Branch's Committee on Artificial Intelligence in the Connecticut Legal System. The Committee is charged with determining if court rules and/or the rules of professional responsibility should be amended to address use of AI, recommend ways that the Branch can ethically use AI in a way that is fair, accountable, equitable, and transparent, establish ways to evaluate and monitor the use of AI technology in the court system, and consider and recommend ways that AI can enhance access to justice.

LAW LIBRARY SERVICES – ADDITIONAL ACTIVITIES AND SERVICES

Judicial Branch Web Board

Supervising Law Librarian Christopher Roy was appointed to the Judicial Branch Web Board on November 1, 2024. Chris fills the vacancy left by Jeffrey Dowd, who served on the Board for many years prior to his retirement. 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 the public and court staff. The board meets quarterly to ensure coordination and collaboration between Units and Divisions within the Branch.

Connecticut Titles Archive Workgroup

In September 2024, as an offshoot of the Cataloging Project, Law Library Services established a temporary workgroup to consider the best manner to address the changes by publishers for many Connecticut specific treatises that are being moved from hard bound volumes with regularly issued supplements to yearly released soft bound volumes. This change in publication format has profound implications for archiving these titles. The workgroup, chaired by Waterbury Law Librarian Janet Zigadto, is charged with making recommendations regarding which titles need to be archived, on what schedule specified titles should be archived, and which libraries need to retain a specified title.

Connecticut State Library – Advisory Council for Library Planning and Development

Stamford Law Librarian Mollie Steinmetz was appointed to the Connecticut State Library's Advisory Council for Library Planning and Development, on August 1, 2024. Mollie's appointment is for a two-year term and will run through July 26, 2026. The Advisory Council assists the State Library Board in the planning and coordination of statewide library information services.

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, Supervising Law Librarian Emily Oumano served her last term on the Copyright Committee for AALL and served on the NELLCO Continuing Education Committee for two years. Bridgeport Law Librarian MaryAnn Krivicky held the positions of Past President and Member at Large with SNELLA. Danbury Law Librarian Rebecca Greenlee served on the AALL Government Law Libraries Special Interest Section's (GLL-SIS) Access to Justice Best Practices Committee and was Co-chair of the AALL Social Responsibilities Special Interest Section's (SR-SIS) Standing Committee on Services to Prisoners. Rockville Law Librarian Rachel Koladis was appointed to the LLNE Planning Committee which is preparing for the consortium's November 2026 meeting.

LAW LIBRARY SERVICES – STATISTICS AND NUMBERS SUMMARY
SUMMARY OF CONNECTICUT JUDICIAL BRANCH
LAW LIBRARY SERVICES UNIT STATISTICS AND NUMBERS
FY2023-2024, FY2024-2025

Category	FY2023-2024	FY2024-2025
Patron Statistics		
By the numbers		
Door Count	116,332	118,127
Telephone reference responses	6,638	7,201
Email reference responses	3,556	3,707
By the in-library users		
Court	846	682
Judicial Branch Personnel	2,074	1,946
Attorneys/Legal Professionals	5,322	4,750
Self-Represented Parties	12,653	12,860
General Public	4,260	4,336
In-Library Patron Computer Use	6,563	6,592
Reference Resources Used		
Print Resources	12,960	12,531
Online Subscription Service	4,707	4,767
Internet	11,953	10,228
Email Reference Services		
Ask a Librarian		
Responses to Attorneys/Legal Professionals	180	202
Responses to Self-Represented Parties/General Public	813	1,005
Ask Us a Question		
Responses to Attorneys/Legal Professionals	57	67
Responses to Self-Represented Parties/General Public	1,740	1,691
E-Notification Services		
Advance Release Decisions	145	208
Slip Opinions	3	37
Incarcerated Persons Correspondence Service		
Written requests received	175	158
Responses mailed to requests meeting guidelines	140	114
Interlibrary Loan Service		
Requests initiated	19	9
Requests filled	11	7
Additional Services		
Intra-library Resource Sharing	515	449
“Live Chat” Interactions	231	213

LAW LIBRARY SERVICES – STATISTICS AND NUMBERS SUMMARY
SUMMARY OF CONNECTICUT JUDICIAL BRANCH
LAW LIBRARY SERVICES UNIT STATISTICS AND NUMBERS
FY2023-2024, FY2024-2025
PAGE 2

Category	FY2023-2024	FY2024-2025
NewsLog		
Total subscribers	955	992
Total posts	409	434
Education and Training		
Hours of training attended	473	409
Hours of staff training provided	54	57
Marketing Committee		
Calendars distribution	3,716	3,938
Law Day posters distributed	48	52
Research Guides		
Published research guides	82	83
Updated Research guides	52	54
Law by Subject Webpages		
Total webpages	129	130
Law Library Services' Website		
Number of visits	658,621	704,220
Number of unique visitors	433,583	434,346
Number of pages visited	1,718,049	1,919,065
Number of hits	5,688,922	6,047,387



CONCLUSION

Dedicated and driven law librarians make up the Connecticut Judicial Branch Law Library Services Unit. Each law librarian is determined to fulfill the goals of the Strategic Plans of the Judicial Branch and the Law Library Services Unit. The law librarians and the Law Library Services Unit are continually adapting and expanding our resources and services to meet the needs of our patrons for legal information. All are committed to the principles of Access to Justice and strive to use their skills and expertise in providing reference assistance, resources, services, and programs that advance the cause. The quantitative data in this report illustrates their achievements in addressing the need for access to legal information.

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 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 and tools 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 equal access to justice under the law.



Law Library Services