Welcome to the Webinar!

Maximize/minimize your control panel with the orange arrow.

If you joined the training via telephone, please select Telephone and enter your audio pin if you haven’t already.

Please use the call-in number and audio pin in the most recent reminder email you received:

(312) 878-0511
Access Code: 146-944-137

(If you joined with a microphone and headset or speakers (VoIP), please select Mic & Speakers.)
A few logistics before we start

All attendees are muted, but we want to hear from you!

Ask a question or tell us something in the Questions box.

This webinar is being recorded.

Registered attendees will receive an email with a link to this information once it has been posted.

Need technical assistance? Email support@probono.net
Developing Legal Aid-Library Collaborations: Models and Replication Resources

Stacie Colston Patterson, Illinois Legal Aid Online
Soha Saiyed, Legal Aid Society of Louisville
Erik Williamson, Legal Services State Support (MN)
Erik Cole, Tennessee Alliance for Legal Services
Janine Liebert, LA Law Library
Tony Lu, Immigration Advocates Network

Moderator: Liz Keith, Pro Bono Net
Goals of this Series

• Increase awareness of free, online access to justice resources available to librarians
• Help librarians access and utilize those resources to assist patrons with legal needs
• Showcase models for legal aid-library collaborations to connect people with legal information
Previous Topics & Resources

View recordings and materials from the first three webinars this series:

- Webinar 1: Welcoming Librarians to the Access to Justice Movement
- Webinar 2: Connecting Library Patrons with Legal Information: Key Resources
- Webinar 3: Helping Patrons Find Legal Assistance in their Community: Online Referral Tools

www.probono.net/librarywebinars
Today’s Presenters

Stacie Colston Patterson
Outreach Coordinator
Illinois Legal Aid Online

Soha Saiyed
Staff Attorney
Legal Aid Society of Louisville

Erik Williamson
Staff Attorney
Legal Services State Support
Today’s Presenters

**Erik Cole**
Executive Director
Tennessee Alliance for Legal Services

Janine Liebert
Librarian, Programs and Partnerships
LA Law Library

**Tony Lu**
CitizenshipWorks Project Coordinator
Immigration Advocates Network
Library opportunities for involvement in statewide legal aid websites & justice initiatives

- Users and beneficiaries
- Website advisory committees
- Content development partners
- Outreach and training partners
- Tech and information literacy experts
- Access to justice committees and task forces
- You tell us!

Not already connected with your statewide legal aid website provider? Contact lkeith@probono.net
Stacie Colston Patterson
Outreach Coordinator

Illinois Legal Aid Online
Improving access to justice through technology
Who is Illinois Legal Aid Online?

- Formed in 2001
- State-wide technology center for legal services
- Funded through state & federal grants/contracts, foundations, Illinois lawyers, law firms and private donors

www.IllinoisLegalAidOnline.org
What ILAO Does

- **Mission:** To increase access to justice for low-income and vulnerable Illinois residents through the innovative use of technology

- Use the web effectively to distribute various types of legal information.

- Maintain 4 statewide legal services websites to distribute legal information and automated documents.
What ILAO Does: Websites

- **IllinoisLegalAid.org:** Legal information & self-help for IL residents
- **IllinoisProBono.org:** Volunteer opportunities & training for pro-bono legal professionals
  - **IllinoisLegalAdvocate.org:** Training & practice support for legal-aid advocates
  - **AyudaLegalIL.org:** Legal information & self-help for Spanish speaking IL residents
Library Partnerships and Programs

• Legal self-help centers

• Law at the Library

• Illinois State Library

• CyberNavigators
Legal Self-Help Centers

- ILAO started opening self-help centers in 2006

- 99 of Illinois’s 102 counties have Legal Self-Help Centers
  - 99 are Internet based
  - 80+ are in public libraries
  - 26 are at courthouses
Maintaining Partnerships

• ILAO Monthly Newsletter with automated document releases & updates

• Navigator discussion group

• Site visits if shift in leadership or ratio of use to population is low

• Personal navigator support as needed
Tools for Legal Self-Help Centers

- Computer Workstations
- Signage
- Business Cards
- Brochures: Going to Court on Your Own
- Customized Referral/Resource Handout
- List of Automated Documents
- Customized Self-Help Center Homepages
Legal Self-Help Center Homepages

- Hosted on illinoislegalaid.org
- Give sense of ownership
- SHC committee picks 6 topics for homepage (link to legal content with automated document links)
- Picture from that circuit
Law at the Library

- Partnership with The Chicago Bar Association
- Informational seminars about a specific area of law
- Presented by attorneys and Judges
- Completely organized by CBA
- ILAO – webcast the archive video on our website
Illinois State Library – Eliminate the Digital Divide

• Grant allocated to 15 libraries by Illinois Secretary of State and State Librarian

• Provide hardware/equipment, training and services to vulnerable Illinois populations
  - the unemployed, children, older adults, minorities, persons with disabilities

• Series of Webinars for Librarians across the state

• Conferences
CyberNavigators

- Chicago Public Library Program
- Part-time staff members specifically available to help patrons use technology
- Schedule appointments – walk ins are welcome
- Yearly training for CyberNavigators
- Provide training on digital legal resources
Break it Down

• Provide Resources
  • LSHC Centers

• Provide Programming
  • Law at the Library

• Increasing Funding
  • EDD Grant Webinars

• Employee Training
  • CyberNavigators
Looking to the Future

• Measuring Success
• Continued Communication
• Programming in a Box
• Hosting Clinics
• Cross Promotion
Soha Saiyed
Staff Attorney, Rural Unit
Legal Aid Society of Louisville
Introduction

• TIG – Technology Initiative Grant
• Idea came from a 2009 TIG pre-conference on libraries and access to justice
• Other legal aids were successfully developing online tools to help triage legal information and reaching out to libraries as well
Project Goals

• Develop innovative, replicable statewide models in KY to help libraries play an expanded role in access to justice;

• Conduct outreach, training & content development to equip libraries in KY to respond to the surge of self-represented litigants seeking help; and

• Implement an integrated national outreach, training & partnership strategy to expand awareness of statewide website resources among library networks & other key national stakeholders & support the effective national replication & adoption of legal aid library partnerships.
Project Partners

- Pro Bono Net (PBN)
  - www.probono.net

- Central Minnesota Legal Services (CMLS)
  - www.centralmnlegal.org

- Legal Services State Support
  - www.mnlegalservices.org

- Kentucky Access to Justice Commission – Public Services Committee
Project Activities

• Developed Legal Research Assistant Triage Tool using A2J Author
• Expand existing library partnerships in KY through targeted outreach, training and statewide website content development activities
Librarian Trainings

• Held trainings from August through September 2012
• Invited all public librarians throughout state and offered continuing education credits
• Topics covered: Online legal resources, unauthorized practice of law & triage tool
Triage Tool

- To be available at www.kyjustice.org and libraries
- Designed to help self-represented litigants get legal information and complete court documents with ease.
- Navigation is easier than website.
Erik Williamsen
Staff Attorney
Legal Services State Support
Minnesota Public Libraries & Access to Justice Project 2012:
Increasing access to legal information at public libraries to help patrons address legal problems

Developing Legal Aid-Library Collaborations

LawHelpMN.org
Project Goals

- To increase public access to legal information at public libraries in order to help patrons address legal problems
- To engage public libraries and librarians to help increase access to justice
- Provide easy ways for librarians to refer patrons to legal services providers, including:
  - legal aid offices
  - volunteer attorney programs
  - legal clinics
Project Partners

- **Legal Organizations:**
  - Central Minnesota Legal Services (CMLS)
  - Legal Services State Support (State Support)
  - Pro Bono Net
  - Funded by the Legal Services Corporation

- **Minnesota Library Organizations:**
  - Division of State Library Services of the Minnesota Department of Education
  - Ramsey County Law Library
  - Ramsey County Public Library
  - St. Paul Public Library
Project: Two Tracks

Legal Info Trainings

- 2-Hour In-Person Trainings for Library Staff
- Available Across Minnesota
- During September – November 2012
- To be Followed by Series of Webinars
- Focus on LawHelpMN and other reliable online legal resources for Minnesota

LawHelpMN on Library Sites

- Partner with two libraries to create a cobranded site
- Syndicate content from LawHelpMN.org meeting local needs:
  - Local referral finder
  - Multilingual content
  - Document assembly feeds
  - Tools for local librarians to contribute and manage local content
- Create a template from this work to expand to more libraries in the future
• Developed a survey in cooperation with our partners in the library community

• Surveyed public, academic, special and law library staff regarding comfort and familiarity with online legal resources for patrons
Survey Results: Key Findings

- Over 80% of survey respondents were approached by patrons at least 1-2 times per month seeking legal information.
- Most common questions from patrons were regarding family and housing law.
- Only 36% were familiar with LawHelpMN.org.
- Over 75% of respondents from public libraries expressed concerns about providing legal information:
  - Concerned about legal advice/unauthorized practice of law.
  - Concerned about providing outdated or inaccurate materials.
Are you familiar with LawHelpMN.org?
In-person trainings for library staff

20 minutes – 2 hours

Available across Minnesota

During September – November 2012

To be followed by series of webinars
TRAINING CONTENT:
FEATURES OF LAWHELPMN

- Fact sheets and booklets about legal rights and responsibilities
- Legal referral resources
- Live navigational assistance through LiveHelp
- Court forms and other legal forms, including automated form assembly
- Multilingual resources
• State Courts’ websites
• MN Courts Virtual Self-Help Center
• the State Law Library system
• WebJunction and WebJunction Minnesota
• the Minnesota Attorney General’s Office
Partnering Websites

- Partner with three libraries to create a cobranded site
  - Ramsey County Law Library
  - Ramsey County Public Library
  - St. Paul Public Library

- Syndicate content from LawHelpMN.org meeting local needs:
  - Local referral finder
  - Multilingual content
  - Document assembly feeds
  - Tools for local librarians to contribute and manage local content

- Use design elements and branding from LawHelpMN and partner libraries

- Goal is to reach the public with legal information to prevent legal problems or direct them to legal services providers

- Create a template from this work to expand to more libraries in the future
Surprises?

- Interest level — huge interest from libraries and library staff
- Interest from statewide agencies in coordinating efforts
- Strong interest in follow-up trainings for library patrons
Challenges

- Big state – hard to get to everybody to train
- Difficulty finding training times when library staff are all available
- Library websites are not necessarily structured to adopt Legal Services model for content management and access
- Strong attachment to printed materials
- Nervousness about legal advice
Contact:

Erik Williamsen
Staff Attorney
Legal Services State Support
2324 University Ave W, Suite 101B
St. Paul, MN 55114
651-842-6904 (phone)
651-842-6904 (fax)
eawilliamsen@mnlegalservices.org
Erik Cole
Executive Director
Tennessee Alliance for Legal Services
Legal Information for Tennesseans (LIFT)

www.legalinfotn.org

www.legalinfotn.org
LIFT – www.legalinfotn.org

• One-stop online resource for librarians and library patrons to get accurate legal information
• Searchable by county, by library or by legal need
• Quickly find legal information, libraries, and where to find legal help
• Coming Soon!
LIFT continued

- Project of West Tennessee Legal Services and the Tennessee Alliance for Legal Services
- Funded by a Legal Services Corporation Technology Initiatives Grant (TIG)
- Working in partnership with the Tennessee State Library and Archives and the Tennessee Access to Justice Commission
- Statewide Advisory Committee Driving Development and Content
Studies now show that as many as half of all Web users use their mobile device as their main method of connecting to the Internet.

It is estimated that in as little as a few years, mobile devices will outnumber PCs and laptops among Web users.

www.legalinfo.org is optimized to be fully functional on all mobile devices.

The goal is to make the site usable for years to come AND to make it the best product possible for clients who are increasingly accessing resources through phones and mobile devices.
On smartphones..
On tablets...
On PCs
User-friendly

- The portal will be built on a “Resources” list which will be categorized by hierarchical terms and will include articles, organizations, and links.
- The portal will build upon existing resources but add legal assistance content as needed.
- Each resource page will feature:
  - Self-help legal information
  - Online standardized forms (where available)
  - Link to online pro bono website – OnlineTNJustice
  - Find representation – link to statewide directory of legal aid services.
Interactive for Librarians

- Each participating library will have its own profile (or page) in the portal.
- Librarians will be able to login and change the information on their profile.
- Librarians will also be able to select and associate specific content to appear on the profile.
- Each librarian will also be able to submit content to add to legal resources.
Conservatorship (SAMPLE PAGE from LIFT)

A few words about Conservatorship in Tennessee:
In Tennessee, the term “conservatorship” is used to describe the court process used to protect or help adults. The term “guardian” is used to describe an adult who is appointed to take care of a child. However, the term “guardian” is often used to describe a conservator, even by the courts. In some other.....

A helpful discussion of the Tennessee laws governing....

Information about powers-of-attorney, living wills and representative payees can be found in the article, “Alternatives to Conservatorship.”

Written Information on Conservatorship:
Some areas of the state have more information than others. You may wish to look at information from other areas as well as your own.

Laws of Interest: (All references are to Tennessee Code Annotated – TCA)
Taken from the website for the Conservatorship Association for Tennessee.

Conservatorship Information for Tennessee

Please note that the phone numbers listed may not be for your county. To call someone in YOUR county click the “FIND REPRESENTATION” link below.

Tennessee Forms for Conservatorship:

Forms for all of Tennessee
http://www.selectal.org/conservatorships1.htm

Chattanooga-Hamilton County
http://www.probateci.org/services/conservatorship.htm

Shelby County: http://probate.shelbycountytn.gov/forms.htm
Conservatorship Page Cont’d.

Ask a Lawyer a Question:

Volunteer Lawyers Who Will Answer Questions for Free Online
http://www.onlainetjustice.org/

Find Representation:

Directory of Legal Aid Attorneys and Other Agencies by County
www.tals.org

Other Resources to Help:

State of Tennessee Public Guardian Program
http://www.tn.gov/comaging/guardianship.html

Conservatorship Association of Tennessee (CAT)
http://www.catenn.org/

National Guardianship Association
http://www.guardianship.org/

Information to Help Conservators:


Tennessee Disability Pathfinder
http://kc.vanderbilt.edu/pathfinder/

ABA Volunteer’s Handbook
This handbook is written for volunteers in any state, so will not have information specific to Tennessee. Still, it is a helpful guide for conservators to use.
Find Help at a Local Library
Find Representation
Tennessee Forms

Supreme Court Approved Forms

The forms approved by the Supreme Court are listed below, by topic.

Divorce

The Supreme Court approved these forms as "universally acceptable as legally sufficient." This means that if you fill out the forms correctly, that all Tennessee courts that hear divorce cases must accept the forms.

IMPORTANT! Please read the instructions carefully. Make sure that your forms fit your situation. These forms are only for divorces where both spouses agree, there are no children under 18 or dependent children, and the spouses do not have a lot of property.

Instructions to Divorce Forms

PDF

Form 1 - Request for Divorce

PDF

Form 2 - Spouses' Personal Information

PDF

Form 3 - Request to Postpone Filing Fees

PDF

Form 4 - Health Insurance Notice

PDF

Form 5 - Divorce Agreement

PDF

Form 6 - Final Decree of Divorce

PDF

Form 7 - Restraining Order for Divorcing Spouses

PDF

Form 8 - Notice of Hearing

PDF

Spanish Versions
Next Steps

• Four libraries are piloting site once content upload is complete – Two major metropolitan, one rural, one medium-sized city

• Once the portal is finalized and tested, TALS and WTLS will train librarians across Tennessee on its use.

• Trainings will be conducted in all the regions of the State Library system and they will be recorded for live and on-demand web viewing. Librarians will be taught how to use the site, how to login and create their own profile pages, how to talk with clients needing legal assistance, and about local legal resources.

  – What is legal aid?
  – What is the difference between legal advice and legal information?
  – A detailed “how-to” on the TN Library/Legal Resource Portal
  – What are the most common civil legal questions you will encounter?
  – How to make a referral to your local legal aid program or pro bono program.
Library trainings

• Curriculum for librarians is currently in development
• Regional librarian trainings scheduled for 2013
• 9 trainings will be held across Tennessee in conjunction with State Library Regional Meetings
For more information about LIFT…
Erik Cole, Tennessee Alliance for Legal Services
ecole@tals.org - 615-627-0956 ext. 23 - www.tals.org
LA Law Library Collaborations: Libraries & Access to Justice

Janine Liebert
Librarian, Programs & Partnerships
LA Law Library
jliebert@lalawlibrary.org
Background

• On ground training for public librarians initiated in 2011

• To date, over 300 participating librarians

• Expanded into public outreach and community education
  - Collaborations with legal aid in public libraries

• Currently four models of LA Law Library-legal aid collaborations in public libraries
LA Law Library – Legal Aid Partnerships

• Topical legal information sessions in public libraries
• Answer clinics for litigants facing lawsuits in partnership with self-help centers
• Clinics using volunteer attorneys
• Access to justice via technology clinics
LA Law Library Collaborations

Yes You Can Fix Your Conflicts!

Conflict Resolution Workshop
Presented in English & Spanish

Learn how to use mediation to negotiate all kinds of life’s events and avoid expensive legal fees. Come to this FREE workshop if you have a problem with:

- Your divorce
- Your landlord or tenant
- Your neighbor
- A medical debt
- Your workplace

Presented by Loyola Law School’s Center For Conflict Resolution & the LA Law Library.

Saturday, October 27
2:00-3:00pm

Van Nuys Branch Library
6250 Sylmar Ave
Van Nuys, CA 91401
818-756-8453
www.lapl.org

FREE Deferred Action Information Session

Presented in English & Spanish

Have you heard about President Obama’s new Deferred Action program? Do you know if it applies to you or someone you know? How will you benefit from it? Do you know the eligibility requirements? Come and learn from an immigration attorney about:

- Eligibility Requirements
- Required Documents
- Application Process
- How to Avoid Fraud

Presented in partnership with Neighborhood Legal Services of Los Angeles (NLSLA) and the LA Law Library.

Saturday, September 29th
2:00pm

Sylmar Branch Library
14584 Plummer Street - Sylmar, CA 91640
818-361-5002
www.lapl.org

Your Partner in Legal Research Since 1891
www.lalawlibrary.org
**LA Law Library Collaborations**

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**Debt Collection Answer Workshop**

*Friday, September 21, 2012*

**Gladys Waddill Library Lecture Hall**

**Inglewood Public Library**

- Learn basic consumer debt collection rights & responsibilities
- Hear about your options if you have been sued to collect a debt
- Get an overview of debt collection scams to avoid
- Find out about available resources

**Advance registration required – No walk-ins accepted**

Register by **Monday, September 17** at the Inglewood Self-Help Legal Access Center

Room 107, Inglewood Courthouse, One Regent Street, Inglewood, CA 90301

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**Have You Ever Served In The U.S. Military?**

If so, come to this information session presented by an attorney from the Legal Aid Foundation of Los Angeles to learn about the following resources available to YOU:

- **HOUSING**: How to prevent an eviction and how to get temporary help to pay for rent.
- **BENEFITS**: How to get income and healthcare benefits from the Department of Veteran Affairs.

**DATE:** Saturday, November 10, 2012

**TIME:** 11:30 AM — 1:30 PM

**PLACE:** Meeting Room (entrance in lobby)

ADA INFORMATION AT: WWW.LAPL.ORG/ADA

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*Your Partner in Legal Research Since 1891*

www.lalawlibrary.org
Pro Bono Week Events at the LA Law Library

Ask a Lawyer about Consumer Law Problems
For questions about consumer law only

- WHEN: Monday, October 22, 2012
- TIME: 6:00 — 8:00 p.m.
- LOCATION: LA Law Library
  301 West First Street
  Los Angeles, CA 90012

If you are a person of low income - then talk to a volunteer consumer law attorney for FREE

Bring your questions about:
- Being sued by a credit card company
- Harassing phone calls from bill collectors
- Paying someone to help you keep your home who did nothing for you
- Financial fraud by friends or family
- Other consumer fraud issues

Advanced registration required - No walk-ins.
To register, call (213) 385-2977 x4202 to determine if your income level and matters qualify for free legal services.

Presented in partnership with Public Counsel Law Center and area law schools

Thursday, October 25, 2012
CitizenshipWorks.org In-Service Training for Public Librarians,
9:00am — 12:00pm

Presented by the Immigration Advocates Network (IAN), the National Association of Elected and Appointed Officials (NAEFO) and the Asian Pacific American Legal Center (APALC), this workshop will introduce librarians from the greater Los Angeles area to CitizenshipWorks (www.citizenshipworks.org), a multilingual online resource to help immigrants learn about their eligibility for citizenship and the naturalization process.
Objectives

• Provide access to legal information and referrals in trusted settings

• Serve as focal point for coordination of joint outreach

• Develop early intervention approach to facilitate effective self-representation

• Advocate the public library’s role in access to justice via technology initiatives

• Support the courts which face more informed litigants
Creating Partnerships

• Build on shared mandate for outreach and community education

• Identify Key people: Librarians with responsibility for adult programming; staff attorneys

• Ensure high level commitment from each partner: executive champion

• Conduct active partnering

  - e.g., for deferred action, these might include schools
Tips for Legal Aid-Library Collaboration

- Define Your Roles
- Define the model of collaboration that the program uses
  - e.g., legal information session vs. brief advice
- Take advantage of different perspectives
  - Librarians can assist with community-based referrals and legal information resources
  - Free up attorneys to be advocates
- Coordinated publicity efforts
- Factor in extra time to get started
Challenges

• Creating buy-in with partners
• Coordination to ensure publicity efforts
  - Targeted approaches to institutions and people who are in touch with intended audience and to places where they might be found
• Scheduling of programs/location
• Language capacity
Challenges

• Managing attendees’ expectations (particularly for direct representation by an attorney) that are outside the scope of the services that the programs provide
  
  - Help with legal forms
  
  - Distinction between receiving direct service (day-of) and being sent elsewhere for help

• Measuring success
  
  - Anecdotal
  
  - Lack tracking system to monitor resulting intakes
Lessons Learned

• Create win/win experiences

• Address issues that complement or expand a legal aid provider or self-help center’s scope of services
  - e.g., access to justice via technology initiatives
  - e.g., answer clinic that complements scope of services provided by self-help center

• Develop strategy for overcoming low attendance
  - Workshop attendee eligibility and screening
  - Built-in audience
Tony Lu
CitizenshipWorks Project Coordinator
Immigration Advocates Network
How Libraries Can Use Technology to Help Residents Become Citizens

Pro Bono Net
Libraries and Access to Justice Webinar Series

November 1, 2012
Hi Tony, Ai-jen & Scott.

Happy New Year! (Fireworks!) Hope you had a safe flight back to New York. We are in Palm Desert. We played golf today - it was very windy and cold, so we only played nine holes. Then we went to go see the movie “The Tourist.” It’s good. We will be home tomorrow, for a New Year’s Party with Royce, Ivy, Jenny, Michael and Royce’s Dad.

Love, Mom
CitizenshipWorks

Are you eligible to apply for citizenship?

This website will help you to answer important questions about your eligibility for naturalization. It will also help you to better understand the naturalization process and how to prepare for the naturalization tests.

Learn More

Learn About Naturalization
Get the facts about the naturalization process.

Prepare for the Naturalization Tests
Find out how to prepare for the naturalization tests.

Other Citizenship Resources
Learn more about becoming a U.S. citizen.
Resources for the Public

- e-Learning Modules
- Find Legal Help
- Learn About your Eligibility
- SMS Text Messaging Campaign
- Live Chat
- Mobile App
Overview of the Naturalization Process

Consider This

Sun is 45 years old and has had her green card for 10 years. She suffers from a mental disability. Does she qualify for an exception to the English or civics requirements for naturalization?

Get the answer

Prepare for the Tests

Example: American Government Question

Let's take a look at an example of an American Government question that you may be asked. Click the button for the answer.

What is the supreme law of the land?

Get the answer

Overview of the Naturalization Tests
Public Eligibility Screening Tool
Multilingual Resources
Live Chat

Questions?
Chat live with an online representative.

Chat with us now
Start Chat
SMS/Text Messaging Campaign

Text the word citizenship (ciudadania in Spanish) to 877877. Subscribers can enter their zip code to find legal help in their area.
Mobile App
Mobile App - Study Tools

The idea of self-government is in the first three words of the Constitution. What are these words?

Civics Test - Flash card tutorial

Swipe left or right to see the answer

Civics Test - Flash card tutorial
Find Legal Help

[Images of two smartphones showing a mobile application for finding legal help. The left phone displays a screen where users can enter their zip code or city, state, and a 'Submit' button. The right phone shows the results for 60068, indicating the location of legal help nearby.]
Advocate Resources

- Eligibility Screening Tool
- N-400 Tool
- I-912 Fee Waiver Tool
CitizenshipWorks in Action
Libraries at the Front Line in Naturalization

Los Angeles: Citizenship Corners

- Printed resources
- Librarians trained on how to make referrals
- Partnerships with legal services organizations to conduct naturalization workshops

- CitizenshipWorks Kiosks for the Public
  - Searchable Directory of Services
  - e-Learning Module
  - Eligibility Screening Tool
Libraries at the Front Line in Naturalization

CitizenshipWorks Workshops

- Computer labs
- Partnerships with legal service providers to coordinate and provide naturalization experts
- Gets people in the door
Libraries at the Front Line in Naturalization

Distributed and Time-Shifted Service

At the Library

Applicant uses CitizenshipWorks

At the Workshop

Advocate edits and completes form
Technology (Done Right) Creates Access

CitizenshipWorks Pilot Survey Data

Age: 64% over 40 years old

Education: 42% secondary school or less (6% no education)

Income: 58% make less than $2000 per month

Computer Usage: 50% use a computer once a week or less (24% have never used a computer before)

Computer Literacy: 48% usually or always need help using computers

CitizenshipWorks: 96% found CitizenshipWorks easy or very easy to use
Our Partner Sites

- Los Angeles
- San Jose/South Bay
- East Bay
- Orange County
- San Diego
- Houston
- Charlotte
- Miami
- Detroit
- Boston
- New York City
- Upstate New York
Contact

Tony Lu
CitizenshipWorks Project Coordinator
Immigration Advocates Network
tlu@immigrationadvocates.org
Questions?

Comments?

Thoughts?
Still have questions?

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Janine Liebert  
*Librarian, LA Law Library* | jliebert@lalawlibrary.org

Tony Lu  
*CitizenshipWorks Project Coordinator, Immigration Advocates Network* | tlu@immigrationadvocates.org
Thank you for attending today!

Please take our short survey:
http://www.surveymonkey.com/s/LibrariesA2J

For additional materials and resources, visit
http://www.probono.net/librarywebinars