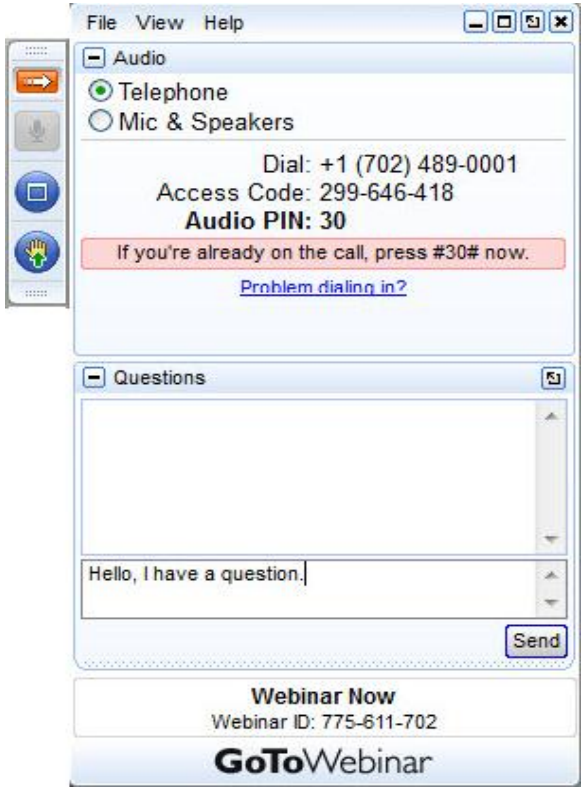
Welcome to the Webinar!

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.

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LSC America's Partner For Equal Justice

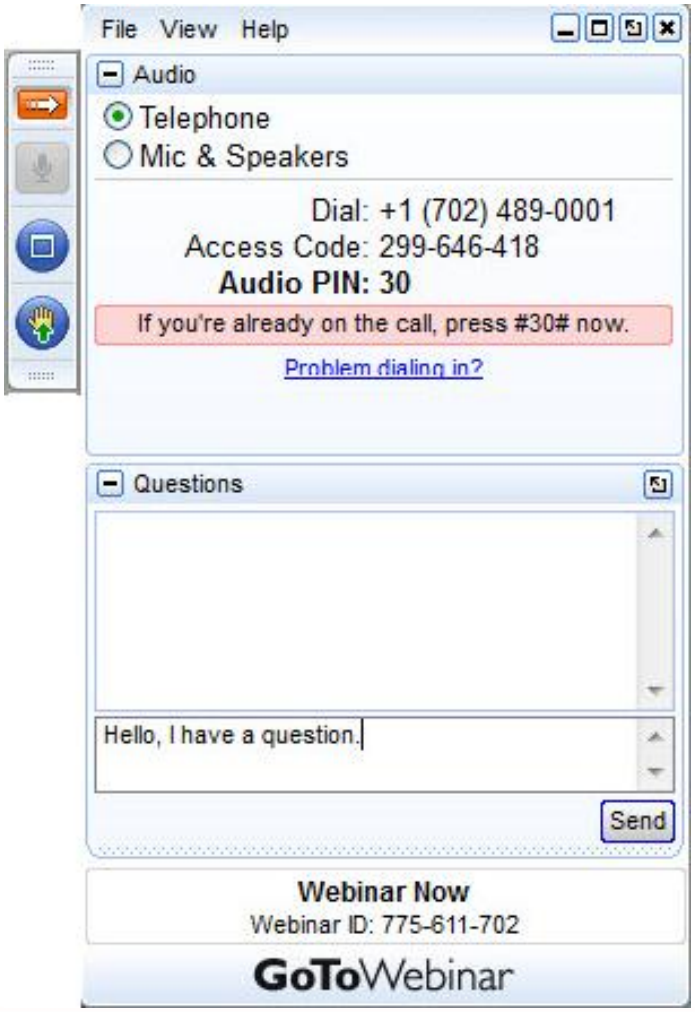
A few logistics before we start

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.



Welcoming Libraries to the Access to Justice Movement

Liz Keith, LawHelp Program Manager, Pro Bono Net
Glenn Rawdon, Program Counsel for Technology, LSC
Sara Galligan, Director, Ramsey County Law Library

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LSC
America's Partner For Equal Justice

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

LSC America's Partner For Equal Justice

Est. 1921 LEGAL AID SOCIETY

CMLS Central Minnesota Legal Services

LEGAL SERVICES STATE SUPPORT

Upcoming Topics

- Connecting Library Patrons with Legal Information: Key Resources - Sept. 27
- Helping Patrons Find Legal Assistance in their Community: Online Referral Tools - Oct. 11
- Developing Legal Aid-Library Collaborations: Models and Replication Resources - Nov. 1

More information available at www.probono.net/librarywebinars

Today's Presenters



Glenn Rawdon
Program Counsel for Technology
Legal Services Corporation



Sara Galligan
Director
Ramsey County Law Library



Liz Keith
LawHelp Program Manager
Pro Bono Net

A quick poll.
Tell us about you!

Defining “Access to Justice”

“Because law forms the foundation of all civil relationships in our democratic society, all residents of the state of Wisconsin should have a meaningful ability to know of, understand, assert, enforce and defend important rights and privileges as well as sufficient information to understand and abide by their corresponding civil legal duties and obligations.”

-From the mission statement of the Wisconsin Access to Justice

http://wisatj.org/about/missionvalues/

The access to justice movement is concerned with:

- Promoting access
- Ensuring fairness
- Reducing barriers (economic, geographic, linguistic)
- Increasing the range of services and self-help available
- Increasing efficiency

Librarians Collaborating to Meet the Need for Access to Legal Information

An Introduction

Glenn Rawdon

Program Counsel for Technology, LSC

LSC/TIG System of Statewide Websites



Importance of libraries in access to justice: a legal services perspective

- 99.3% on public libraries offer free Internet access
- 64.5% of public libraries report they are the only free provider of Internet access in their community
- 44% of people living below the federal poverty line used computers and the Internet at their public libraries

Importance of libraries in access to justice: a legal services perspective

- Libraries are uniquely-situated to provide A2J resources:
  - ubiquitous and community-based
  - large, loyal audience
  - long history as access point for research / other info
  - no cost to the patron
  - libraries have adapted to new methods of research

Importance of libraries in access to justice: a legal services perspective

- Librarians are uniquely-situated to facilitate access to justice:
  - unique skill set – research and organization
  - public service role
  - librarians understand neutrality required to provide legal info in non-representational capacity

Importance of libraries in access to justice: a legal services perspective

- Public library / access to justice partnerships mutually benefit those involved:
  - patrons benefit from improved access to legal info and better preparedness
  - reputation of libraries benefit from enhanced ability to meet critical patron needs
  - legal services providers benefit from librarian and patron feedback & more knowledgeable clients
  - judges/courts benefit from better-informed SRLs

Opportunities for library participation

- In statewide legal aid website projects:
  - As project stakeholders
  - As outreach partners
  - As content contributors

- In state access to justice committees and task forces

TIG Preconference in 2010

- Concept – limited number of small teams (11) of library and legal services staff for two days of train the trainers
- Coordinated by LSC and SRLN with sponsorship by the NCSC and funding from LSC and the Gates Foundation
- Post conference mini grants provided to conduct outreach and training

Continuing Efforts

- Outreach at NLADA, American Assoc. of Law Libraries, Public Library Assoc.
- Modifications to SWWS templates to facilitate branded sites by libraries of legal services client legal information

2011 TIG to KY and MN

Project partners:

Legal Aid Society of Louisville, Central Minnesota Legal Services, Minnesota Legal Services Coalition, Pro Bono Net

Project goal:

Develop and implement partnerships and online tools that provide low-income persons access to targeted legal assistance, information and self-help resources at public libraries and public law libraries.

2011 TIG to TN

Project Partners:

West Tennessee Legal Services and Tennessee Alliance for Legal Services

Project Goal:

Develop TennHelpNow, a model partnership between the library system, the courts and the equal justice community to advance access to justice for low-income, rural, and elderly Tennesseans.

Activities

1. Develop a library-branded version of the statewide website to provide resources tailored to librarians and library patrons.
2. Develop a training program for librarians using electronic resources to properly assist patrons with legal needs.
3. Conduct community outreach to promote the partnership.

Replication resources from these TIG-funded projects

- A2J Legal Research Assistant tool
- LawHelp.org and DLAW template library satellite sites
- Training and outreach resources for librarians

The Legal Services Landscape and Legal Information Needs

Liz Keith

LawHelp Program Manager, Pro Bono Net

The legal services landscape

- LSC is the primary funder of free civil legal services in the US
- Funds 134 nonprofit legal aid programs - helped approx. 2.3 million people in 2011
- Each state has one or more legal services programs
- Income eligibility ~125% of poverty line - approx. $28,000 for a family of four
- 66 million people will be eligible this year - an all-time high

Common legal information needs

Cases closed by LSC-funded programs in 2011

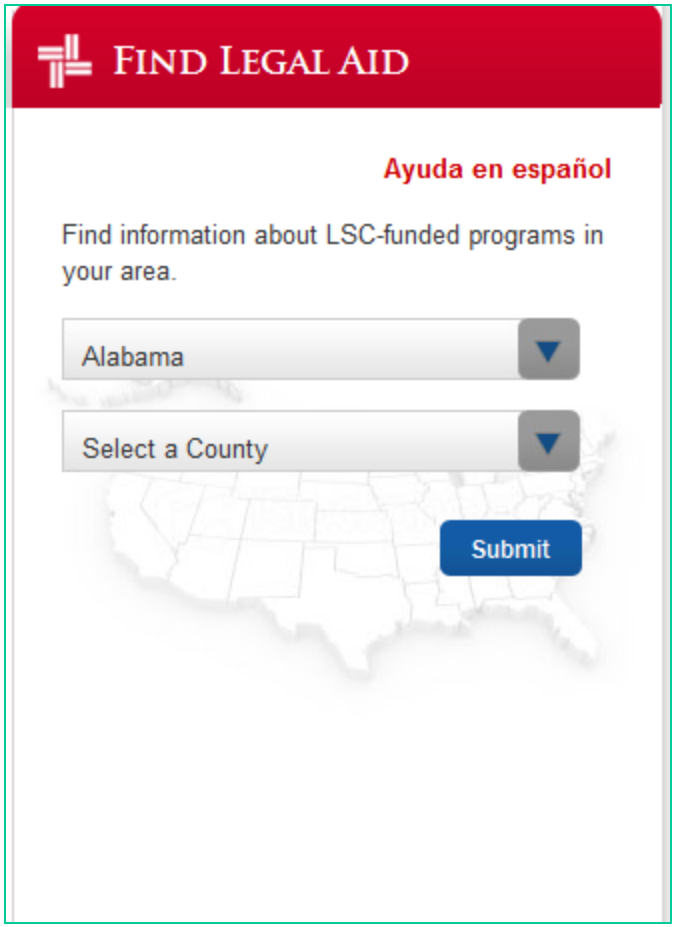
- 34% family law
  - divorce, domestic abuse, child support and custody
- 26% housing
  - landlord-tenant issues, foreclosure, public housing
- 13% income maintenance
  - access to public benefits like disability and unemployment insurance
- 12% consumer
  - Predatory lending, bankruptcy and debt collection

Doors to Access to Justice





LawHelp.org



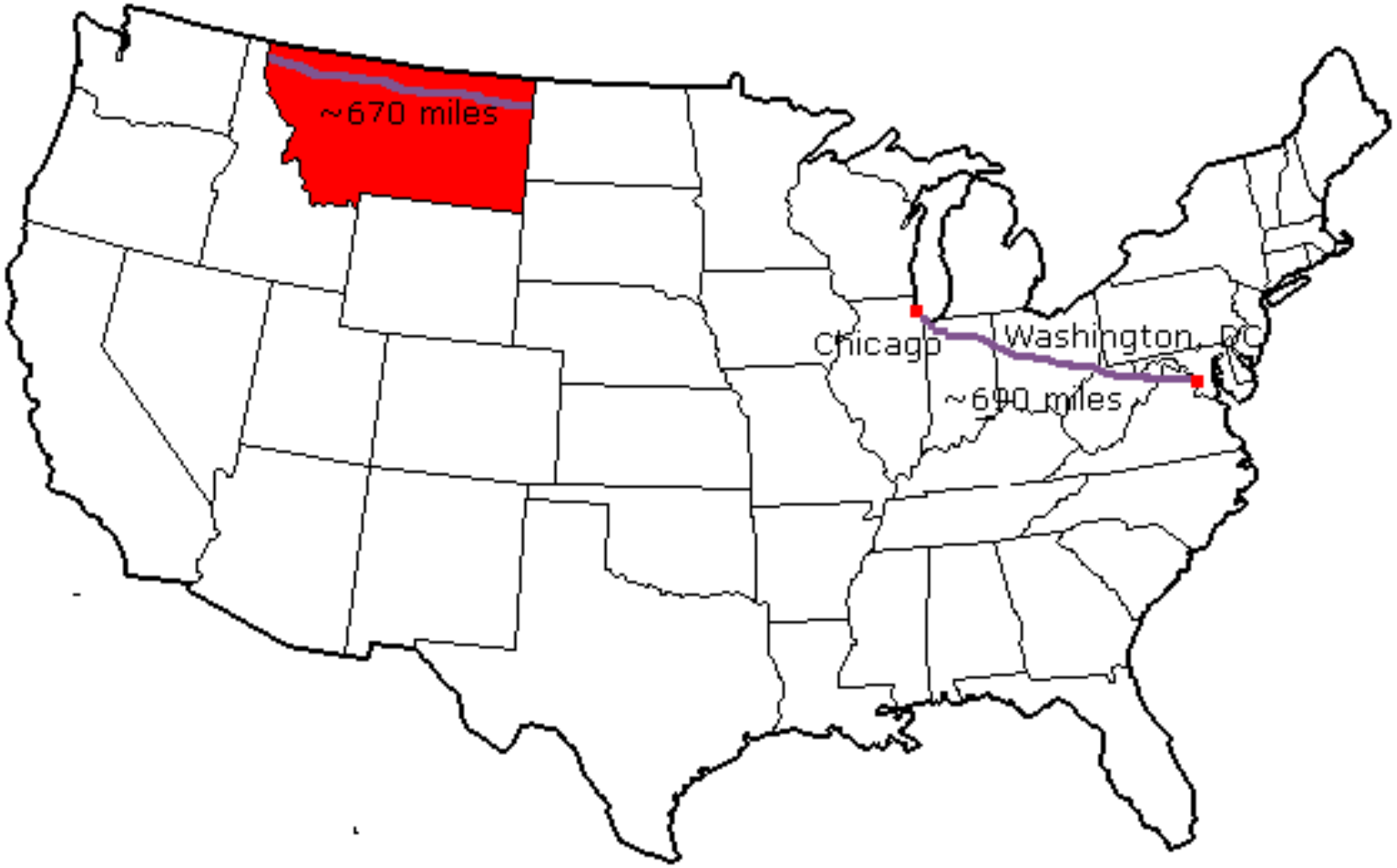
lsc.gov

Where are the gaps?

Rising demand, limited resources:

- About 80% low-income people with legal needs are not being served
  - 50% can be helped through very low-cost intervention (self-help materials, videos, consumer education resources, multilingual information)
  - 35% can be helped with low-cost intervention involving a trained non-lawyer *Data from ABA Civil Legal Needs Study*
- Many vulnerable moderate income individuals and families also face legal issues alone and can benefit from similar interventions

Gaps of distance

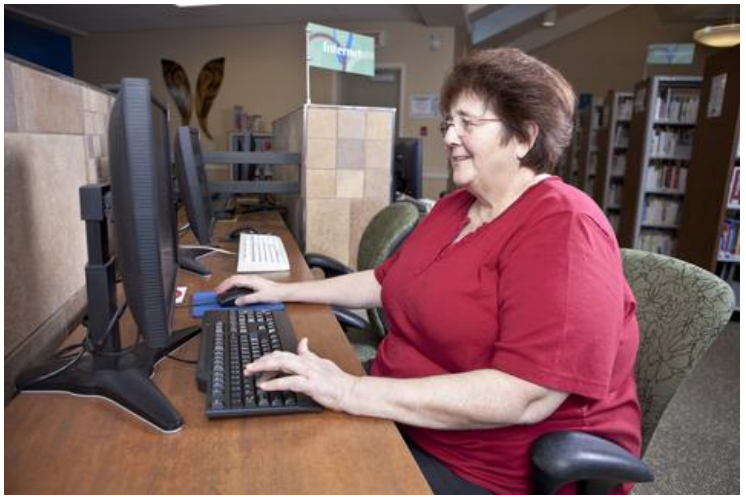


Fewer than 20 legal aid attorneys for 75,000 eligible clients in Montana

Every county has a public library or law library

Gaps in equitable access to information

- 120 counties in Kentucky - most rural
- KY also has one of the poorest populations in the country
- Ranked 45th in home broadband
  - 54% of households had access in 2010
- But every county has a public library with free, high-speed Internet access



Information and technology literacy gaps

- Legal rights information in plain language
- Trusted, credible sources
- Multilingual
- Localized, current referral information
- Computer and web navigation assistance

(More sources to come in webinar 2!)

Partnerships Create a Continuum of Service



Access To Justice—
Why Public Libraries?

Sara Galligan

Director, Ramsey County Law Library

Access To Justice—Why Public Libraries?

Tradition of Open Access

Trusted Information Providers

Professional Principles

Evolving Roles

ATJ Vision Statement

- Public libraries provide effective and equal access to legal information for all—in ways that are reliable, innovative and economical

What Makes ATJ Work?

- Organizations and people to create and deliver services
- Resources (print and online)
- Promotion and Marketing
- Funding



Let's Examine Self-Help Legal Information



- Limited English Proficiency (LEP) friendly
- Technology driven
- But also available in online/print
- Covers many topical areas, including forms

Exploding Availability of Legal Self-Help Information

- ATJ Impacts around the country
  - Providers from all areas of legal community
  - Pro bono help, website, phone, chat services
  - Not coming from traditional publishers

Content Areas Align with Library Patron Needs

- Family law, landlord/tenant, probate, small claims court, criminal law and criminal expungement, judgments, debt collections, bankruptcy and foreclosure, consumer law
- Many resources translated into other languages
- List some common legal info requests (Open for Chat)

Service/Content Concerns

- E-filing—a coming national trend
- Self Help Forms
  - Authoritative and up to date
  - Many interactive (like Turbo Tax)
  - Some “piracy” i.e. private companies charging for forms freely available on the web

Public Library Tangibles

- Space
- Resources
- Services

Space

- Free
- Accessible, esp. in public libraries with non-court house hours, free parking, metro and rural locations
- First point of contact for many



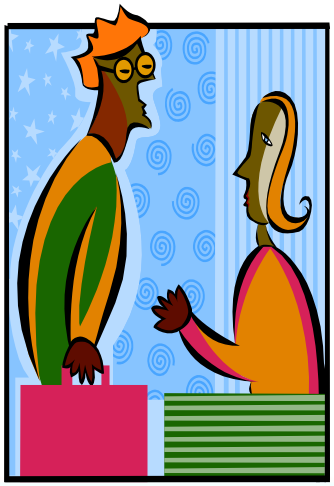
Resources

- Print
- Online
- Computer hardware



Services

- Reference and referral
- Classes
- Hosting speakers/experts in house
- Promoting Self-Help (Huge!)



Specific Attributes/Public Libraries

- Non-court house hours
- ESL classes
- Computer literacy classes
- Gateway to legal resources—much higher foot traffic so more people can make connections
- Promotional opportunities-including website connections
- Better parking
- Better locations

Complementary Attributes/ Public Law Libraries

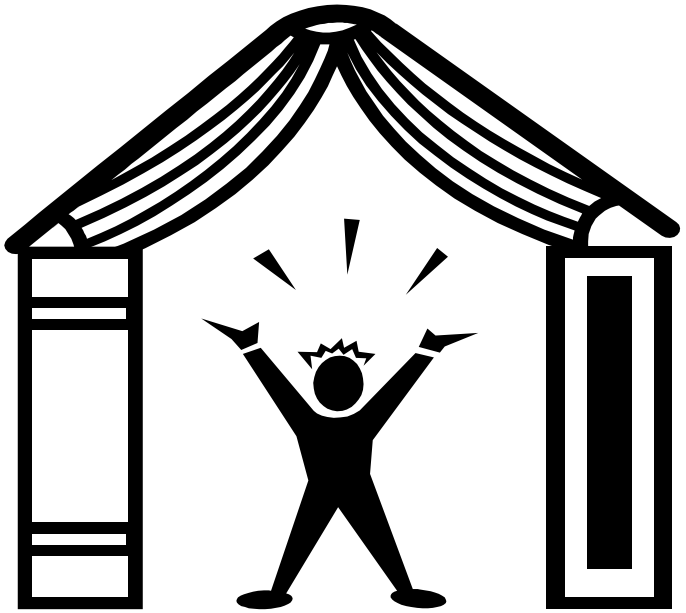
- More in depth subject specialization
- Many law librarians have legal training
- Many law librarians partner with the legal community to provide services to non-attorney litigants
- Law librarians “push” the boundaries more so more extensive legal instruction is provided
- Vision is similar with regard to providing legal information to the public

Law Library

Space

Resources

Services



Law Library Legal Collaborations

- Pro Bono Support
- Legal Aid Partner
- Court Facilitator
- Other



Ethical Considerations for ALL

- Legal Info vs Legal Advice
- Open for Chat—What concerns do public librarians have?
- Policies
- Referrals—the ultimate escape route

What You Can Do!

- Partner in ATJ
- Learn about resources in your region—state and local and provide access
- Promote!!
- Be an advocate--Support funding

Examples—ATJ and Public Libraries

- From various states
  - Self-help Centers in libraries
  - Legal Workshops in libraries
  - Legal Clinics in libraries
  - Collection building,-co-purchasing by law library for public library
  - Online catalog entries for law materials in law collection
  - Other

Conclusion

- Remember the vision: to provide effective and equal access to legal information for all—in ways that are reliable, innovative and economical
- Public libraries are about equality, social equity, information access, service and partnerships
- Your doors are open to all—and those who enter your doors respect and trust the services they will receive

Questions?



Comments?

Thoughts?

Additional Resources

Linked from http://www.probono.net/librarywebinars:

- Materials from the 2010 Public Libraries and Access to Justice Conference
- PLA and AALL workshop materials
- Journal articles
- Networking listserv
- List of Statewide Collaborative Law Library, Court, Bar Association, Legal Aid Workgroups and Task Forces
- Have other suggestions? Let us know!

Thank you for attending today!

Please take our short survey:

http://www.surveymonkey.com/s/LibrariesA2JWebinar1

Next up:

Connecting Library Patrons with Legal Information: Key Resources

September 27