



FY 2024

# ANNUAL HIGHLIGHTS

THE COURTS OF APPEAL BUILDING

MARYLAND THURGOOD MARSHALL

## STATE LAW LIBRARY

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*Robert C. Murphy Courts of Appeal Building*

 410.260.1430

 [lawlibrary@mdcourts.gov](mailto:lawlibrary@mdcourts.gov)

 [mdcourts.gov/lawlibrary](https://mdcourts.gov/lawlibrary)



# INTRODUCTION

## PROFILE

The State Law Library, Maryland's oldest law library, supports the research activities of the Maryland Judiciary. The Library's collection includes federal and state legal materials, Maryland state agency publications, and Maryland history and genealogy. The Library offers its services and collections to other government entities, the legal community, and the public.

## MISSION

The Library, a court-related agency of the Maryland Judiciary, serves the needs of Maryland's government and citizens by: building and preserving collections of legal information resources, promoting access to these collections, and creating educational opportunities that enhance the understanding of legal information.

## HIGHLIGHTS

These Library Highlights provide updates on Library collections, staffing, initiatives, and accomplishments through the 2024 Fiscal Year (July 1, 2023 - June 30, 2024).



# LIBRARY STAFF

## ADMINISTRATION

**James G. Durham** - Director

**Catherine McGuire** - Deputy Director

## COLLECTION MANAGEMENT

**Jessica Mundy** - Head of Collection Management

**Jessie Bauer** - Collection Management & Reference Librarian (from May 2024)

**Bruce Lord** - Maryland Collections Librarian

**Brian Hamilton** - Reference & Digital Collections Librarian

**Julia W. Roberts** - Collection Management & Reference Librarian (to January 2024)

**Cindy Terry** - Collection Management Specialist

## REFERENCE SERVICES

**Katherine Baer** - Head of Reference Services (through December 2023)

**Julia W. Roberts** - Head of Reference Services (from January 2024)

**Elizabeth Simmons** - Reference Librarian

**S. Hughston Vasil** - Research & Instructional Librarian

**Maureen Della Barba** - Reference Assistant

## TECHNICAL SERVICES

**Jessie Tam** - Head of Technical Services

**Scott Ashlin** - Technical Services Assistant

**Debra Haines** - Library Aide

**Leigh Johnson** - Library Acquisitions Specialist

## WEB CONTENT & SERVICES

**C. Leland Sampson** - Head of Web Content & Services

**Clifford Hoffman** - Web Services Librarian

**Joy Hollerbach** - Reference Services Librarian



# LIBRARY COMMITTEE

**Honorable Jonathan Biran (Chair)** - Justice, Supreme Court of Maryland

**Honorable E. Gregory Wells** - Chief Judge, Appellate Court of Maryland

**Gregory Hilton** - Clerk of the Supreme Court of Maryland

**Judy K. Rupp** - State Court Administrator

**Lonni K. Summers, Esq.**

**James G. Durham** - Director, Maryland Thurgood Marshall State Law Library



# BUILDING & PRESERVING COLLECTIONS

*The Library is charged with managing permanent access to legal materials, especially those pertaining to Maryland law. Such materials include traditional collections of print and microform materials, as well as a significant collection of digital content. The Library works independently and in partnership with Legal Information Archive (LIA) to collect and digitally preserve state government publications.*

## **COLLECTION MANAGEMENT**

In FY2023, the Library began preparations for a planned building move. Continuing the comprehensive review begun in the prior year, in FY2024, review tasks included evaluation of general non-fiction, legal treatises, and Maryland State Documents. The review tasks included the elimination of unused, superseded, or duplicative materials.

As materials become more accessible in digital format, the Library continues to reduce its physical holdings. In FY2024, withdrawn print materials were donated to libraries across the state, LLMC Digital, and HeinOnline. Donations to LLMC Digital and HeinOnline are added to their digital collections, making material more readily available to the wider research community. Materials donated in FY2024 included state session law microfiche and multiple volumes of the Law Reporter of the Association of Trial Lawyers of America.

The Library also partnered with the Maryland State Archives to transfer 1,382 appellate brief volumes for permanent retention, covering cases from the Maryland Court of Special Appeals (1966–1984) and the Maryland Court of Appeals (1871–1976, 1982, and 2002).

## **LOCAL MATERIALS**

The Library completed its project to build a thorough collection of County and Municipal Comprehensive Plans in FY2024. All twenty-three (23) counties and Baltimore City are now in the collection. The Library will continue reviewing and updating the collection as new plans are adopted.

## DATABASES

The HeinOnline database collection was expanded to include:

- Judges & the Judiciary: Exploring America's Court System
- West Academic Casebooks Archive
- Indigenous Peoples of the Americas: History, Culture & Law
- U.S. State Commitments with Foreign Governments
- Selden Society Publications & the History of Early English Law

## PRESERVATION OF COLLECTIONS

The Library worked with the Maryland State Archives on two preservation projects this fiscal year. First, State Archives staff converted VHS and DVD materials in the Library's collection to digital format to ensure long-term access. These materials primarily relate to Maryland law or include Maryland Judiciary staff or notable authors. Second, the Library began an ongoing project with Archives conservationists to cover or box damaged and fragile materials in the Special Collections Room.

The Library completed the special binding project for historic Maryland Code, Rules, Laws, and legislative materials. This allows more frequent handling and prevents loss and damage.

The Library's Archive-It Collection was launched in FY2024. As the Internet continues to become an ever-more important avenue of information, older pages can be lost through revisions and updates. "Link rot" occurs over time as hyperlinks fail to lead to webpages that have been moved or deleted. As part of the Library's goal of preserving collections of legal information resources, the Archive-It service aims to save webpages related to the Judiciary and other relevant Maryland-focused content that may change over time without any indication as to their previous versions. To assist the Library's initiative to archive webpages, in FY2024 the Library began using Visualping, a web-based service for monitoring changes to webpages.

## SPECIAL COLLECTIONS

The Library expanded its collection of legal-themed bobbleheads. In May 2024, the Library added a commemorative bobblehead of retired Chief Judge Joseph M. Getty, Maryland Court of Appeals. The Library also received the Green Bag's second bobblehead of the U.S. Supreme Court's Justice John Paul Stevens. Justice Stevens originally appeared as a Green Bag bobblehead in 2004. The Green Bag then rendered Justice Stevens in a second bobblehead in 2023. Both of these are now in the Library's Special Collections Room.

## LIBRARY HISTORY PROJECT

In 2027, the Library will celebrate its 200th anniversary. In FY2024, Library staff began a research project to commemorate this milestone. Following a published text providing the Library's history up to 1939, the research project will bring the Library's history from 1940 to the present. The project is planned to include oral history interviews as well as digital and print publications.



# PROMOTING ACCESS

*The Library connects patrons to its collections through the provision of information services, expansion of access to digital materials, and enhancing web-based information resources and tools. These efforts increase the Library's efficiency and make Maryland legal information and history readily accessible to researchers.*

## REFERENCE ACTIVITY

For FY2024, the Library is reporting reference information as an integral part of the full Annual Highlights rather than in a separate report. This reference summary presents information about direct interactions between reference staff and patrons, as when a patron contacts the Library with a question related to legal information, resources, or research ("information interaction"). The information presented as reference activity does not touch on other channels of contact such as website or database use, circulation and physical collection usage, or education and outreach programs offered by the Library. Nor does the summary include information about Library visitors who do not interact with staff. These may include Judiciary staff or local attorneys who occupy research carrels and use Library resources but do not consult with staff for assistance, or public patrons who access the Library's public computers independently. Reference activity cannot be considered the full picture of all Library staff work. The Library's robust reference services can only happen in the context of the wider Library operation and thus is more appropriately presented as part of the whole of Library activity during the fiscal year.

The Library assists a diverse range of patrons, mainly from or inquiring about Maryland law. Reference services and research guidance is offered through email, telephone, in-person visits, and standard mail. Reference staff adhere to Library guidelines for reference provision, including the [Guidelines for Legal Information Service to the Public](#) and the [Guidelines for E-Mail Reference Services](#) adopted by the State Law Library Committee.

FY2024 marks the second full year using a reference management system (RMS) to streamline processes. The RMS allows for more detailed and sophisticated statistics collection than prior systems.

\*

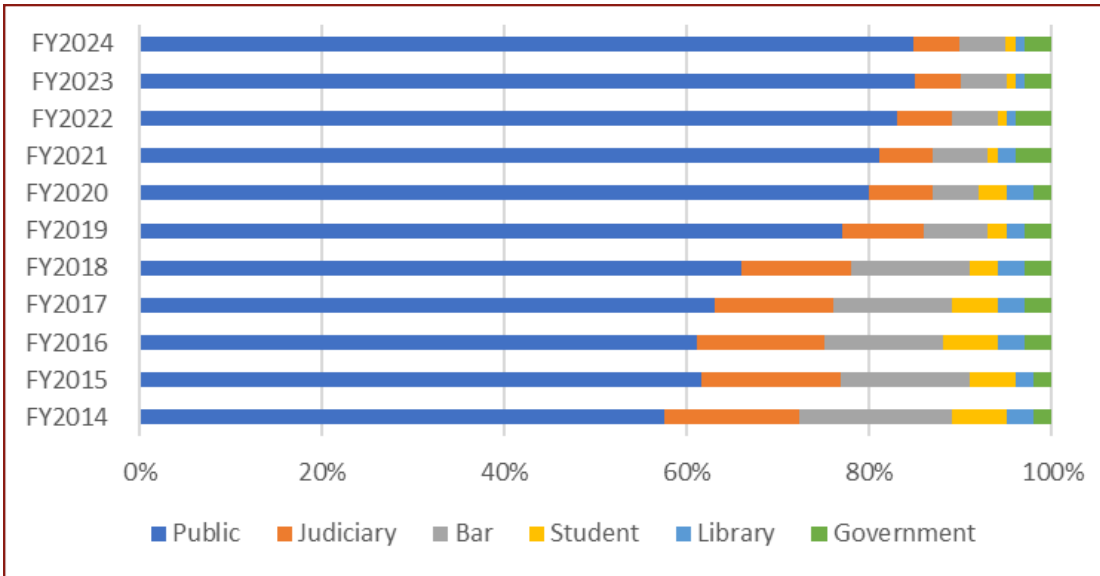
**166,926  
RESEARCH  
MINUTES**

**85%  
FROM THE  
PUBLIC**

**68%  
RECEIVED VIA  
EMAIL**

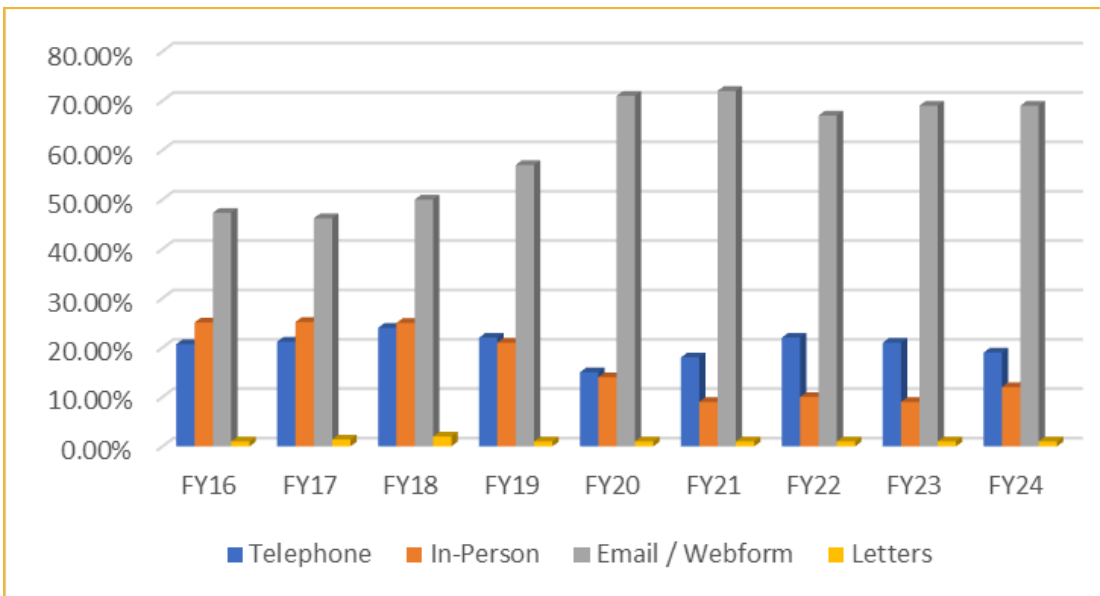
\*usage statistics

## Patron Characteristics



In FY2024, as in each year of the past decade, the bulk of reference desk interactions involve the general public. As the Library grows its digital content and webinar trainings, Judiciary staff are increasingly able to access Library resources without direct reference desk contact.

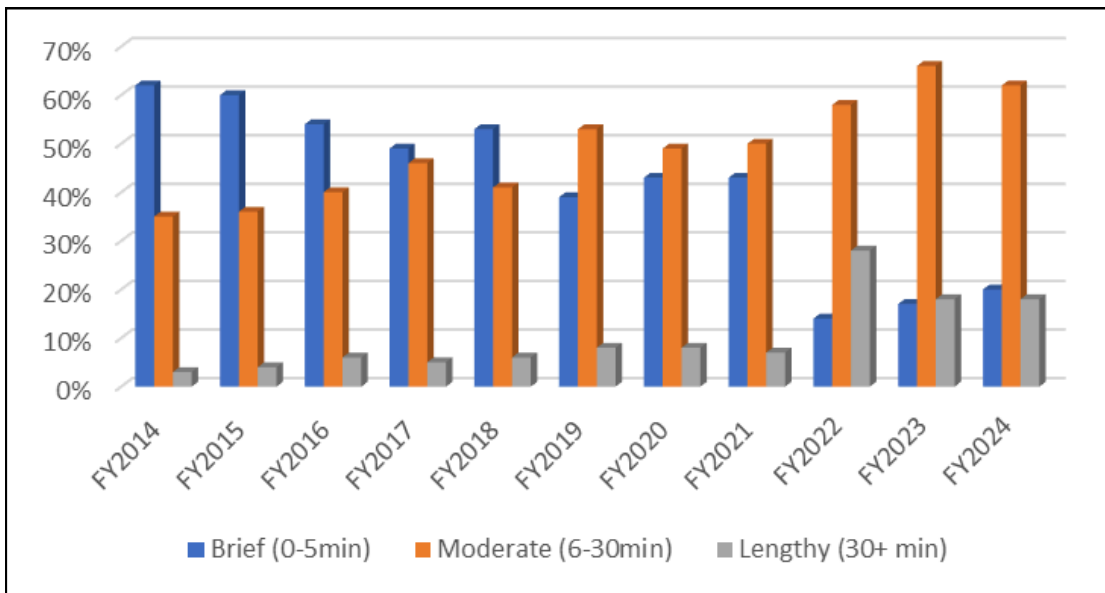
## Methods of Communication



The preferred method by which patrons contact the Library continues to be email or webform. Since FY2020, remote contact has accounted for about 70% of reference traffic. Library responses via email are 76% of requests, i.e., requests arriving by telephone are often responded to by email. This allows for inclusion of helpful links and attachments.



## Time Required to Complete Responses



Since FY2014, the time required to appropriately address a patron query has lengthened considerably. In FY2014, about 60% of reference interactions took 5 minutes or fewer to address and only 3% took longer than 30 minutes while in FY2024, moderate length interactions, requiring up to 30 minutes, made up 65% of reference queries, and almost 20% of interactions were longer than 30 minutes. As the needs of self-represented litigants continue to expand, additional time is needed to explain basic legal concepts to public patrons. Taking into consideration the average number of queries handled per day and the number of hours the Library is open for business, this change has a considerable impact on reference staff workload.

## DISCOVERY PLATFORM

To enhance discovery of and access to the Library’s diverse range of resources, the Library selected a discovery platform to streamline searching across the collection and web content. The platform allows patrons to find books, e-resources, digital collections, and online materials through a single user-friendly interface. Implementation of the platform is expected to take place in the early part of FY2025.

## DIGITIZATION PROJECTS

The Library endeavors to facilitate seamless access to information sources. Library materials are increasingly available remotely through the Library’s digital initiatives, including database access, direct digitization, content linking, and content development on both the Maryland People’s Law Library (PLL) and the Library’s website. Making these resources available and accessible to patrons requires extensive Library staff time and involvement, even though these supportive efforts are often invisible to the end user. Through these initiatives, patrons are often able to meet their information needs without direct contact with the reference desk or an in-person visit. When visiting, the Library’s public computers and wifi network enable patrons to connect to resources throughout the facility.

The Library temporarily sent The Daily Record microfilm (1924-1928) to NewspaperArchive, which added the content to their database. In return, the Library received archival scans of the newspaper for long-term preservation and retention.

## COLLABORATION

In FY2024, the Library's Collection Management and Technical Services staff met regularly with counterparts at the Maryland State Archives and the Department of Legislative Services Library. These collaborative meetings provided opportunities to discuss collections, policies, and shared goals for long-term access to Maryland government materials. The Library will continue these cross-agency discussions.

## SPECIAL COLLECTIONS ROOM EXHIBITS

Approaching its 200th Anniversary, the Thurgood Marshall State Law Library boasts an extensive and historically significant collection. To enhance accessibility, the Library staff has undertaken a project to publish photographs and detailed descriptions of special books and artifacts on the Library's website.

A notable feature of this initiative is the monthly exhibition of prints from John James Audubon's Birds of America series. Each featured print is displayed on the Library's homepage and accompanied by a dedicated content page that provides large photos and background information about the subject. Highlights include iconic works such as the [Bald Eagle](#) and the [Purple Gallinule](#), with a complete list available on the [Library's Audubon Collection](#) page.

The Library's historical collection also includes rare books, vintage maps, unique artifacts, and even a bobblehead collection. Selections from these collections are displayed on the [Special Collections Room](#) page of the Library's website.



*\*November 2024-May 2025 Exhibit: These American Wigeons were harvested from Maryland's Eastern Shore and preserved by local taxidermy artist Earl Fox.*



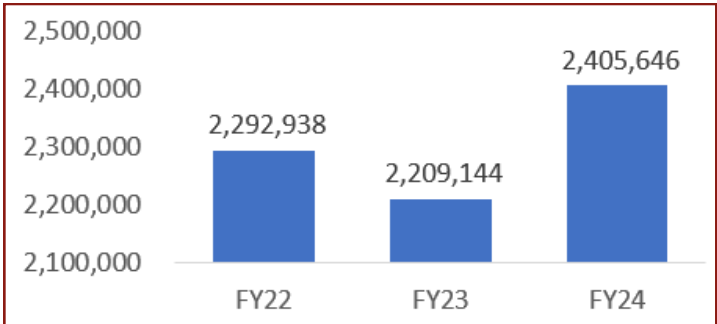
*\*Havell's engraving of this trumpeter swan, one of the largest of American waterfowl, shows the bird swimming through the water and reaching for an insect floating nearby.*

## THE PEOPLE’S LAW LIBRARY

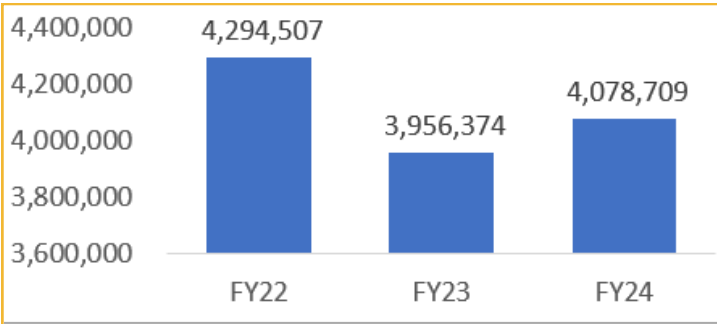
In FY2024, staff evaluated and updated 22% of the site’s content, which comprises nearly 500 informational articles. A comprehensive revision of the juvenile justice articles was completed and republished to reflect recent legal developments. Additionally, a new article on Rental License Requirements was introduced, featuring a searchable database of counties and municipalities that require landlords to obtain a rental housing license. This is the only statewide database of its kind.

FY2024 also marked the implementation of sitewide machine translation, enabling the entire website to be available in 13 languages: English, Spanish, Arabic, Amharic, Simplified Chinese, French, Filipino, Korean, Persian, Russian, Urdu, Vietnamese, and Yoruba. This initiative was guided by Maryland’s most spoken languages, as identified by recent Census data, and significantly enhances the accessibility of PLL’s resources. By offering legal information in these languages, PLL not only extends its reach but also empowers individuals from diverse linguistic backgrounds to understand their legal rights and access vital resources more effectively.

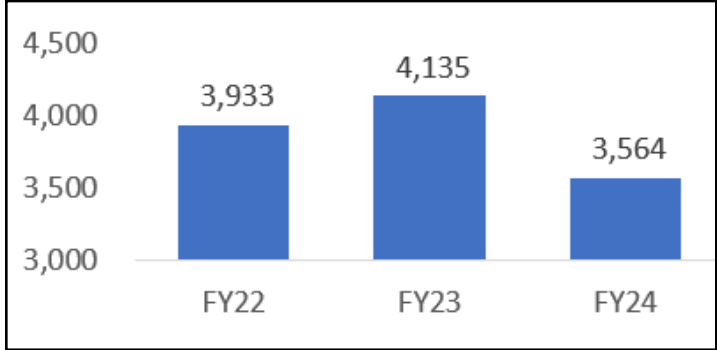
### Total Users



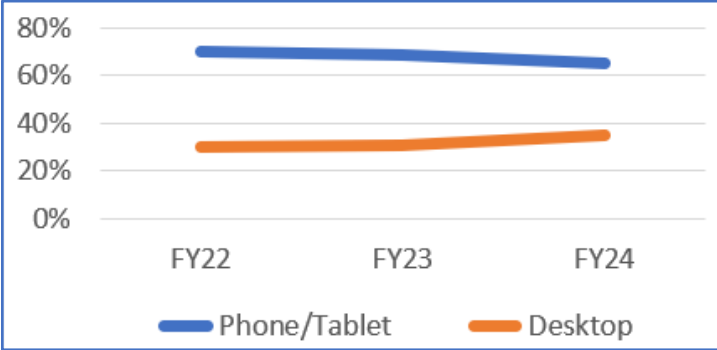
### Total Pageviews



### “Ask A Law Librarian” Questions



### Device Usage



# CREATING EDUCATIONAL OPPORTUNITIES

*Enhancing the understanding of law and legal information is a powerful component of the Library's mission. To that end, the Library develops educational materials, programs, events, and exhibits for the Judiciary, the bar, the public, and specialized groups within the library community.*

## SKILLS TRAINING FOR JUDICIARY STAFF

The Library provides regular instructional sessions for the Judiciary, including orientations to collections and services for incoming law clerks and interns. Additionally, Library staff work in partnership with the Judicial College of Maryland to present informative and practical guidance on research methods and resources.

FY2024 saw the continuation of the popular Digital Resources Minis, a series of concise online sessions spotlighting individual digital resources offered by the Library. This year's lineup featured sessions on HeinOnline, Maryland Task Force Reports (Scanned Collections), ProQuest, Maryland Legislative Bill Files (Scanned Collections), VitalLaw, and LexisNexis Digital Library.

In addition to the Minis, the Library partnered with the AOC's Access to Justice to provide Resources for Self-Represented Litigants: People's Law Library & More. The class demonstrated the wide range of resources, from the PLL website to Court Help pages, Help Centers, Guide & File, and a Video Library.

“

*The presentation was very informative and inspired me to learn more.*

”

“

I enjoyed this "mini" course. It gave just the right amount of information to get me started...

”

## SKILLS TRAINING OUTSIDE OF THE JUDICIARY

The Library provides training upon request for non-Judiciary colleagues, partners, and stakeholders. These sessions extended mission impact into the wider community. In addition to the Frontlines training addressed separately, Library staff presented:

- Setting Up for Success: Designing Reference Training and On-Boarding for New Staff, AALL Annual Conference
- Practical AI: Using AI for Administrative Functions in Bar Associations and Law Firms, Mid-Atlantic Bar Conference
- Mid-Atlantic Roundtable on Artificial Intelligence and the Future of Law Libraries
- 40 Tech Tips and Practical AI, ABA Forum on Building Access to Justice for All
- Careers in Law Librarianship, panel, University of Buffalo Law School
- An Orientation to Law Library Collections (featuring the Maryland State Law Library), Library of Congress
- Practical AI: Using AI for Office Efficiency in Solo and Small Firms, MSBA Solo and Small Firm Section
- Tech-Savvy Tools, Tips, and Tricks for Tomorrow's Law Librarians, Law Librarian Association of Maryland Legal Research Institute
- All About the People's Law Library, University of Baltimore School of Law Community Development Clinic
- We Sow, You Reap: Gathering a Bounty of Legal Information, Maryland Library Association/Delaware Library Association Annual Conference
- Practice Tech Tips – AI Edition, Maryland State Bar Association Legal Summit and Annual Meeting
- Online and In Control: Select Legal Research Resources, Law Librarian Association of Maryland Legal Research Institute

## LAW ON THE FRONTLINES: LEGAL INFORMATION FOR PUBLIC LIBRARIES

FY2024 saw the Frontlines program completing its sixth year providing webinars on a statewide curriculum. Sessions were provided on the longstanding basics, Best Practice for Legal Reference (aka Basics I) and Foundations of Law for Public Library Reference (aka Basics II), as well as on commonly-needed Frontlines Topics: Family Law; Consumer Law; Public Benefits Law; and Life & Health Planning.

Frontlines Lab sessions, introduced in 2022, were reincorporated in early 2024 into the main topic sessions with an extension of time. Thus, topic sessions formerly running for 60 minutes now run 90 minutes with added Lab practicum activities.

“

The seminar was well-paced, informative, and overall a pleasant experience. The presenters were able to answer chat questions quickly. I am glad that I signed up for this learning experience.

”

“

The instructor was exceptionally knowledgeable and entertaining. I enjoyed this training and am excited to try my hand at and delve into these resources and provide them to our customers

”

“

This was an excellent series and I am recommending it very highly to my coworkers... I will definitely go back and review the recordings and look at the forms session. Thank you so much!

”

The Frontlines Workgroup continued working on the multiple tasks required by the complexity of the project. Working in subgroups, members are able to regularly review and update presentation content, produce tipsheets for each session, provide practice sessions to train new instructors, and broadcast more widely the availability of upcoming sessions.

## TOURS & VISITS

Library staff routinely conduct tours for new judges, law clerks, and judicial staff, with more formal tours arranged for students from various academic programs, including law schools, undergraduate and community college legal studies. Special focus is given to tours of the Special Collections Room, spotlighting the Audubon copperplate engravings.

Beyond these regular tours, in FY2024 the Library hosted tours for diverse groups including the Prince George's County Law Links program; Eastern Technical High School; the Naval Command College; and Chesapeake High School Homeland Security Magnet Program.

State Law Library staff actively engage with local librarians and archives staff. In FY2024, Library staff visited the public law libraries in the circuit courts for Charles, Prince George's County, Howard County, and Anne Arundel County, and toured the St. John's College Library and Maryland State Archives. In return, the Library hosted visitors from the Montgomery County Circuit Court Law Library, the University of Baltimore Law Library, and the Maryland State Archives.

## STAFF DEVELOPMENT

Library staff engage in diverse professional development opportunities to elevate service provision. Staff take advantage of the wide selection of offerings from law, library, government, and non-profit groups. FY2024 included attendance at critical skills enhancements across multiple areas.

Staff attended regular annual meetings and conferences including: the Federal Depository Library Conference and Regional Depository Meeting; the Maryland Court Help Provider Conference; the Maryland State Publications Depository and Distribution Program Meeting; the Maryland Partners for Justice Conference; the Maryland Library Association/Delaware Library Association Annual Conference; the American Association of Law Libraries Annual Meeting & Conference; and the Maryland State Bar Association Annual Meeting.

Beyond the opportunities inherent in conference attendance, staff stay current with developments and expand their knowledge through courses and webinars. Throughout FY2024, staff attended the following webinars and courses in collection management, leadership, and information services, including:

### **COLLECTION MANAGEMENT, TECHNOLOGY, & SYSTEMS SUPPORT**

- Metadata and Description for Digital Special Collections (Library Juice Academy)
- Digital Repository Fundamentals and Design (Library Juice Academy)
- Appraisal and Collection Development for Digital Special Collections (Library Juice Academy)
- Cataloging Rare Materials with the Official Toolkit and DCRMR (American Library Association)
- Core Competencies for Cataloging and Metadata: Then and Now (American Library Association)
- Northeast NCSA Collaborative Collection Development Meeting (Federal Depository Library Program)
- Introducing FDLP Data Manager (FDM): A New Tool to Assist in Managing FDLP Collections (Federal Depository Library Program)
- Analog to Digital Government Records Transformation – Backstage Library Works (Preservica)
- Preservica User Briefing: Delivering Value Through the Product Roadmap (Preservica)
- Introducing Visualping AI (Visualping)
- Falling into eBooks: Workflows, Lifecycles, and Best Practices (NELLCO)
- Save A Story: DIY Oral History Interviewing (State Library Resource Center)
- From AI to Z: An Introduction to Generative Intelligence Foundations (AALL)

## LEADERSHIP, ADMINISTRATION, & PERSONNEL MATTERS

- Procurement Series: Scope of Work (Maryland Judicial College)
- Striving Beyond ADA Compliance (Maryland State Library Resource Center)
- Coaching as a Leadership Skill (Library Juice Academy)
- Ted Lasso's Lessons on Effective Leadership (Maryland Library Association)
- Secret Powers/Challenges of Introverted Leadership (Maryland Library Association)
- Antitrust Training (American Association of Law Libraries)
- HR Connections: HR Isn't Scary (Maryland Judicial College)
- Learning to Manage Neurodivergent Staff Members (AALL Pega-SIS)
- So, You Wanna...Learn to Manage Someone with ADHD? (AALL, RIPS-SIS)

## RESOURCES & INFORMATION SERVICES

- Strategies for Working with Sovereign Citizens (Maryland Judicial College)
- How to Assist Hard-of-Hearing Customers (Maryland Judicial College)
- Orientation to Law Library Collections (Law Library of Congress)
- Orientation to Legal Research: Tracing Federal Regulations (Law Library of Congress)
- Orientation to Legal Research: U.S. Case Law (Law Library of Congress)
- Copyright Essentials: Myths Explained (U.S. Copyright Office)
- Introduction to Copyright and Intellectual Property in Libraries (Maryland State Library Resource Center)
- Cultural Humility in Library Work (WebJunction)
- Legal Research Institute: Building Strong Foundations: Maryland Legal Research Fundamentals and Fostering DEIB in Libraries (Law Library Association of Maryland)
- Homeless Training: How to Manage Problematic Behavior (compassionately!) (HomelessnessTraining.com)
- National IMC Webinar Series on KeyCite (Thomson Reuters)
- Verify and Expand Legal Research with KeyCite (Thomson Reuters)
- Self-Help for Self-Help Centers (National Center for State Courts)
- Building Authentic Relationships with Underserved Communities (WebJunction)
- Creating a Person-Centered Library: Supporting Patrons While Avoiding Burnout (WebJunction)
- A Followup Conversation to the Ensuring Effective Communication for People with Disabilities (National Center for State Courts)
- Self-Represented Litigant Resources (Access to Justice, Administrative Office of the Courts)
- Five-Star Customer Service (Maryland Judicial College)
- Dealing with Trauma From World Events (AALL, FCIL-SIS DEI Committee)

# PROFESSIONAL INVOLVEMENT

*Library staff are active members of multiple professional associations and organizations, which provide opportunities for skills enhancement and leadership.*

Several Library staff are members of the American Association of Law Libraries (AALL). Within AALL, these staff participate in multiple Special Interests Groups and caucuses: Government Documents (GD-SIS); Government Law Libraries (GLL-SIS); Legal Information Services to the Public (LISP-SIS); Library System & Resource Discovery (LSRD-SIS); Professional Engagement, Growth & Advancement (PEGA-SIS); Research Instruction & Patron Services (RIPS-SIS); Technical Services (TS-SIS); Asian American Law Librarians Caucus (AALLc). Leadership and committee roles within the AALL network include:

- **James G. Durham** - AALL Appointments Committee; GLL-SIS Nominations Committee; GLL-SIS Grants Committee
- **Catherine McGuire** - GLL-SIS Awards (Chair); LISP-SIS 50 State Toolkit Committee
- **Leland Sampson** - AALL Excellence in Community Engagement Jury
- **Joy Hollerbach** - RIPS-SIS Blog Contributor

One or more staff are also members of many other organizations, including participation as committee members and in leadership positions:

- American Library Association (ALA)
- Law Library Association of Maryland (LLAM):
  - **Jessica Mundy** - Vice President/President-Elect
  - **Julia W. Roberts** - Board Member (effective June 1, 2024)
  - **Joy Hollerbach** - Programming Committee Member
- Maryland Judicial Council:
  - **Leland Sampson** - Artificial Intelligence Workgroup
- Maryland Legal Services AI Workgroup (Sponsored by MLSC)
- Maryland Purchasing Association (MPPA)
- Maryland Bar Association (MSBA):
  - **Leland Sampson** - AI Task Force
- NIGPT the Institute for Public Procurement
- Potomac Technical Processing Librarians
- Pro Bono Coordinating Council Committee (sponsored by the Pro Bono Resource Center)
- University of Maryland College of Information Advisory Board



# NOTABLE EVENTS

Maureen Della Barba, Reference Assistant at the State Law Library, retired at the end of FY2024. Maureen provided nineteen years of excellent service. Her name was well-known both within the Judiciary and outside of it as the go-to for speedy document delivery and interlibrary loans, handling of the Library's quirky old microfilm machines, and many other tasks. Her ready willingness to assist whenever and wherever needed was much appreciated and her friendliness will be very much missed. We wish her the best in her well-deserved retirement.



Catherine McGuire, Deputy Director, was presented in November 2023 with the William L. Marbury Outstanding Advocate Award by the Maryland Legal Services Corporation (MLSC) in recognition of her years of work empowering public library staff to provide legal reference to the public as a form of access to justice, and most recently, as a key leader in the Law on the Frontlines program.



# PATRON FEEDBACK

*“Very helpful, thanks. Given that my timeframe precedes most computerization, I was expecting to have to research physical files.”*

*“Received with immense gratitude to you and your other team members for all the help.”*

*“This entire email is very helpful. Its good information which I doubt that I could have found otherwise.”*

*“Incredible resource for self represented litigants.”*

*“What service! Thank you so much. This saves me a roughly two-hour round trip.”*

*“You all are such an invaluable resource for those of us working on old cases.”*

*“Thank you so much for this thorough explanation! I believe this is exactly what [we were] looking for. I really appreciate all of your help with this project, and for pointing me to several new resources I was unaware of.”*

*“I often tell my students that before the web and Google arrived, reference librarians at libraries were the gold standard for reporters when they needed to find information quickly. Your quick and extremely helpful response serves as a testament to that - even with the arrival of the digital world. Thanks so much for your help!”*