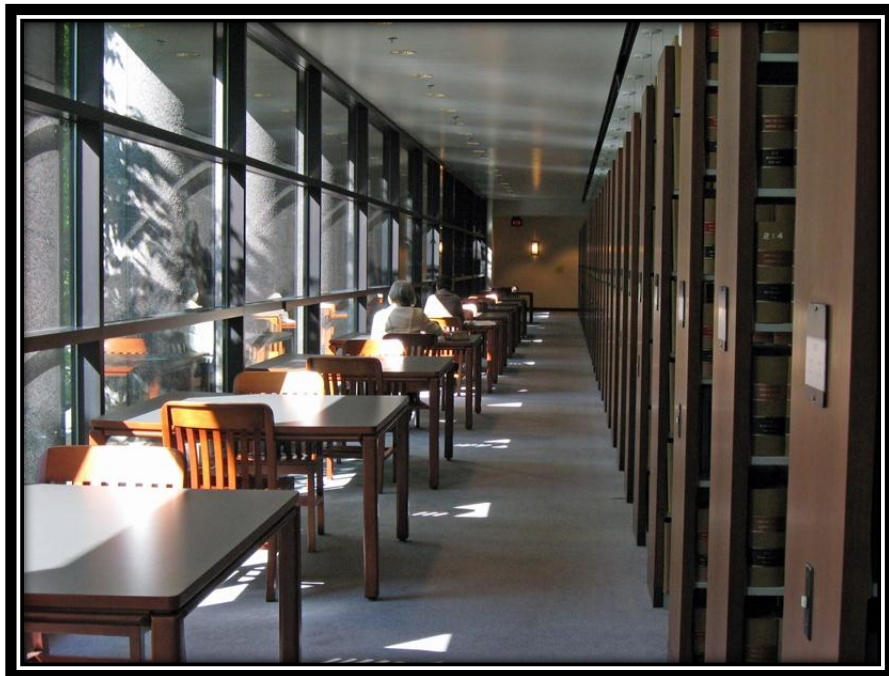


# 2011 State Law Library Annual Report



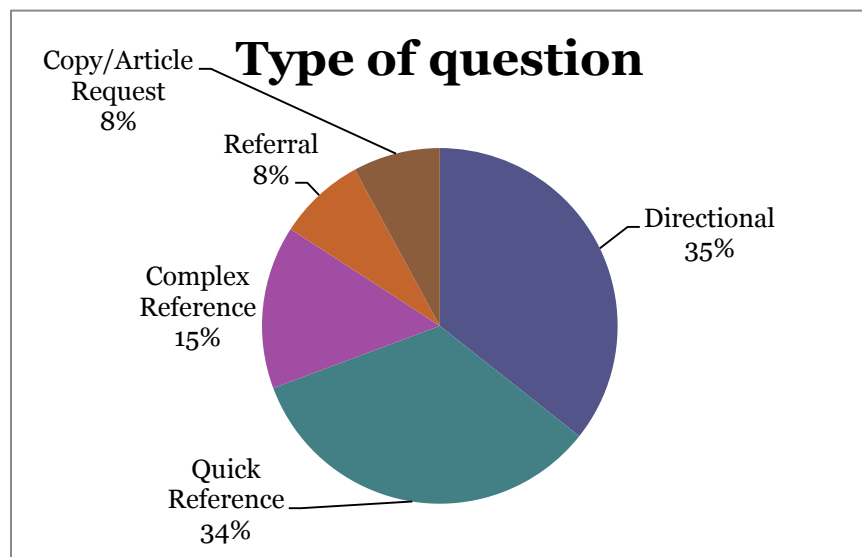
# Public Services

## 2011 Public Services Statistics

- 1596 reference requests received and answered via email
- 225 reference requests from jail inmates and state hospital patients
- 866 items scanned and emailed as a result of a request
- 1721 items circulated from the collection
- 99 items circulated to interlibrary loan networks
- 7988 estimated reference questions (including electronic, mail, phone, and in-person requests)

The Public Services Department is the “public face” of the Law Library. Circulation and reference statistics express interactions with library users. Numbers alone do not convey the extent, success or tone of the interaction, but do help identify trends and respond to needs in the form of collection, website, and research tools.

The public services reference desk is staffed weekdays from 8:30 a.m. to 5:00 p.m. by trained librarians drawn from each of the three library divisions. This staffing configuration allows for staffing depth in the event of absences for professional development, illness, and leave.



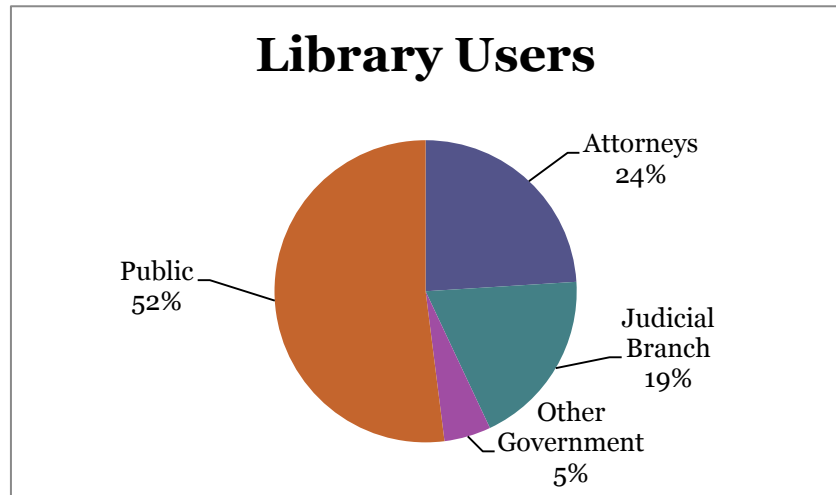
Staff responded to an estimated 7,988 individual information requests. Questions vary. Some are simple inquiries about where to find a book, transcript or brief. Others are more complicated, such as questions about how to conduct electronic legal research, where to find applicable forms and what information is needed to complete them, how to conduct

historical research on Minnesota regulatory law, or historical information about Minnesota judges and courts. Still others require the library staff to search for information beyond the confines of the library itself, for instance, to identify a particular local ordinance in effect at a particular point in time.

The State Law Library acts cooperatively with other libraries and service centers as an entry point to identify and provide services for library patrons. When the patron's needs are beyond the scope of services that staff can provide, the library provides referrals to lawyer referral services, individual county law libraries, and the [Self-Help Center](#) for additional information and services usually about the availability of volunteer lawyer programs, assistance with form and service questions, and topical legal clinics. Questions related to [legislative history](#) occur periodically and patrons are referred to the Legislative Reference Library or the Minnesota Historical Society for source information beyond that available in the State Law Library.

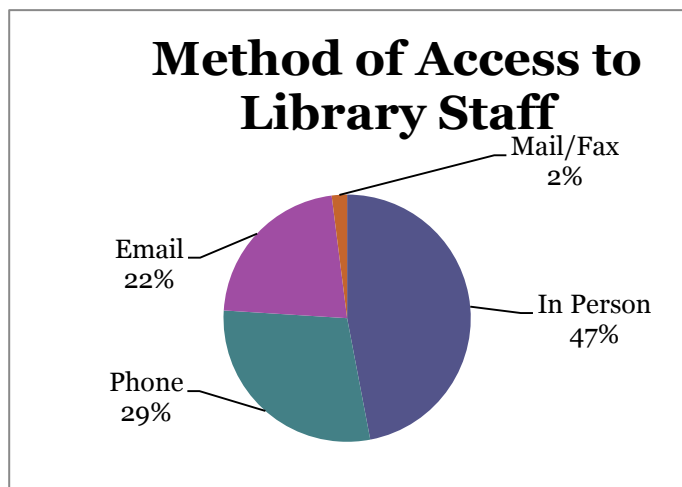
The library's patron base ranges from indigent pro se litigants to administrative court judges, trial court judges statewide, and appellate court judges and other court staff. While in 1996, the general public comprised 23% of the library patrons, in 2011, 52% of the library patrons were non-attorney members of the public.

This educational and experiential range in clients requires the staff to be able to communicate from many perspectives and be familiar with a range of materials written with those perspectives in mind.



Within the Judicial Branch, most requests for information historically have been from the Appellate Courts. The Library has expanded its outreach efforts to educate the Office of Administrative Hearings about services it provides and to expand services to the trial courts statewide. Over the last five years, a 47% increase in requests for information from the District Courts has occurred. The Law Library has made a concerted effort to highlight law review articles on topics of interest to court staff and judges through monthly emailed lists of new books and recently received law review articles, and to provide focused topical alerts about articles to judges who are interested in specific legal areas. In 2011, the Law Library received 524 requests for information from the judicial branch, with an average of 3.7 items per request.

The method by which the Law Library communicates with its patrons is changing with the electronic age. Fifteen years ago, 1% of library



interactions with patrons were by US mail or fax; by 2001, the number had risen to 3%; and by 2005, to 5%, including all email requests. In 2011, email alone comprised 22% of all of our interactions. Email is a convenient, expeditious, and inexpensive tool to correspond with our patrons, both members of the public and the judicial branch judges and staff statewide. Library staff continues to provide assistance through in person interviews and phone reference, which have not abated. Library staff also provides mail services for those incarcerated in Minnesota county jails and those civilly committed.

## Library Website in 2011

- 300,225 visits to the website (25,019 average per month)
- 1,424,933 pages viewed on the Library website (118,744 average per month)
- 166,999 website visitors (140,237 repeat visitors)
- 744,053 website catalog hits
- 15:41 average duration per visit in minutes.
- 14% visitors were international

The [Library website](#) continues to be a valuable asset to the Minnesota legal community and the public, making many resources accessible to users without the constraints of physically being in the library. While most of our interactions involve governmental and legal concerns of Minnesota residents or those conducting business in Minnesota, we also have a constituency seeking federal court and general government information.

Since its introduction in May of 1995, the [Minnesota Appellate Court Opinion Archive](#) and [full-text search engine](#) continues to be the most heavily used resource available from our Webpage. 2,492 new opinions from the Minnesota Court of Appeals (published and unpublished) and the Minnesota Supreme Court were added to the archive in 2011 in a collaborative effort between the library's Public Services and Technical Services Departments.

Similarly, the library continues its ongoing project posting online selected briefs in accordance with the [Rules of Public Access to Records of the Judicial Branch](#) (which specifies no posting of appendices, along with data privacy protections). Again, this project is a joint venture between the Public Services and Technical Services Departments. The library also continues to archive, disseminate, and highlight the [Minnesota Appellate Court Briefs Collection](#) through more traditional paper and microform formats.

To address the ever expanding needs of our constituency, several new “topics” entries were introduced to the [Legal Topics Page](#) for use by patrons and staff this year. These topics are a de facto frequently asked questions file and refer patrons to reference materials on the issue. Many reflect the “sign of the times” as people seek legal information to assist them in dealing with the current economic or legal situations in their lives. New popular topics include: [Estates in Lands](#), [Abandoned Property](#), and [Collateral Consequences to a Felony Conviction](#) (a joint effort between the Public

Services Department and the Law Library Service to Prisoners Program). Library staff periodically review and update existing topics in a variety of high demand areas: family law ([Child Custody and Parenting Time](#), [Emancipation of Minors](#), [Grandparents' Rights](#), [Termination of Parental Rights](#)); employment issues ([Employment Law](#), [Unemployment Insurance](#), [Workers' Compensation](#)); and general topics such as [Background Checks](#), [Expungement](#), [Debt Collection](#), and [Mortgage Foreclosure](#). Many pro se litigants are finding these pages on their own. As a result they have more knowledgeable questions when they do contact the library.

The Law Library provides website links to court cases of particular interest to the public both a point of reference and to relieve other court personnel from the necessity of providing copies or file access. The [Credit River](#) case is one such case. The digitized records, introduced online in 2007, relate to *First National Bank of Montgomery vs. Jerome Daly* (1968), commonly referred to as the “Credit River” case. The case ruled against a bank foreclosure and, although the mortgagee did not ultimately prevail and the case itself has no value as precedent, it is still cited by those who practice “[law on the edge](#)”. It has been interesting to note, the popularity of Credit River has been worldwide and the website has received hits from Australia, Canada and Finland. The public submissions and final order to the [Special Redistricting Panel](#) were made available for review in the law library; other documents were electronically linked on the library webpage. The library provided links to official sources on the Minnesota State Government shutdown to give patrons information on the closure of State Offices and services in July 2011. The Library website also provides information on the ongoing Central Corridor LRT construction, including street closures and parking restrictions during construction so that patrons will have a clear idea of how to access the library.

## Social Media in the Library

Since 2008, the State Law Library has had a Twitter account ([@StateLawLibrary](#)) to experiment with the use of social media to keep in touch with library patrons. Over 600 people, government agencies, businesses, law firms, attorneys, libraries, and others follow us on Twitter. Here is a sampling:

### Law Firms

- Moss & Barnett
- Murphy Associates
- Holstein Law Group
- Claery & Green (Los Angeles and San Diego)
- Wainberg Morrison LLC
- Sykora & Santini
- Lynum Law Office
- Cooper & Reid, LLC
- Heimerl & Lammers
- Collins, Buckley, Sauntry & Haugh, P.L.L.P.
- Cameron Kelly
- Blahnik Law Office

### Libraries

- National Center for State Courts Library
- California State Library
- NY Society Library
- National Judicial College
- Hamline Law Library
- Hennepin County Library

- Maryland Law Library
- Washington State Library
- Thomas Jefferson School of Law Library
- Oregon State Library
- Burger Law Library
- National AG Center

### **Government Agencies**

- Minnesota Department of Health
- Iron Range Resources & Rehabilitation Board (IRRRB)
- Minnesota State Patrol
- Minnesota Office of Higher Education
- Minnesota Homeland Security and Emergency Management
- Minnesota Department of Employment and Economic Development (DEED) Library
- Governor Mark Dayton
- Minnesota Bureau of Criminal Apprehension
- Minnesota Cities
- Minnesota Department of Commerce
- Minnesota Management and Budget

### **Others**

- Legal Aid
- TPT Almanac
- NewsBank Inc.
- Justia.com
- Finance & Commerce
- Wiley-Blackwell Law
- Minnesota Lawyer
- Mariposa Publishing
- ABA Public Education
- Justice in MN
- Minnesota Law
- MSBA New Lawyers
- Brill Law
- NYC Bar

# **Technical Services**

## **Technical Services Statistics**

<b><u>Activity</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>
Print items added	9,412	7,714
Digital materials added	10	16
Microfiche added	3,762	2,766
Electronic records added to online catalog	14,398	12,087
Briefs processed	1,547	1,597
Transcripts processed	1,787	1,778
Federal Depository documents added	5,314	4,239
Online catalog edits	40,810	42,014

## Collection

In compliance with our Collection Development Plan, the Library collects primary legal materials of the federal government, its territories, and the states; secondary materials on a wide variety of legal subjects; Minnesota law on a comprehensive level; and federal and state government documents, including selected depository items. In addition to print resources, the Library subscribes to multiple comprehensive electronic databases, including Westlaw, LexisNexis, *Index to Legal Periodicals*, several business and academic periodicals, and online newspapers.

Lesser-known products include HeinOnline, a searchable database of full-text legal journals and law reviews. HeinOnline also contains classic legal treatises from the 16<sup>th</sup> to the 20<sup>th</sup> centuries, all United States treaties, and several government documents. All resources are in PDF format to assist in cite checking, and its comprehensive coverage dates back to the document's inception.

New to the collection this year is *RIA Checkpoint*, a comprehensive electronic tool which allows the researcher to search tax, benefits, and pension materials simultaneously or individually. As a result, the library discontinued *Kleinrock Tax Expert* and several related print resources.

All resources either in paper or electronic formats support the work of the state and local government offices and officials and are available to the general public free of charge. Should copies of materials be desired, a small copy charge is assessed.

## Collection Management

The Technical Services Department of the Minnesota State Law Library is responsible for the ordering, receiving, and cataloging of books and other media, including websites and online documents, for the Library's collection. In addition, the Department catalogs for ten county law libraries throughout Minnesota. The Department also serves as a micropublisher of the Minnesota Appellate Courts Briefs for county and academic law libraries. When new items come in, library staff analyzes them, catalogs them, processes them (adding spine labels, security stickers, and appropriate stamps), and then shelves them in the State Law Library, the Court of Appeals Research Library, and/or the Supreme Court Research Library. The staff also culls outdated materials from the three libraries and physically shifts materials in the Supreme Court Research Library and various areas in the Main Library to make space for new volumes in popular growth areas of the collection. Some of the materials are retained in an inactive section of the library for historic reference and some are removed permanently from the collection.

In 2011, the State Law Library found a new home for its archival microfiche briefs at the Minnesota Historical Society, moving them from a remote private storage facility for a savings of \$528.00 per year, which can be used to buy books for the Library.

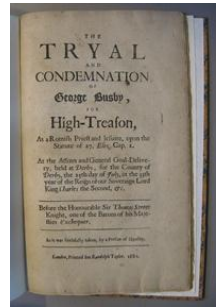


## Special Collections

The State Law Library has an interesting and wide ranging collection of historical trials, including well-known British trials (Roger Casement, Oscar Wilde, and Charles I, to name a few), American trials (Chicago 7, OJ Simpson, Lincoln Assassination Conspirators, and others), the Nuremberg Trials from the Government Printing Office, and other famous trials from all over the world, such as the Adolf Eichmann Trial (Israel). The Law Library recently obtained *The Tryal and*

*Condemnation of George Busby for High-Treason as a Romish Priest and Jesuit* (1681). This particular book is very interesting as it deals

with the persecution of Catholics in England. The collection also has commentaries on the lives of lawyers and famous trials: *Clarence Darrow: Attorney for the Damned* by John A. Farrell, *Clarence Darrow: American Iconoclast* by Andrew E. Kersten, and *The Nuremberg SS-Einsatzgruppen Trial, 1945-1958: Atrocity, Law, and History* by Hilary Earl.



## Collection Expansion

This year the State Law Library received a generous donation from the private collections of retired attorney Douglas Hedin, who donated hundreds of books on law and politics. Some of the titles added to the library collection are: *Impeached: The Trial of President Andrew Johnson and the Fight for Lincoln's Legacy* by David O. Stewart, *Victor's Justice: The Tokyo War Crimes Trial* by Richard H. Minear, and *Trial* by Tom Hayden. Duplicates of books already in the State Law Library's collection will be offered to county law libraries with the consent of Mr. Hedin.

## Preservation & Technical Assistance

This year the Technical Services staff assisted the Warren E. Burger Library at the William Mitchell College of Law by providing information about recovering books from water damage.

In an ongoing project, the Revisor of Statutes is digitizing state statutes. As a result, all Minnesota Statutes and related items will be available online. To support the process, the Law Library provided the Revisor's office with several titles that office could not obtain anywhere else. In exchange, the Library will receive newly printed copies of these fragile materials.

The Library routinely reviews the physical condition of its collection. This year, library staff identified two important documents relating to the penal code of Minnesota which were in dire need of restoration. The "Proposed Minnesota Criminal Code" (1965) and "The Penal Code of the State of Minnesota to take effect January 1, A.D. 1886..." are both embrowned and falling apart. The Library sent these volumes to the University of Minnesota Bindery to be copied on acid-free paper and bound. This will ensure that these documents are preserved for future generations. The Library views this



preservation work as an important aspect of its stewardship of the records of the past which inform future courses of action.

A future project is to digitize the early, fragile, embrowned briefs of the Minnesota Supreme Court, the archive of the written arguments submitted by the parties in cases submitted to the Court. There is one bound copy of Minnesota Supreme Court and Minnesota Court of Appeals briefs in the Library. From volume 300 of the *North Western Reporter 2d* to the present, we have an archival copy of microfiche and a master copy in storage at the Minnesota Historical Society. Preservation of the archives of the appellate courts is an important goal of the Minnesota State Law Library.

# Programs

## County Law Library Program (CLLP)

The Minnesota State Law Library is required by law ([Minn. Stat. Chapter 134A](#)) to advise and assist development of county law libraries throughout the state. The primary tool for providing this assistance is through the County Law Library Program (CLLP). The Program Coordinator makes periodic on-site visits to the libraries and submits recommendations for solving problems or addressing issues at the request of the boards of trustees. The Coordinator also provides training in law library management and helps develop cooperative programs such as the Minnesota Law Libraries Self-Help Network.

The Program Coordinator provides centralized services to county law libraries in order to reduce the amount of work for each individual library. In 2010, CLLP staff distributed Minnesota primary legal resources including: Minnesota Statutes, Minnesota Rules updates, and 2010 Session Laws to Minnesota County Law Libraries as required. Thanks to a donation from the author (M. Sue Talia), every county law library received a copy of *Unbundling your Divorce: How to Find a Lawyer to Help You Help Yourself* to add to their collection. Updates were made to the [CLLP Filing Fee](#) document identifying the fees charged by the various county law libraries, the [CLLP Directory](#), and “Space Requirements for Selected Resources and Recommended Print Purchases for Minnesota County Law Libraries.” These resources assist the individual libraries assess their individual collections against recommendations for similar sized entities.

Staff responded to requests for information from multiple county law libraries and boards, including but not limited to, St. Louis, Pine, Pennington, Olmstead, and Redwood. Concerns ranged from staffing issues, library space and collection content issues, filing fees, legal vendor questions, and questions regarding the appropriate use of law library funds.

Additionally, the County Law Library Coordinator and the Acting State Law Librarian continued to work with the Minnesota Collaboration County Law Libraries (MCCLL).

This group, primarily composed of metro area county law librarians, meets regularly to exchange information and ideas related to the improvement and administration of county law libraries. It also provides mentorship and professional development for county law library staff. In this capacity CLLP, along with MCCLL, spoke before the Minnesota Judicial Council in April to promote visibility, partnership and cooperation between the Minnesota Judicial Branch and Minnesota County Law Libraries. In May, MCCLL in cooperation with CLLP provided an educational opportunity for county law librarians statewide. This group has requested the Minnesota Continuing Legal Education Board to expand the opportunity for lawyers to receive continuing education credits for pro bono presentations on legal topics offered by County Law Libraries. That petition is currently being considered by the Continuing Education Committee.

The Law Library has posted on its website the continuing recommendations set forth by the [Statewide Law Library/Self-Help Center Project Advisory Workgroup](#) in 2007, the “Minnesota Law Libraries Self-Help Network,” to assist county law libraries in developing their offerings of legal materials helpful to the public. In July 2010, CLLP and the Acting State Law Librarian renegotiated a contract for services between the legal publishing vendors of both Lexis and Westlaw, offering for the first time a choice of vendors, as well as a wider choice of products and licensing options. The services of Mara Wiggins, a circuit riding librarian for individual counties in the 3<sup>rd</sup>, 5<sup>th</sup>, and 8<sup>th</sup> judicial districts, were negotiated through the CLLP.

Currently the Circuit Riding Librarian resolves computer connection problems to provide access to online legal services; resolves library billing issues with vendors; responds to inquiries concerning cost overages, credits, tax exempt status, returns, billing contact info; organizes training sessions for online research, and advises county law libraries about other ways to reduce costs. With an eye to the future, CLLP is hoping to use the services of the Circuit Riding Librarian to help establish and promote [legal self-help services](#) in the outlying judicial districts of Greater Minnesota. Talks have already started in the 5<sup>th</sup> and 10<sup>th</sup> judicial districts to bring programs common in the Metro Area, such as topical legal clinics and volunteer attorney programs, to Greater Minnesota. The [Olmstead County Law Library](#) has also recently started such self-help programs in the Rochester area. Although many county law libraries do not have the revenue to afford the services of an individual law librarian within each county, the collective efforts fostered by the CCLP are encouraging the extension of both library and pro bono legal services to Greater Minnesota.

## Everybody Wins Reading Program

The Head of Outreach Services coordinated an ongoing read-aloud program in which adult volunteers are paired with students at Benjamin E. Mays Elementary School during a weekly reading session. The reading program runs each year from October through the end of March. Most of the readers are judicial employees, although some are from other agencies. The volunteers serve as role models and mentors to the children; the readers also help instill the love and pleasure of reading within the students. Coordination of the program involved the following activities:

- At the beginning of the school year, recruited and trained new readers to supplement the cadre of continuing volunteer readers.
- Assigned students to readers.
- Coordinated each weekly reading session, arranging for substitute readers and notifying adult readers of student absences.
- Photographed all adult reading partners with their respective students. The photos were printed on Certificates of Appreciation, which were prepared for each adult reader, as well as Certificates of Participation for each student.
- Planned and organized annual year-end program at the Minnesota Judicial Center. Attending were the adult readers, students, all participating Benjamin Mays teachers, the school principal, the Executive Director of Everybody Wins - Minnesota, as well as our annual special guests: two storytellers from St. Paul Public Library who enacted a book storytelling session.

During the 2010-2011 school year, 78 adults read to 54 students—the entire first grade. During the 2011-2012 school year, 77 adults read to all 55 of the second-grade students.

## Current Awareness Services

The current awareness services to MJB judges and staff were expanded substantially during 2011. One component of the services is the Recently Received State Law Library Law Review Articles, a monthly email bibliography of journal articles sent to all MJB employees. Patrons may request any of the 25-30 articles on each list and receive a scanned copy of the article by email. The response to this service, which began in January 2010, has been extremely positive. Literally hundreds of articles were sent to judicial staff in 2011.

In another component of the current awareness services, Library staff sends notification alerts to more than 80 judges, court lawyers, and administrative staff statewide concerning new, recently received law review and periodical articles, on any specific topic or any journal of the patron's choosing. The articles are selected from all the journals the library receives in print format, approximately 400 titles. In 2011, 727 subject alerts were sent to judicial staff, up from 462 the previous year.

Two other current awareness items were initiated in 2011. The annual Recent Articles on Diversity and the Law was prepared for the Diversity Collaboration Group and judicial staff interested in the topic of diversity and the law. Also, the Library offers a packet of table of contents from incoming Minnesota legal periodicals that is routed to the judges of the Court of Appeals.

# Law Library Information for New MJB Employees

A PowerPoint presentation was sent to all new judicial staff throughout the state; the presentation provides an overview of Minnesota State Law Library services to the judiciary. Information about the current awareness service was also sent to all new judicial employees and judges.

## Outreach Services

### 2011 Law Library Service to Prisoners Report

- 9,429 DOC prisoners (as of 1/1/2011)
- 80 prison visits
- 7,532 estimated miles travelled
- 1,002 inmate interviews
- 1,904 individual inmates assisted
- 35,086 inmate requests processed
- 1,280 hours worked by interns and volunteer

**Introduction: Law Library Service to Prisoners (LLSP).** The mission of LLSP is to provide law library service to inmates incarcerated in Minnesota. We do this by providing access to legal materials, both at the correctional facilities and the Minnesota State Law Library (MSLL). Circuit-riding prison law librarians, based at MSLL, conduct monthly visits at eight adult correctional facilities to meet with inmates. Questions that cannot be answered on-site using the prison collections of core legal materials are researched at MSLL. Inmates also write or call LLSP for assistance with their legal research. We also provide law library services to Minnesota Department of Corrections (DOC) inmates housed in other facilities, such as county jails, state hospitals, and other states, as well as to DOC staff.

LLSP is funded by an inter-agency agreement between the State Law Library and the Department of Corrections; the program began as a pilot project in 1984, with one librarian visiting five correctional facilities and a part-time clerk providing photocopying support. Today, the staff includes two full-time and one half-time librarians, as well as one part-time clerk.

**Overview of 2011.** The Department of Corrections is striving to make inmate legal research services and materials as consistent and uniform as possible in all Minnesota correctional facilities. Throughout 2011, the staff of LLSP worked closely with DOC staff to implement this goal. The Head of Outreach Services at the State Law Library visited

each prison once during the year and discussed issues and problems with the institution librarians. During the shutdown of Minnesota state government in the summer, LLSP staff filled all inmate requests. Usually, the facility librarians provide some of the materials requested by inmates by using the core collection in each library. However, the facility librarians did not work during this time period.

In 2011, we provided 35,086 requested items to 1904 different inmates. We were able to provide this information with the assistance of three high-level volunteers and interns, who worked 1,280 hours, as well as the dedication and hard work of the program staff. Stephanie Thorson, one of the LLSP librarians, was recognized by the legal publication, *Minnesota Lawyer*, as an “Unsung Legal Hero” of 2011. This award is reserved for Minnesota’s most talented and dedicated legal support professionals.

**Statistical Highlights for 2011.** LLSP compiles many statistics, some of which are shown in the table, graph and pie charts that follow. A few observations concerning 2011 correctional facility statistics:

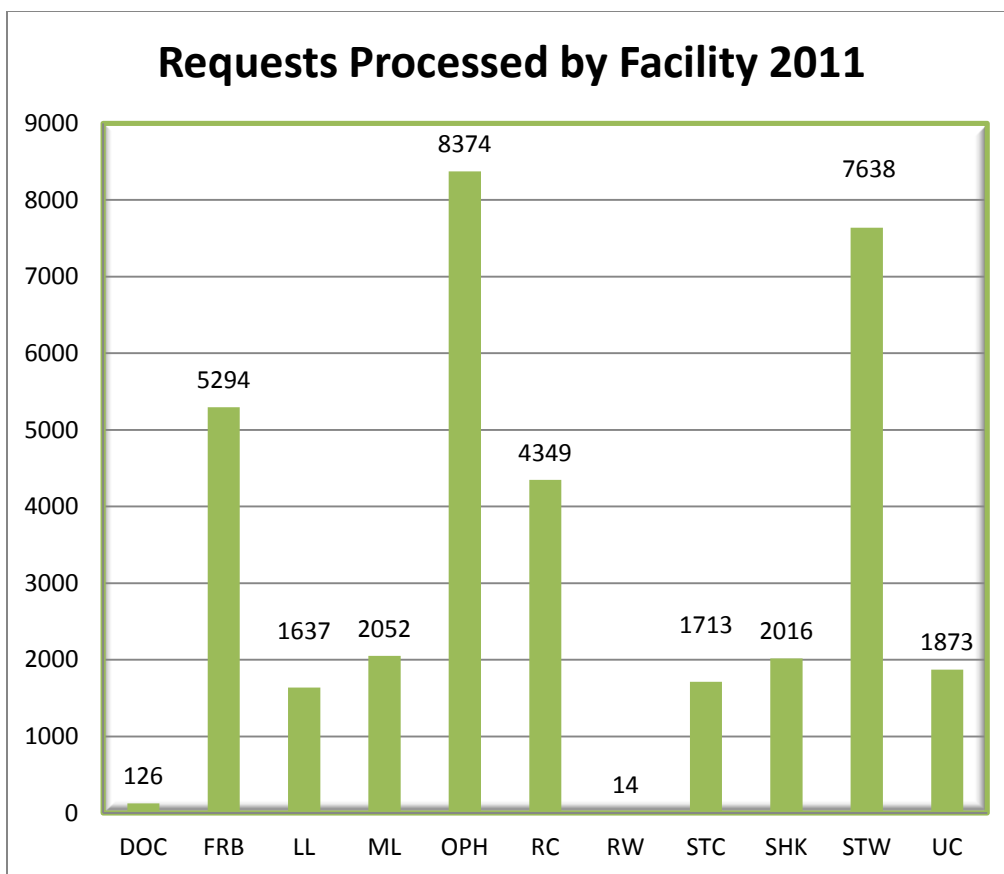
- Oak Park Heights, Minnesota’s maximum-security institution with a current inmate population of 439 and Stillwater, with a current population of 1,616, received the largest numbers of items delivered to inmates (8374 and 7,638 respectively).
- St. Cloud and Lino Lakes correctional facility inmates account for the largest percentage of increases in requests (83.4% and 33.2% respectively).
- Stillwater and Faribault had the largest number of individuals assisted (443 and 342 respectively).
- St. Cloud and Lino Lakes had the largest percentage increases for individuals assisted (75.2% and 10.9% respectively).
- Stillwater and Oak Park Heights had the largest number of on-site meetings with inmates (208 and 195 respectively).
- Lino Lakes and Stillwater saw significant percentage increases in on-site meetings with inmates (68.8% and 12.4% respectively).

**Conclusion.** Over the course of the past twenty-eight years, it has been a LLSP priority to provide the best possible service at the least possible cost. We constantly work to keep the program's expenses to a minimum and maximize the resources that are available for the program. We have come to believe that by educating inmates about the resources available to them and providing access to the legal information they request, the work of LLSP diminishes the number of lawsuits filed by Minnesota prisoners.

# LLSP Statistics

<u>LLSP Activities</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>Percentage Change</u> <u>2010-2011</u>
Inmate requests processed	30,191	30,302	35,086	+15.8%
On-site meetings with inmates	1,085	1,111	1,002	-9.8%
Individuals assisted	1,764	1,831	1,904	+3.9%

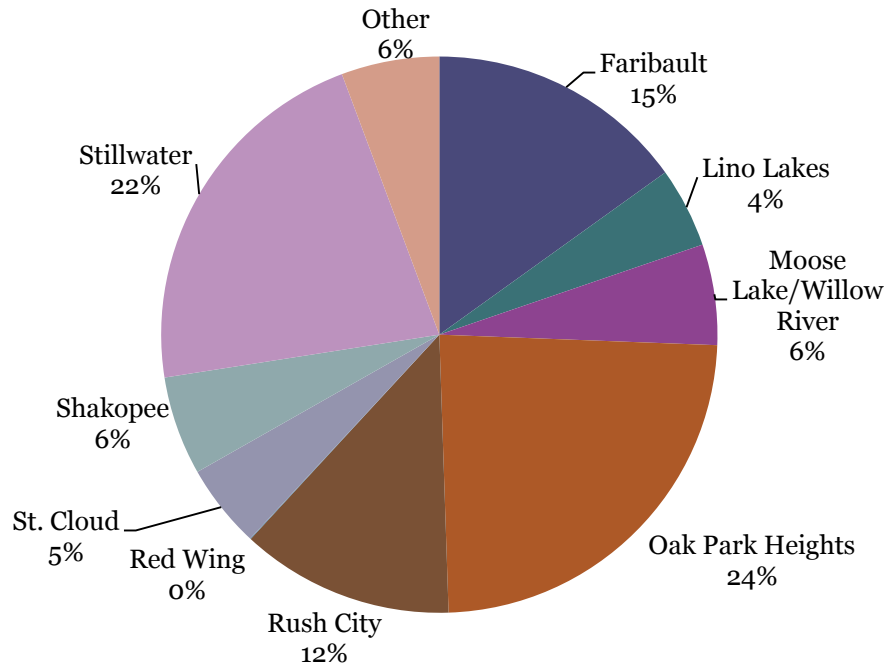
- **Requests Processed:** the total number of items provided to prisoners.
- **On-Site Meetings with Inmates:** the total number of inmate reference interviews conducted in-person.
- **Individuals Assisted:** the total number of inmates information was provided to, whether in person, by telephone, or through the mail.



## Abbreviations for correctional facilities used above:

FRB - Faribault, LL – Lino Lakes, ML –Moose Lake/Willow River, OPH – Oak Park Heights, RC – Rush City, RW – Red Wing, STC - St. Cloud, SHK – Shakopee, STW – Stillwater, UC/DOC – Minnesota Under Contract and Department of Corrections Staff

## Distribution of Total Inmate Requests by Facility 2011



## A Note of Appreciation

The Library greatly benefitted from the services of volunteers and library interns in 2011. Two library and information science master's degree students/graduates assisted with the work of the Law Library Services to Prisoners program, as did a volunteer with over 16 years of service to the Law Library. Two interns in library and information science master's degree programs also provided cataloging help to the Technical Services Department.