

AACPLL Use Statistics FY2022



2214 visitors



2421 questions



30,773 web hits

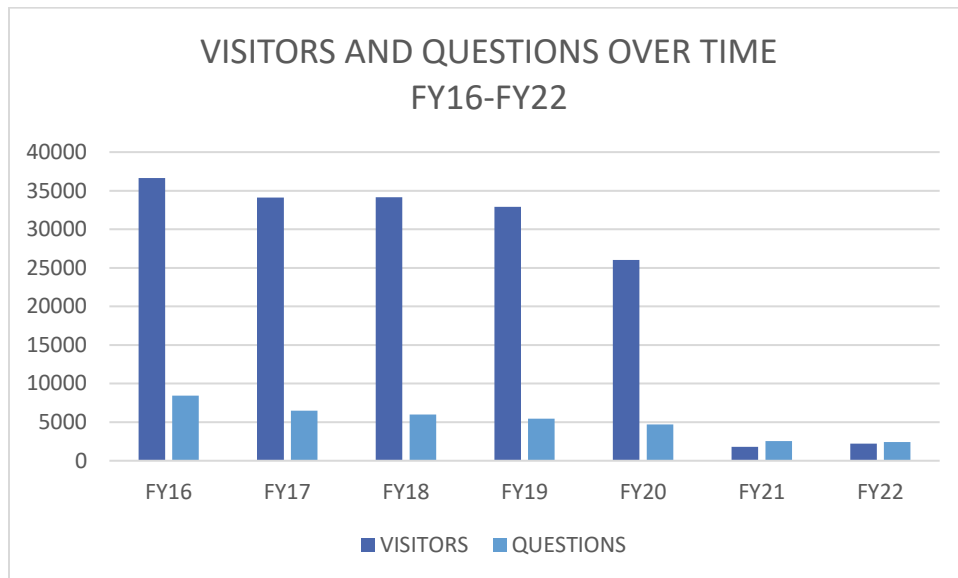


159 served by law library

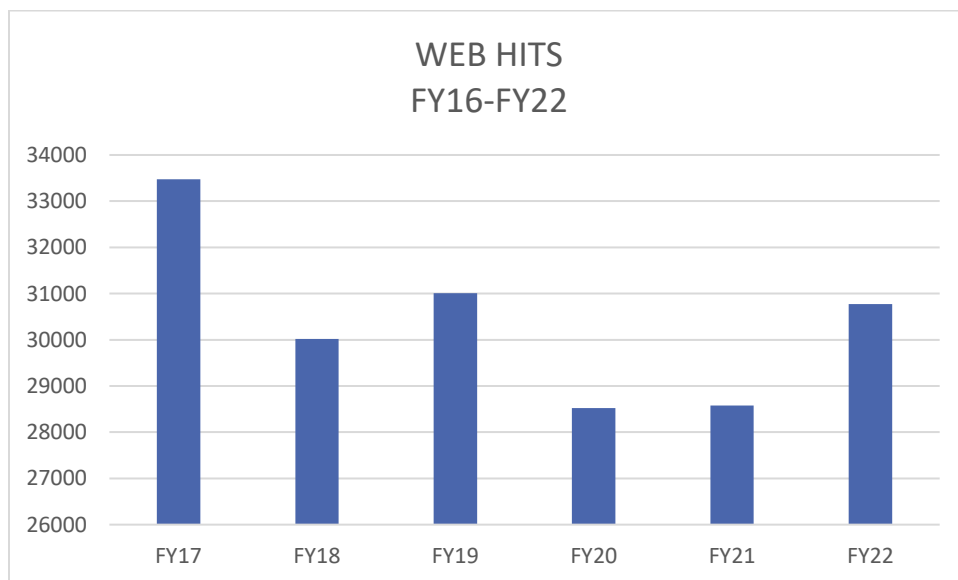
limited legal advice programs

FY2022 statistics still reflect changes brought about by the COVID emergency in the law library's use statistics especially in terms of in-person visitors and number of overall transactions.

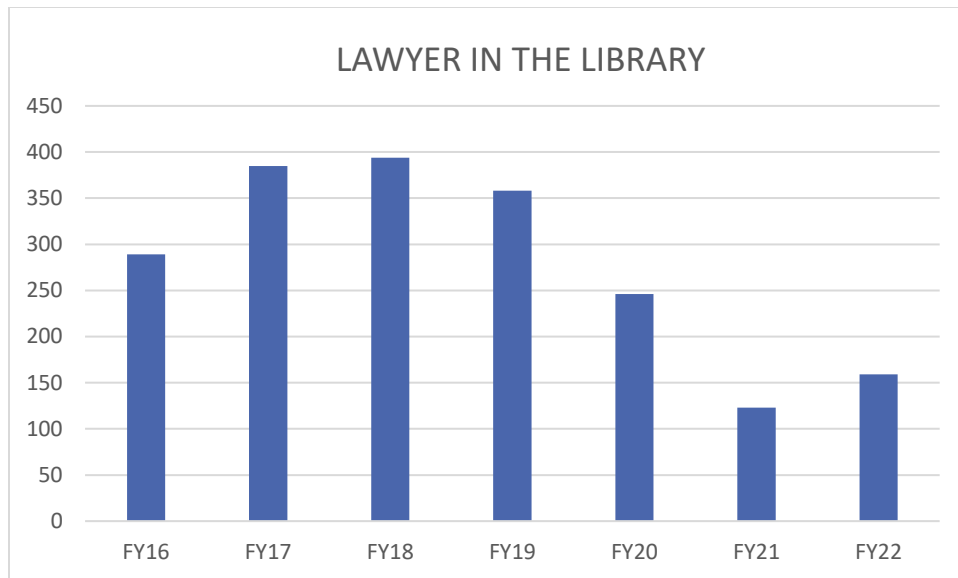
Many attorneys and other library users were often just returning to the courthouse in-person when visiting the law library this year. The law library's temporary relocation without close proximity to the Family Court Help Center (FCHC) has affected the number of visitors and transactions. FCHC traffic accounted for a large number of library visitors and transactions. When the FCHC was co-located in the law library librarians were able to provide reference and referrals and technology assistance to the Center's clients. The distance between the FCHC and law library made those encounters less frequent.



The number of questions was about the same as last year and the number of visitors increased by 20%. However, the numbers are still well below pre-COVID numbers.

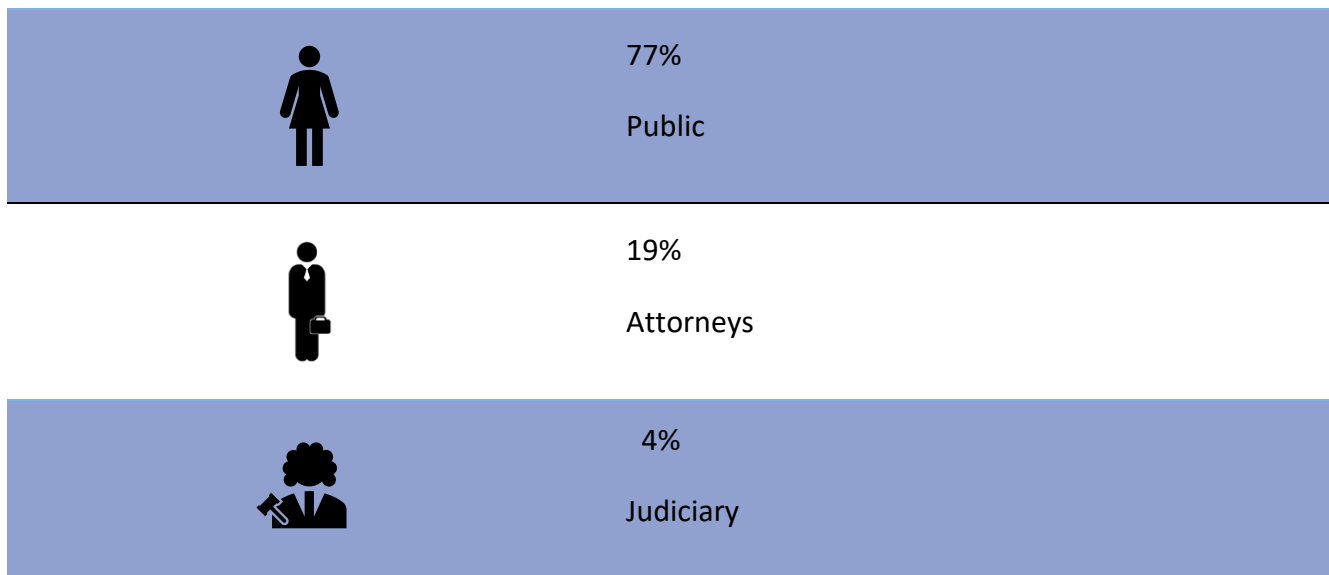


Online access remained steady with a slight increase in library related web hits.



The Lawyer in the Library program assisted 29% more people than last year. The number of people served is still 55% lower compared to pre-COVID numbers. The program is still remote only.

FY2022 - Who



The breakdown of library users showed a slight increase in the percentage of attorney use since FY2021 and a corresponding drop in public use.

FY 2022 - How



66%

In Person



25%

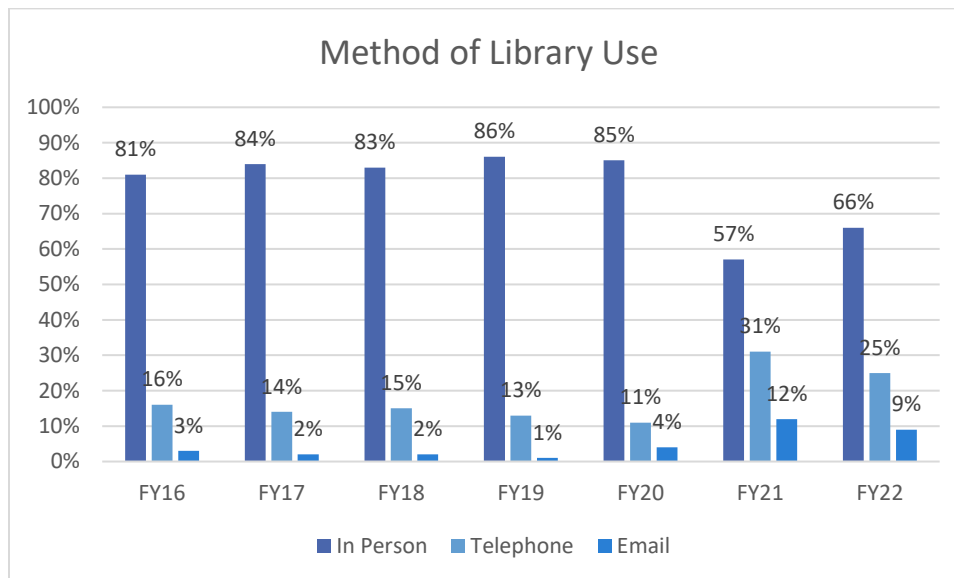
Phone



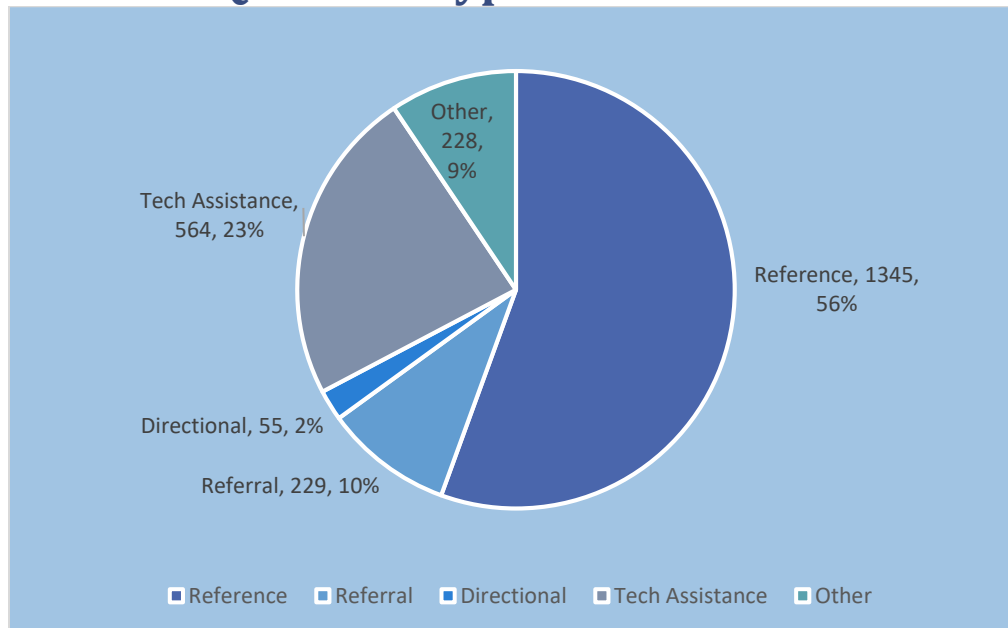
9%

Email

In-person use has increased to 66% from last year's 57%. This is still a much smaller percentage when compared to previous years.



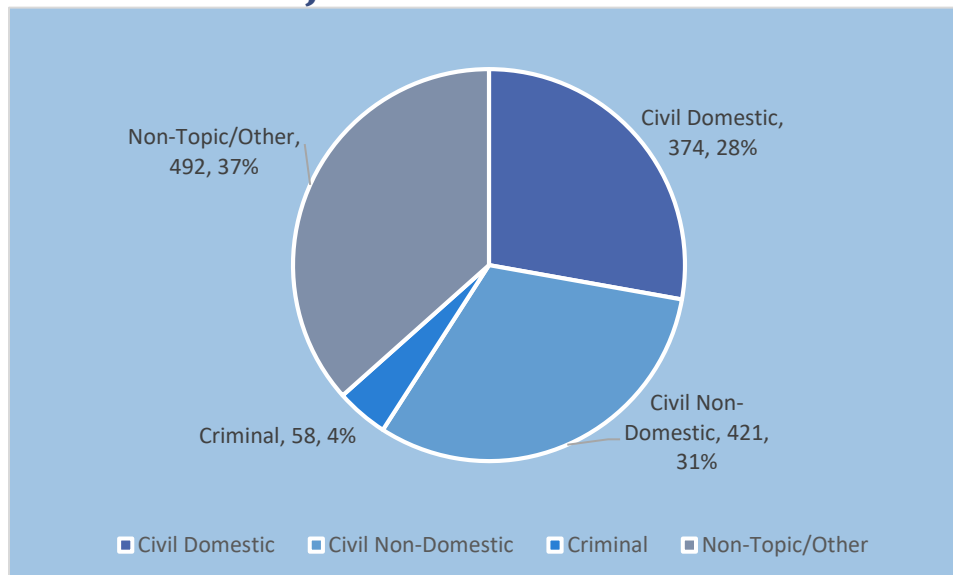
FY2022 - Question Type



66% OF QUESTIONS INVOLVE REFERENCE & REFERRALS

The percentage of the types of questions remained close to the percentages of previous years.

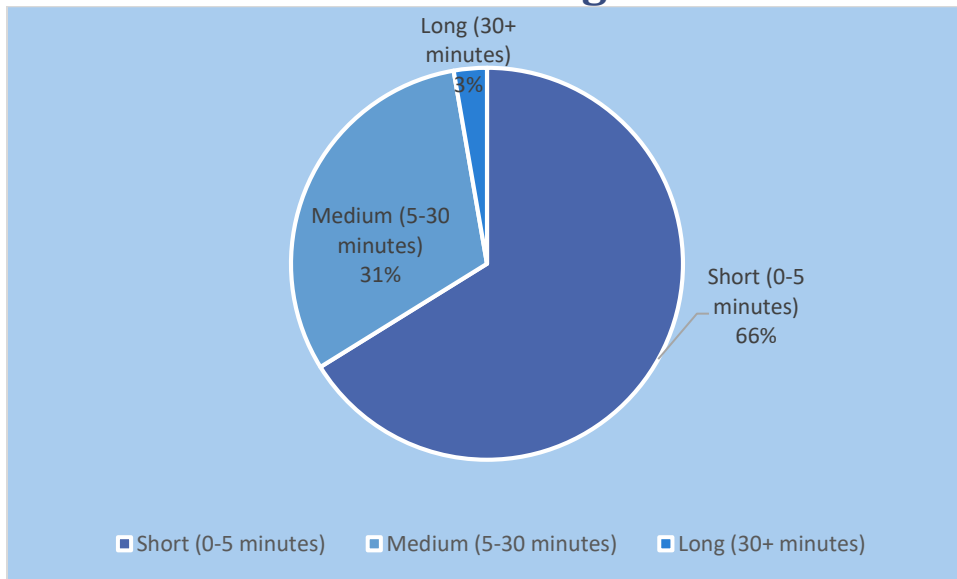
FY2022 – Subject Matter



59% OF QUESTIONS ARE CIVIL

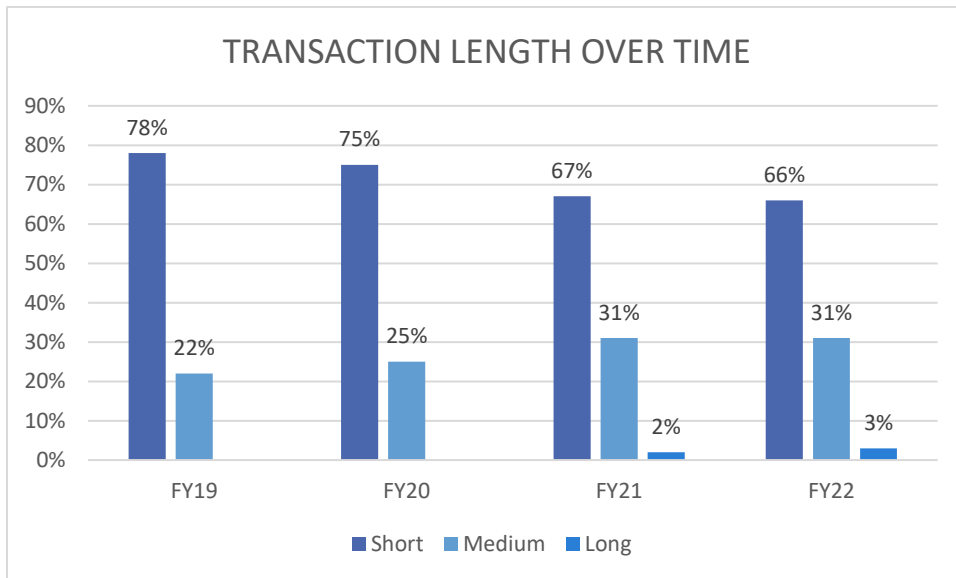
The percentage of civil questions is lower than the 71% in FY2021. There is an increase in other types of reference subject matter.

FY2022 - Transaction Length



66% OF
TRANSACTIONS
TAKE 5
MINUTES OR
LESS

The percentage of short transactions is still lower than what it was in previous years. The percentage was 78% in FY2019.



Remote assistance did not provide the opportunity for many short interactions such as how to access a PC or sign-in to the FCHC. The number of long interactions, those taking 30 minutes or more is a 407% when compared with FY2019 going from just 12 in FY2019 to 66 in FY2022. Remote reference transactions take longer with email due to the inability for a simultaneous

interactive conversation. It is more difficult to demonstrate resources remotely as well.

The law library continued to deliver the same level of quality information services but to fewer people. Access to legal information is an essential service needed by those negotiating critical legal issues involving housing, employment, and family matters.

To increase awareness of library programs and services, the law library has developed a marketing plan that has been sent to court administration for review. The plan includes traditional methods and social media. Even as in-person use increases, it is still important to increase awareness of alternative service options that extend service with remote access to those in need of legal information and referrals.

Reports for previous years can be found here: <https://aacpll.org/annual-reports/>