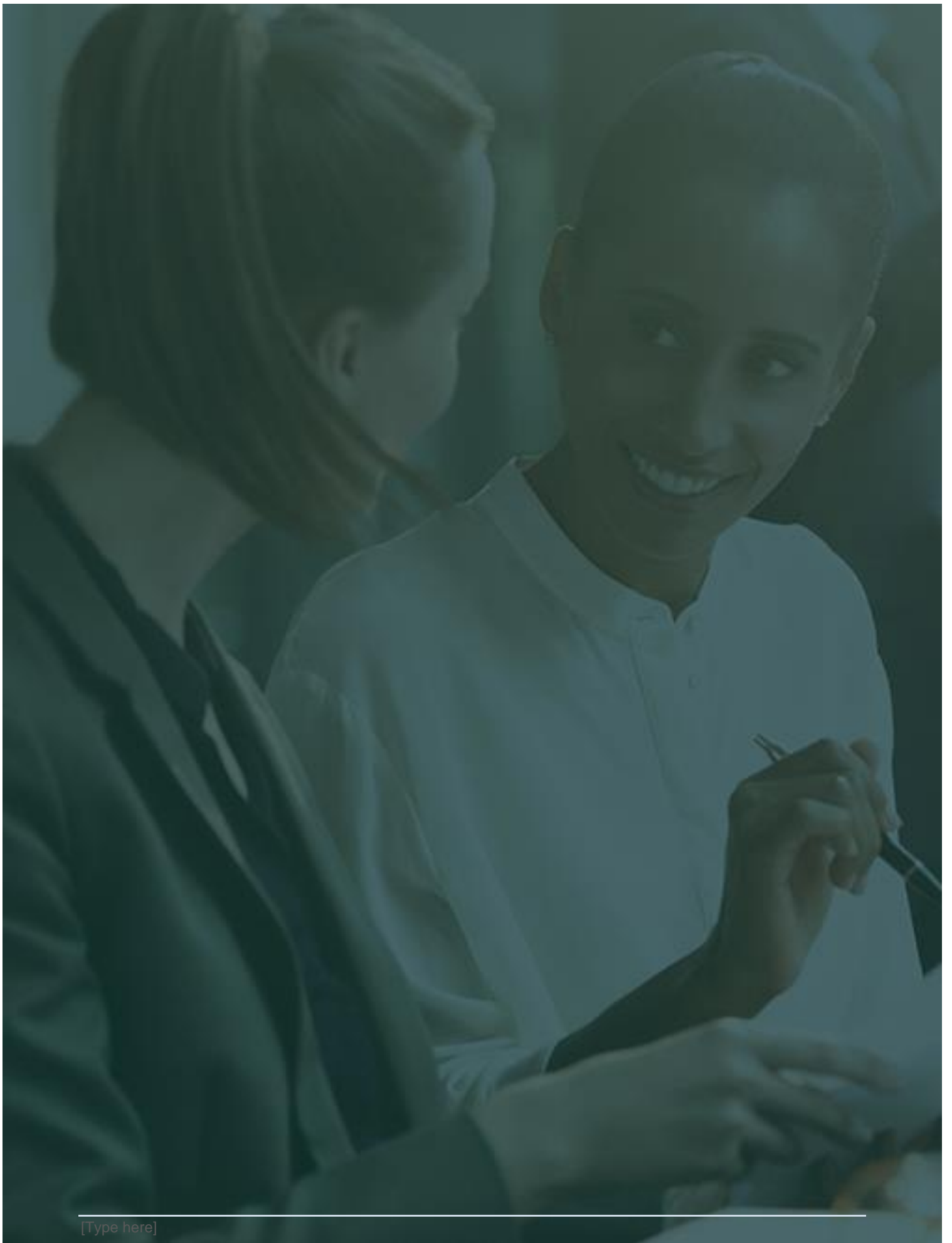


CREATING AND MAINTAINING AN OREGON LAWYER IN THE LIBRARY PROGRAM

By: The Clackamas County Law Library

Jennifer Dalglish, Law Library Director, JD, MLS

Angela Hajhashemi, Assistant Law Librarian, JD



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PRO BONO PROGRAM NEED

The Need for Low and No Cost Legal Assistance

As public law librarians know all too well, the demand for low and no cost legal assistance is not solely for people who cannot afford it. All unmet legal needs are not created equal and the nature of legal needs vary by a variety of demographic factors including income. An Oregon study found that only 11% of its respondents mentioned “Worried about costs” as among the reasons for not obtaining a lawyer’s help. Providing pro bono services isn’t and shouldn’t be limited. Public law libraries have expertise in providing legal information and assistance to people without discrimination, regardless of their income, background or legal issue. Bar associations and attorneys historically have turned to law schools and other natural partners for collaboration with addressing unmet legal needs. Public law libraries have an unparalleled vantage point when it comes to providing services that will best help meet the unmet legal needs of all rather than a segment of the population.

With that being said, there is no denying low and moderate level income families do not access legal assistance. Most studies put that number around 85%. Legal Services Corporation (LSC) funded organizations are only able to fully address the needs of half of those they serve, citing a lack of available resources as a primary cause of that gap.¹ The closest LASO office to Clackamas County residents is in downtown Portland. A Clackamas County resident needing no or low cost legal advice would, on average, need to travel up to 100 miles round trip. Those who rely on public transportation or alternative methods of transit are often left unable to access these legal services altogether. Other similar services, such as the Oregon State Bar Lawyer Referral Services and the St. Andrew’s Legal Clinic, charge participants up to \$35 for a consultation. Both distance and cost are prohibitive to those in need of pro bono resources.

As the number of pro se litigants has increased, so has the demand for accessible legal services.² Up to 80% of those involved in debt collection, housing matters, and custody issues are pro se litigants.³ The number of self-represented litigants continues to grow.⁴ Public libraries have a long history of hosting

¹ *The Justice Gap: measuring the Unmet Civil Legal Needs of Low Income Americans*
<https://www.lsc.gov/sites/default/files/images/TheJusticeGap-FullReport.pdf>

² *Helping the Pro Se Litigant: A Changing Landscape.* http://aja.ncsc.dni.us/courtrv/cr39_4/CR39-4Hannaford.pdf

³ *Access to Justice: Best Practices for Public Law Libraries*, 7.

⁴ *Id.* At 1.

informational sessions on various legal topics for their patrons. These sessions can be helpful and often serve as a tool for volunteer attorneys to gain new clients, but they do not provide substantive legal guidance to each patron. These informational sessions, on their own, fail to meet the demand for pro se outreach.

Services that provide pro se assistance are few and far between. The Oregon Judicial Department provides a limited selection of forms online, mostly in the areas of family law and small claims. A Family Court Facilitator is available by appointment to assist people with the available forms.

Demand remains high for pro bono services. Since their inception, public law libraries have helped provide equal access to justice services. Oregon county law libraries provide various types of programming to help meet the legal needs of their local communities. This report summarizes the creation and maintenance of one Oregon county law library's Lawyer in the Library pilot program.

1. TYPES OF PROGRAMS

There are several different models for Lawyer in the Library that are being utilized in Oregon and the Pacific Northwest. A quick search online yields hundreds of results for similar programs throughout the country. The following includes a sampling of the program types and how they are being used currently in Oregon, as well as one in Washington.

Informational Sessions

Information sessions are generally held in public libraries. Typically, an attorney provides a presentation on a specific area of law. It depends on the format if questions are allowed during the presentation or formally/informally at the end. The attorney presenters are usually looking to expand their client base. The attendees are often there because they need personal assistance.

The majority of information session attendees need someone to advise them rather than explain the black letter law. Most public library collections include self-help legal books and various guides to help illustrate the process, but the key element is missing – legal advice. Legal advice can only be obtained from consulting with, and potentially hiring, an attorney.

Public Library Hybrid

Deschutes County's Lawyer in the Public Library/Law Library Clinic

This clinic model recently had great marketing as part of a local access to justice initiative. The County Law Library merged with a public library and a Lawyer in the

Library Clinic was created. It is administered by the director of the public library and is held exclusively in the downtown Bend library for two hours per week. This model offers a free 30 minute consultation. Held weekly, they usually have two lawyers, one specializing in family law and one answering general civil law questions. Their intake is done on the spot, rather than prior to their program⁵. Half of the appointments are booked in advance and half are allocated to walk-ins.

A challenge facing Deschutes is in obtaining attorneys who are willing to commit one night per week. They rely on more frequent and consistent volunteers in a service area with a smaller attorney population than the Portland Metro area.⁶ They do not have any issue filling the participant slots and are often filled almost immediately after opening online registration.

In the past year of the program, Deschutes has expressed that this program takes a lot of time and work to manage and hold weekly, but that it is an invaluable tool to its participants.⁷

Workshops

Columbia County's Lawyer in the Law Library Workshops

This model is a hybrid that utilizes informational sessions as well as court forms clinics. The informational sessions are held on various legal topics such as will or landlord-tenant law. In addition, Columbia County Law Library has recently began conducting a "Court Forms Clinic" which helps people select publicly available forms.⁸ However, this Clinic model does not extend to providing legal advice and is more akin to the Court Facilitator role in Clackamas County.

Law Library Clinics

⁵ <https://www.deschuteslibrary.org/services/lawyerinthelibrary>

⁶ OCCLL, Spring Minutes, 2019

⁷ OCCLL Fall Minutes, 2019.

⁸ https://www.thechronicleonline.com/news_paid/knowning-the-law-new-court-form-clinics/article_c096b3a6-771e-11e9-920f-9bcddc17f30dd.html

Law Library clinics are another type of programming being used to connect volunteer attorneys with members of the public looking for legal consultation. These clinics help people obtain consultations with an attorney at no cost. The clinics work to match patrons with specific legal issues to attorneys specializing in that field. In addition to the benefit to the public, these clinics serve as a valuable method of increasing the client base of the volunteer attorneys. Both the attorneys and participants have the potential to benefit from a one-on-one clinic. There are various types of clinic models being used in regional county law libraries.

King County's Legal Clinics in the Library

King County's program has been considered a leading model of a Lawyer in the Library Clinic for public law libraries, serving the Seattle area with weekly walk-in clinics. This model includes hiring staff attorney at the King County Law Library. This attorney schedules individual client assistance appointments, and has librarian duties and responsibilities. Currently, a debt collection specific clinic is held every Tuesday, a general civil clinic on Wednesdays, and a downtown civil clinic on Thursdays. Each clinic spans approximately 2 hours and allows participants 30 minute meetings on a lottery system.

In addition to the clinics, King County hosts a variety of workshops, which are topical and designed to give more general information on the civil lawsuit process. Offerings include topics such as parenting plans and discovery.

The King County model demonstrates how a Lawyer in the Library Clinic can service a large number of people in a wide service area, as well as the benefits of a strong partnership with a local bar association. King County has received national recognition for their program and outreach to local communities through their Clinic.⁹

Federal Bar Association's Lawyer in the Library Clinic

While there is limited information available online, the Portland Chapter of the Federal Bar Association is hosting Pro Bono Clinics at the Mark O. Hatfield Courthouse

⁹ <http://kcll.org/2019/05/21/kcll-wins-national-award-for-outreach/>

approximately twice per month. The Clinics last two hours long and have two attorney slots, and currently advertises half hour appointments. Therefore, the Clinics have the capacity to meet up to 8 pro se litigants.

Intake is done online through a survey monkey to provide basic intake for potential participants. It is unclear based on available material if the Clinic is open to those who are not involved in a federal dispute.

2. CLACKAMAS COUNTY LAW LIBRARY MODEL

History

Since 1927, the Clackamas County Law Library has provided legal information, legal reference services and access to legal resources to the public. Over the years, the Law Library has partnered with the local bar association and other entities to provide a variety of pro bono programming to the public. In 2007, the Law Library collaborated with The Clackamas County Bar Association (CCBA), Legal Aid Services of Oregon (LASO), and the Clackamas Service Center (CSC) to design a clinic model that might better serve the needs of both clients and volunteer attorneys.

One of the greatest areas identified in need of pro bono assistance was expungement. A criminal record can be a barrier to obtaining housing and employment. By helping clients to expunge their records, volunteer attorneys can help a client get their feet back on solid ground. We designed the expungement clinics to help low-income clients in Clackamas County complete the expungement paperwork with free attorney assistance.

These clinics were first held on a quarterly basis and then every other month due to demand. LASO screens and schedules potential clients, the Law Library provides the venue and assists with marketing and the CCBA attorneys provide the pro bono services. Attorney volunteers do not need to have prior experience doing expungements. Each clinic has an experienced mentor on hand to answer questions. Expungement training is also provided to interested and potential volunteer attorneys every other month. The attorney volunteers meet with clients, help them assess whether they qualify for an expungement, and if so complete the paperwork for them. The expungement clinics are set up to provide a specific, one-time, brief service to the clients. Attorneys do not provide ongoing services to the clients.

In 2017, the Law Library and CCBA expanded the Pro Bono Program beyond Expungement Clinics. A general legal clinic is being held on alternating months with the Expungement Clinics under the programming title of “Lawyer in the Library Clinic”. This Clinic expands on the

model of the Expungement Clinic, but offers covers a variety of legal topics and issues. In addition, attorneys may choose to continue consultations or retain the participant outside the scope of the Clinic. By offering multiple areas of civil law, we are able to match a high proportion of participants with volunteer attorneys who have experience in the specific area of law needed.

Demand for Areas of Law

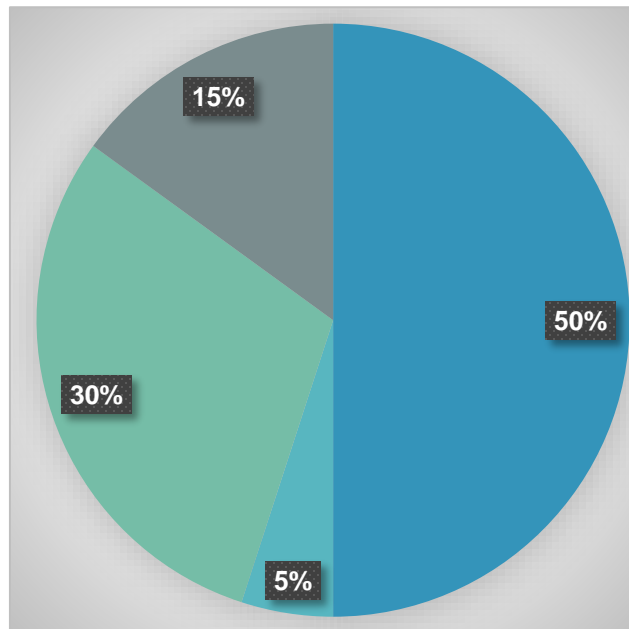
As the visual suggests, there is fluctuation between the areas of law that the participants of the clinic request. However, domestic relations collectively remain the most requested area of law.

Family Law (50%)

- Divorce
- Custody
- Guardianship
- Post-Nuptial Agreements

Wills/Trusts/Estate Planning General (30%)

- Will drafting
- Medical Power of Attorney
- Administering a trust
- *Variable demand based on Clinic site-up to 75%*



Landlord/Tenant (15%)

- Tenant rights
- Landlord eviction
- Roommate conflicts

Other Civil (5%)

- Traffic
- Neighbor Law
- Small Claims
- Motor Vehicle
- Debt Collection
-

The Flow of Inquiries

- When Discreetly Advertising:

This form of advertising involves placing physical signage and select areas, primarily in the Courthouse vicinity, to advertise the Clinic. The Law Library has utilized this method as a means to help keep interest manageable. The number of inquiries spikes prior to the Clinic, with at least 20 inquiries the week prior to the Clinic. The inquiries continue at a slightly reduced rate, on average dozen inquires by email, phone, and in person, the week following the Clinic. Even if

signage is removed immediately, word of mouth continues elevating interest for at least two weeks following the Clinic.

- When Aggressively Advertising:

This form of advertising involves posting signage and advertisement through a variety of means, including social media and physical signage at local public destinations, not limited to courthouse facilities.

Due to capacity concerns as well as the County's website restructuring, the Law Library has not taken steps to aggressively advertise its clinic. The Clinic is often at or exceeding capacity despite advertising discreetly. The Clinic is currently known to Court, Justice Court, DHS, public library, and other social service providers, who use word of mouth to advertise to their patrons and clients.

When hosting at the Oregon City Public Library, inquiries ran into the hundreds at both the venue and at the Law Library. Our experience at the public library drove home not just how little advertising is needed to fill the Clinic, but how much greater the need is than the Clinic is currently able to fill.

Analysis: An Average Clackamas Clinic

The average participant is at the beginning stages of exploring their legal options and remedies. A high number of participants convey a belief that they cannot afford to hire an attorney. Pro bono programs, such as Lawyer in the Library Clinics, often help participants at the beginning of their case and give them the legal advice necessary to proceed with the next step. The legal advice received in the Clinic can help inform the participant as to whether they have a legitimate legal issue. The advice provided at the Clinic can help the person determine whether they have a viable claim, whether they need or want an attorney, and whether or not they would like to engage or further consult with the volunteer attorney.

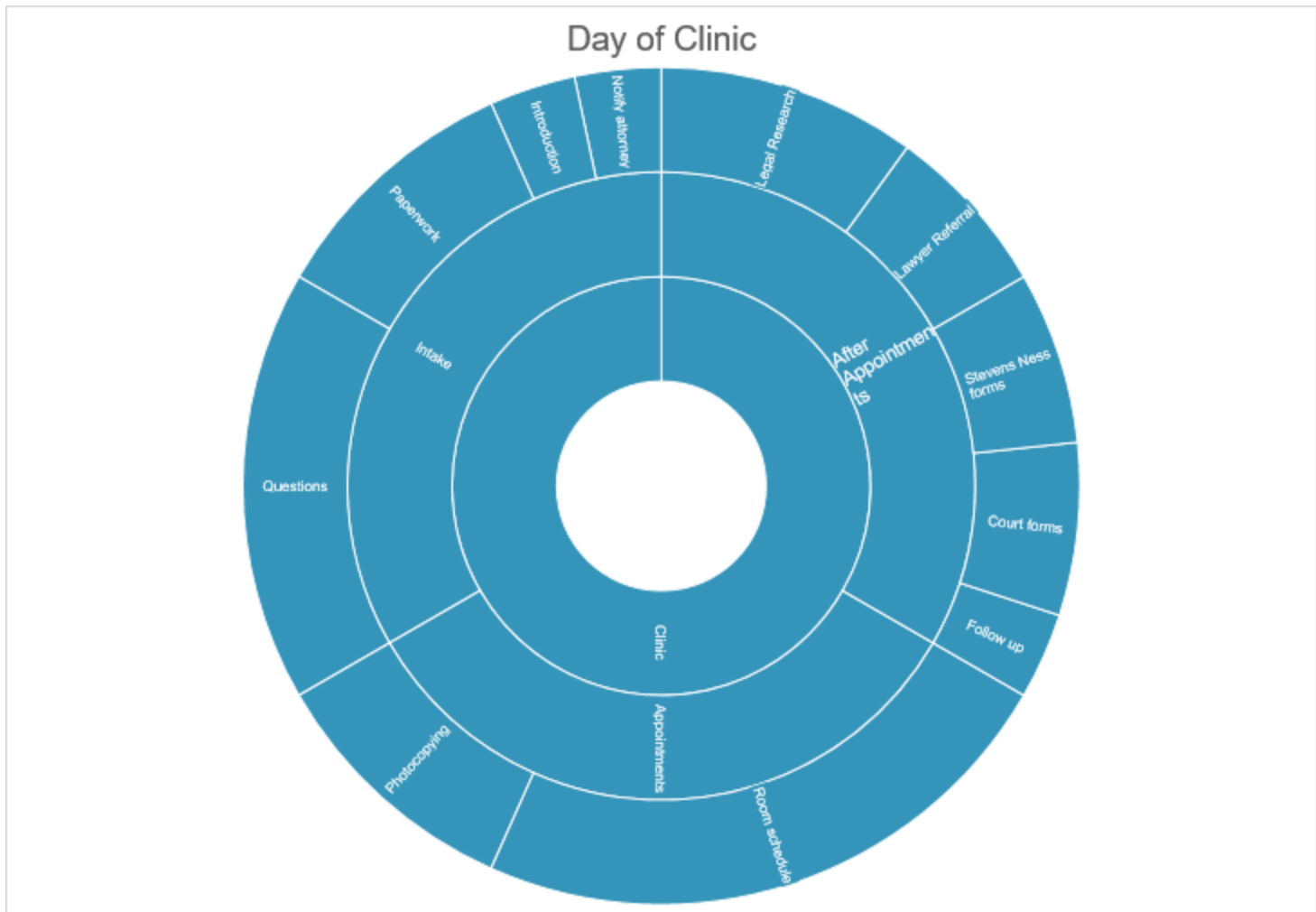
An average clinic is managed by a dedicated staff member. The Clinic is managed by the Assistant Law Librarian, who ideally has a legal as well as library background. The current Assistant Law Librarian has a juris doctorate, as well as over twelve years of experience working in public libraries. The importance of having an experienced staff member administering the Clinic cannot be overstated.

A typical public librarian will have experience in managing patron flow and information. The Assistant Law Librarian handles the three major stages of the Clinic as they happen for each participant, including: intake, the appointment, and after appointment management. Each of these stages involve multiple interactions with the participant and the volunteer attorney.

Creating and Maintaining an Oregon Lawyer in the Library Program

In addition, a significant portion of the time the Assistant Law Librarian spends on the Clinic is in triaging the participants. Triage helps determine what type of legal issue the participant has, what type of attorney the participant should be matched with, as well as whether or not the participant is a good candidate for the Clinic, as well as any additional legal resources that can be recommended. The Challenges to Administering a Lawyer in the Library Clinic section goes into more detail about the day of clinic, including the roles that the Assistant Law Librarian may be required to fill in the event of walk-in and no show participants.

The chart below illustrates the various interactions, with rough proportionality for the time each interaction usually requires. It's important to note that this chart only applies to the participants with appointments, and does not address walk-ins or any other inquiries about obtaining appointments.



Currently, each Clinic serves offers approximately 12 appointments to participants, with an average Clinic assisting 10 participants. On average, there are 4 attorneys registered. At its largest, the Clinic hosted 8 volunteer attorneys for over 21 participants. Because the Law Library has not aggressively marketed the Clinic, the size remains manageable for the Clackamas Law Library staff. The largest clinics were those hosted at the local public library and advertised in one town. It can be expected that Clinics advertised in a similar manner will also be of similar high interest and attendance, and therefore more time consuming to operate. The need of the community is such that for the foreseeable future demand will always exceed the capacity of the Clinic.

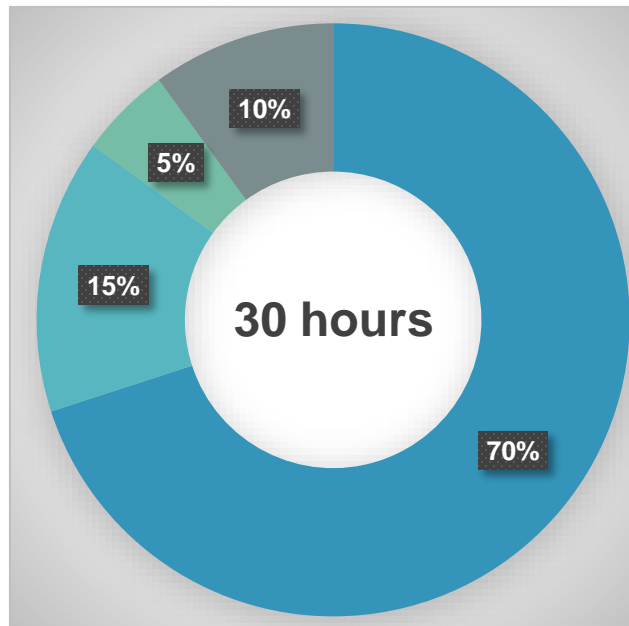
3. CLINIC ADMINISTRATION

INTAKE (70%)

- Reach out to local attorneys
- Manage participants calling, emailing, and approaching in person
- Manage social workers, aids, and court staff with inquiries
- Schedule attorneys
- Contact attorneys with list of potential participants based on practice area (conflict of interest check)
- Contact clients with offer of appointment
- Confirm with clients and notify of appointment time
- Confirm with attorneys

ADVERTISING (5%)

- Hands off
- Outreach to attorneys
- Create and then update fliers for limited display
- Potential for complications when hosting at a non-Law Library Venue



DAY OF CLINIC PREPARATION (10%)

- Signage for venue
- Setting up attorneys with space, Wi-Fi, and printing
- Photocopying intake paperwork
- Intake of participants
- General greet and direct flow of participants

POST- CLINIC (15%)

- Schedule next clinic
- Venue selection
- Manage increased inquiries by phone, email, and in person
- Notify inquiries of next clinic registration date and location

The Clackamas County Law Library “Lawyer in the Library” program currently operates on a relatively low budget, with its main expenses stemming from personnel and advertising. Once created, signage templates can be recycled with new dates, however solicitation of volunteers, scheduling, and participant intake remain time-consuming for staff.

**Estimated Costs to Administer the Clackamas County
Lawyer in the Library Program-
6 Clinics Per Year**

| COST ITEMS | COST PER CLINIC | ONE-TIME COST | FY COST TOTALS |
|---|------------------------|----------------------|-----------------------|
| Advertising/Marketing | \$10 | \$50 | \$100 |
| Employee time (Average 30 hours) | \$795 | \$100 | \$4870 |
| Venue (Dependent on venue) | \$0 | \$0 | \$0 |
| Copy/Printing (Clinic Prep and Signage Creation) | \$20 | \$15 | \$135 |
| Thank you cards (Variable based on number of attorney participants) | \$25 | \$0 | \$150 |
| Wi-Fi (Ideally included with venue) | \$0 | \$0 | \$0 |
| Miscellaneous office supplies (clipboards, pens) | \$10 | \$0 | \$60 |
| ESTIMATED BUDGET PER CLINIC | | | \$5315.00 |

The Law Library retains a list of volunteer attorneys who regularly contribute to the program. During the past year, this list has grown to over a dozen attorneys, most of whom regularly practice in the area. In addition, regular advertisements are made to the Clackamas County Bar Association newsletter. Each solicitation usually yields two to three interested attorneys.

Once volunteer attorneys are obtained, they need to be scheduled into available meeting spaces. The Law Library has space to host up to five consultations at one time. If hosting off-site, there can be less private meeting space available and scheduling may require more time and conversation with the volunteer attorneys. Allowing the attorneys flexibility within the day of the Clinic yields the most reliable results. See Challenges to Administering a Lawyer in the Library Clinic for more information on issues relating to reliability.

After attorneys are scheduled, the process of matching attorneys to participants begins. Typically, registration is opened one month prior to the Clinic. Though we receive interest weekly for the program, by limiting the registration period, we are better able to manage the Clinic's size. Once each list has been matched, each attorney needs to be contacted with information on the participant, including names of opposing parties, so that a conflict of interest check may be performed. After confirmation of the list of participants from the attorney has been received, the participants are scheduled. Finally, the participants need to be contacted with their appointment times. Typically, contacts are attempted by phone and by email. The time of the appointment is not given to the participant in the initial contact. This helps ensure the participants will confirm their interest. At that time, the participant is given basic information such as parking and what to bring on the day of the Clinic.

The majority of the scheduling process occurs in the final three weeks leading up to the Clinic and usually requires at least 30 staff hours including the time necessary to register interested clients.

4. CHALLENGES TO ADMINISTERING A LAWYER IN THE LIBRARY CLINIC

Creating a Clinic that provides pro bono legal advice to participants on a variety of issues poses a unique set of challenges, as Law Library staff manage not just participant flow, but also the flow of volunteer attorneys. The challenges become more complex when coupled with a change of venue. The three main challenges to administering the Clackamas County Lawyer in the Library Clinic are detailed below:

1) Advertising:

Advertising for the Clinic requires a two-pronged approach. The solicitation of attorneys and of participants are done through different channels and at different times. Each type of advertisement requires signage, email, and in-person outreach.

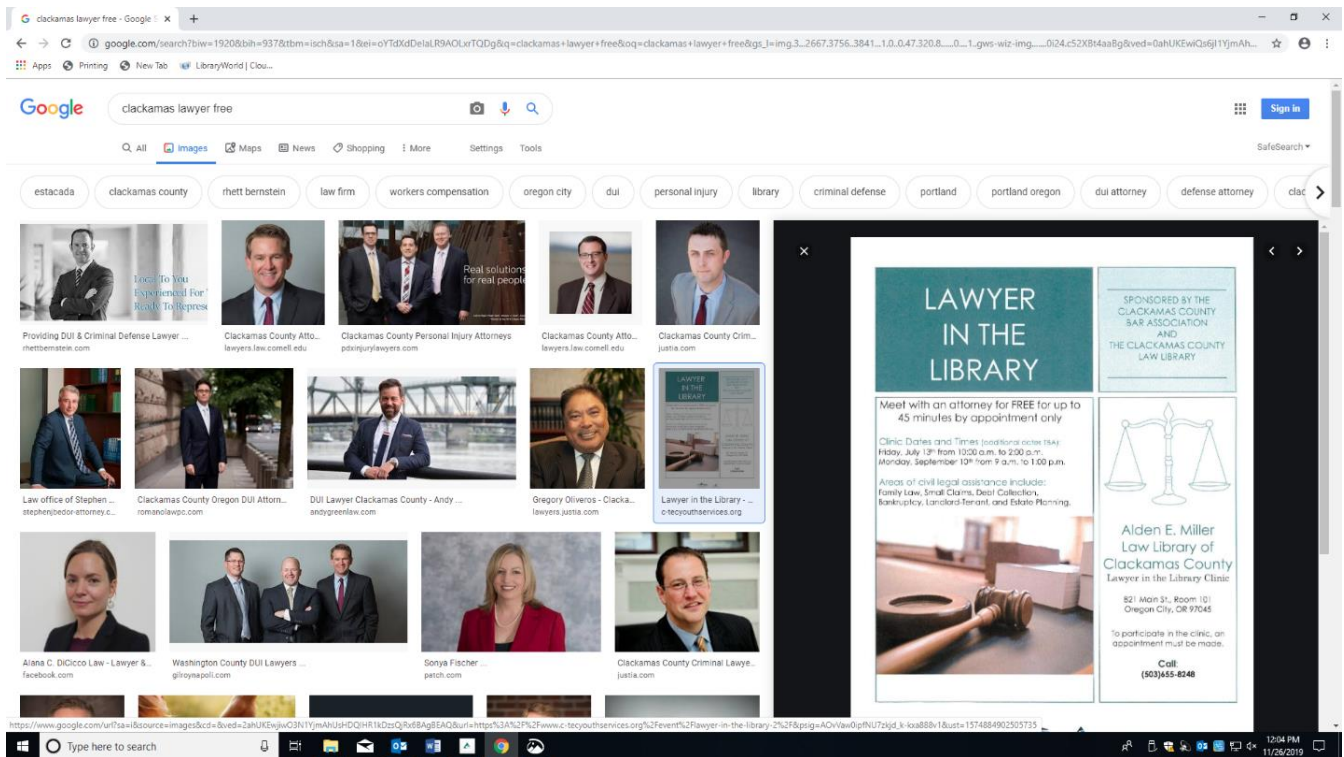
The Law Library typically advertises its own clinics in house, with minimal signage being posted at the Courthouse. The Law Library's website is currently under construction, but we plan on placing limited advertisements and attorney sign ups in the coming year. Additional goals include allowing attorneys to sign up to volunteer for upcoming clinics, as well as a place to submit anonymous feedback on the Clinic itself.

When hosting off-site, greater outreach may be needed to reach the population of that geographic region. For example, when hosting at the Oregon City Library, we worked with the public library to post advertisements on Facebook and in their building. From there, City Hall advertised the program through other means including at public meetings and through NextDoor. By utilizing venue advertising, where possible, the Clinic is broadcast to a wider range of participants.

- Participant Advertising:

The greatest challenge in advertising for the Clackamas County Clinic remains in how best to control the flow of information. By placing fliers at the Courthouse, we are able to target participants efficiently. Placing fliers at other local areas yields interest in the Clinic that exceeds the Law Library's current capacity. Even Courthouse fliers have been duplicated and shared beyond the control of the Law Library. For example, as of November 2019, a Google search on the words "Clackamas free lawyer" produces an image of a July 2018 flier created for exclusive display in the Courthouse. The Clackamas County Law Library continues to receive inquiries from members of the public on a weekly basis as a result of this flier.

Creating and Maintaining an Oregon Lawyer in the Library Program



More recent fliers contain particular emphasis on the date and structure of the Clinic, specifically that appointments are necessary. See attached. In the age of digital marketing, any flier created will continue to circulate and serve as advertising for the Clinic, so it is important to make sure that recurring clinic details such as frequency of the clinic are highlighted. (See Attached).

- **Attorney Advertising:**

The main challenge in marketing remains in soliciting and maintaining a strong attorney pool. Some programs have cited issues with soliciting and retaining attorney volunteer pools as their programs age.¹⁰ We have relied on our collaboration with the Clackamas County Bar Association as a means of broadcasting Clinic dates and practice areas of law needed to local attorneys. From this, the Law Library has been successful at maintaining a list of over a dozen attorneys who have expressed an interest in remaining on a permanent volunteer list. Equally important to

¹⁰ OCCLL Conference, Spring 2019

solicitation is recognizing the attorneys for their work. This includes regular thank you notes and a yearly shout out of all attorneys who donated their time through the Clackamas County Bar Association newsletter and listserv.

2) Venue - How to Make a Lawyer in the Library Clinic Mobile

- Our Experience With Hosting At An Alternate Venue

The first off-site venue chosen for our Lawyer in the Library Clinic was the Oregon City Public Library. A public library provides the opportunity to expand hours onto weekends and evenings, and usually does not require a deposit or venue fee. However, many public libraries do not have the private conference room space available to accommodate confidential consultations. The Oregon City Public Library, in addition to being close to the courthouse, was the best venue to meet the needs of the Clinic with a trial run.

Signage was posted on fliers in the public library, as well as online in a Facebook announcement a month prior to the program. In addition, City Hall posted an announcement on two forms of media, including NextDoor. While the reach of the posts by City Hall is unknown, the Facebook post made by Oregon City Library had a reach of over 3000 people, which is almost four times the interest level of an average Oregon City Library program.¹¹ This statistic does not include the number of inquiries received between the two libraries, which was well over 100 calls, emails, and in person contacts between September and November.

Because of the high demand, the percentage of patrons receiving appointments was comparatively low. Only 8% of patrons were matched with an attorney and received an appointment. This statistic includes patrons who are interested in the program, but have time sensitive legal issues that cannot wait until the next Clinic. About half of the inquiries received by the Law Library are for matters too time sensitive to wait until the next upcoming Clinic. Of the patrons who were on our waiting list for an appointment, only four were not able to be matched with any volunteer attorney, including a patron too ill to attend the Clinic.

¹¹ Gina Bacon, Adult Services Librarian, and Aaron Novinger, Technology and Library Promotion Librarian, Oregon City Public Library

- Selecting a Venue

The areas of law most requested will change based on the selected venue. When held in close proximity to a courthouse, participants often have open cases in various stages of litigation. The most common request is family law, including divorce and guardianship. By comparison, at public libraries and other venues the most highly requested areas of law becomes estate and probate, specifically drafting wills. When hosted at Oregon City Public Library, over half the participants on the waiting list were inquiring about estate planning related issues.

3) Participant-Related Issues

- Drop-in/Standby Appointments

The Clinic allows those who are not matched with an attorney to stay on standby during the Clinic. If a scheduled participant not show up for their appointment, the Clinic will offer the slot to a standby participant. The Clinic has been able to accommodate multiple participants this way due to either late cancellation or an occasional no-show. To date, no-show participants have been infrequent, but have the potential to impact the Clinic significantly, especially in terms of volunteer attorney participation.

- No Shows

- Participants

A challenge that faces many clinics, such as the Lawyer in the Library Clinic, is how to deal with those who are given an appointment and fail to show up. This, in turn, often denies another participant to meet with the attorney in that time slot, and the attorney may be less inclined to volunteer for future clinics after repeated negative experiences. Some clinics institute a deposit to help combat this issue. However, at this point the Clackamas County Law Library feels that instituting a deposit, even for a nominal amount (under \$30) creates a barrier for access to justice. Those who are unable to pay that nominal amount would potentially be unable to receive the benefit of the Clinic. Currently, the Law Library reserves the right to block the participant from participating in future clinics in the event of an unexcused no show. This right has only been exercised once and is generally very effective at encouraging communication and attendance between the Law Library and participants.

- Attorneys

Often volunteer attorneys are working around busy schedules and court appearances in order to attend the Lawyer in the Library Clinics. Therefore, sometimes attorneys are tardy or unable to appear with very little notice. In the event of a no-show attorney, it is crucial there is an alternative option for the participant, so they do not leave the clinic without receiving and additional resources. Having a standby attorney is difficult to

manage, especially as clinics can span several hours. Therefore, it is imperative that the Clinic is administered by someone who can work one on one with a participant. The administrator needs to have in depth knowledge of legal research and of the tools available to pro se litigants.

- Repeat Participants

Due to demand, the Clinic does not currently allow repeat participants. This rule was implemented as a way to ensure the limited resources of the Clinic would not be monopolized. In the future, as the Clinic expands the rule may be modified or eliminated. At this time, even without repeat participants, demand for the Clinic consistently remains above capacity.

3. THE FUTURE OF THE CLACKAMAS COUNTY “LAWYER IN THE LIBRARY” PROGRAM

The Clackamas County Law Library’s Lawyer in the Library program is not quite ready for the next stage in its evolution. Since its inception, the goal of the clinics has been to eventually have a lawyer, or alternately licensed, regular status staff member. We predict that stage to occur in 3-5 years.

In the meantime, the current Clinic has demonstrated there is a consistent need for pro bono legal services and that a handful of local attorneys are willing to dedicate their time to sustain such a program. Our outreach into the community and inquiries demonstrates that the demand remains well above the capacity of each clinic.

As the Clinic evolves, we are looking to streamline procedures. This year, the Clinic will be hosted on the last business day of every other month. This provides consistency for our attorneys, and allows them to sign up for multiple clinics at once. So far, this change has been well-received by attorneys, and several have volunteered through the end of 2020.

Another 2020 goal includes hosting clinics at other locations within Clackamas County. Having already conducted two trial clinics at the Oregon City Public Library, we now have a better understanding of the logistical needs of the Clinic while hosting at an off-site venue. During this year, the Law Library is looking to host the clinic in areas of Clackamas County that are more rural where public transit options are limited. Discussions for upcoming clinic cities includes the city of Sandy, where bus services are sporadic and pro bono services are limited.

Creating and Maintaining an Oregon Lawyer in the Library Program

The Law Library is also looking at cautiously expanding advertising for all of its programs to social media and this will include the Lawyer in the Library Program. The Law Library has acquired a Twitter handle specifically for the clinic, to help serve as a main line of communication for the community. The objective of increased communication on the website, as well as designated social media resources is to help alleviate the burden on staff who manage up large amounts of inquiries on a weekly basis.

Because the burden on staff will only grow as advertising expands, modification of the website and streamlining of the intake process will both be beneficial to staff. The eventual addition of a regularly scheduled staff member dedicated to the program would improve responsiveness for inquiries, facilitate scheduling of attorneys, and increase program visibility to the legal community.

Metro Area Collaboration Opportunities

With demand high for the Lawyer in the Library Program, the sky truly is the limit to the collaboration and expansion opportunities outside of Clackamas County.

The Clackamas County Law Library is interested in collaborating with other similar programs outside of Clackamas County. We recently met with representatives of the Oregon State Bar Pro Bono Section and the Multnomah Law Library Director to discuss possibilities. A metro-county law library collaboration to provide Lawyer in the Library Clinics could be ideal.

Telephonic Referral/Consultation

Another way to expand the Clinic would be to begin to hold telephonic consultations. It can be difficult to arrange a Clinic in a more rural area, but the Clinic could potentially be brought electronically. This could include completing paperwork electronically, or sending a staff member to the rural location and skyping in to the attorney in the Clackamas Law Library.

The biggest barrier to telephonic consultations is that not all participants have access to technology up to and including the internet or smart phones. Participants who do not have access to this technology would therefore be prohibited from participating. The Law Library then needs to work to discover other means of completing paperwork and necessary intake that will not increase barriers to pro bono services.

Expansion and Evolution into a Full Lawyer Referral Service

Today the Lawyer in the Library Clinic connects attorneys and participants once every other month. Administering a Clinic requires physical space to host, as well as a lot of orchestration on the part of Law Library staff. A potential future path for the Clinic involves the creation of a referral. As opposed to hosting a full clinic, scheduling appointments could be facilitated by the Law Library. In this way, the Law Library would intake a participant, and make a list available to attorneys, who could then select appointments based on their area of expertise. The attorney and participant could then meet in the Law Library, or in a place of their choosing. In essence, the Law Library would provide a no-cost bar referral

service. This would allow both attorneys and participants to work around busy schedules and the hour limitations created by hosting the Clinic in a courthouse facility.

4. CONCLUSION

The Clackamas County Lawyer in the Library Pilot Program has provided a unique opportunity to:

- research other similar programs
- provide a benefit to participants and volunteer attorneys
- better understand the current and future needs of the Program

The Lawyer in the Library Program, while able to help dozens of participants, remains unable to meet the needs of the community for pro bono legal assistance. Based on this need, in combination with the experience gained, the Clackamas County Law Library has been able to create goals for the Program's future.

While many options exist for the long-term future, the Clackamas County Law Library continues to innovate and find new means of serving the community in furtherance of its mission to help promote equal access to justice. The Clackamas County Law Library will continue to collaborate with other entities to think about and discuss ways of assessing and addressing the unmet legal needs of all.