

APPENDIX 11: Comments on tailored services for different patron groups

Category 1: University law school libraries

1-2-1 research appointments for all patrons.
1-2-1 research appointments for all students. Provide document delivery and research services to faculty. We also teach 2 classes for credit: Advanced Legal research and International and Foreign legal research.
1-2-1 research appointments.
Appointments for all new higher degree students. Research service for faculty.
Assist them to find the needed information available.
ILL services for all students and faculty. Liaison librarian services for faculty. Document delivery services for faculty.
Law library provides customised alerts for faculty. This includes setting up RSS feeds and their feed reader. The librarians provide customised in-class training and research guides for courses taught by faculty.
Meeting each faculty member every year. We basically do everything they ask! (targeted research, Current Awareness and training mostly). 1-2-1 research appointments with LLM and PhD students with filling of a research journal for each.
Organizing web access for foreign patrons, reserving carrels.
Research and item retrieval services for faculty. Research consultations for JD and LLM students.
Research assistance and training for faculty and law students, bibliographies, specialised training for international and law review students.
Research consultations with students writing seminar papers; dedicated research librarians for each tenured faculty member; research assistant pool and document delivery for faculty.
SDI services: acquisitions notification; liaison services for individual faculty and students; private consultations/appointments; publish annual faculty publication bibliography.
Specialised training and 1-2-1 research appointments on request.

Category 2: Research institute libraries

1-2-1 advice for research sessions; advice on use of software, citation systems etc.
Individual appointments.
Personal service by demand.
Selective dissemination of information, Current Awareness, preparation of reading lists and preparation of periodicals.
Welcome Centre.

Category 3: Court libraries

If requested, reference staff will provide a 1-2-1 session on a specific topic.
Only when requested. We don't have the staff or the time to give personalised services to any great degree so don't promote it, only when asked. We are open by appointment to outside users.
Provide a virtual service to magistrates and judges in the regional areas.
Specialised research service is provided to the Judges of the court as per their requirements.

Category 4: Government department libraries

Assistance with research to members of staff undertaking BA in applied taxation. 1-2-1 session on legal databases with new solicitors.
E-alert service; Literature searches; Production of ags information service; journal routing.
Material retrieval for the Parliament work has first priority. Co-operation with the law drafting personnel at the different Ministries. Information specialists at the Library of Parliament assist in searching for comparative material needed in the law drafting work. Tailor-made training sessions for different client groups.
Regular Table of Contents service for relevant law journals.
Specialized research for parliamentarians and their staff, for the legislative process. There are some services specially designed for young people, senior citizens, sight-impaired patrons and indigenous populations.

Category 5: Law firm libraries

Added value - we offer clients of our firm access to our services. Rarely taken up, but occasional training or research request.
Current awareness, monitoring of progress of cases.
Entirely tailored to the firms needs, Current Awareness, knowledge content, After action reviews, intranet pages.
1-2-1 training for all lawyers and trainees, tailored to their practice areas.
1-2-1 research appointments, SDI to departments.

Category 6: Bar / Law society libraries

Getting specified information for some patrons, researching for patrons, and advising them accordingly.

Category 7: Public libraries

No comments.

Categories 8: Other libraries

General lectures.

As the largest law library in Estonia one of our main tasks according to the NLE act is to compile a legal bibliographic database - Bibliographica Iuridica Estonia (see weblinks). The database contains information on Estonian legal literature published since 1917, and also on works published abroad concerning Estonia and by Estonian authors. Our ambition is to inform the international legal community about this database and to broaden its usage among law librarians internationally.

