



**A STUDY ON TECHNOLOGICAL RESOURCES
FOR ALL COURT USERS IN
ARKANSAS COURTS AND LAW LIBRARIES**

A Report of the Arkansas Access to Justice Commission
provided by
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About Arkansas Access to Justice (AATJ)

The Arkansas Access to Justice Commission was created in 2003 by the Arkansas Supreme Court for the purpose of coordinating statewide efforts to provide equal access to civil justice for all Arkansans. Since its creation, the Commission has worked toward this goal by undertaking initiatives to expand pro bono attorney recruitment and participation, implementing court assistance projects, facilitating changes to statutes and court rules that impact access to justice, educating the public about the need for civil legal aid, and working to increase financial resources available to provide civil legal aid to low-income Arkansans. Learn more at www.arkansasjustice.org.

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Executive Summary

In order to provide the Arkansas public with full access to our court system, it is necessary to improve online resources and the technological infrastructure to support access to those resources in every court in the state. The idea is to create a central location for online legal resources under the Supreme Court on their Self-Help page that currently exists and to support local courts and law libraries in utilizing or building existing technology infrastructure that is accessible to the public.

This report addresses the current accessibility of these online resources through technology infrastructure in courts and law libraries across the state. A survey sent to every Arkansas circuit and district judge, circuit and district clerk, and law library board contact, provides data on resource availability. The survey requested information on technological resources, including availability of public internet and public access computers. The survey also gathered information on the funds that were used to acquire these resources, who assists with their use, and what they are able to be used for. There were over seventy-two (72) completed responses from thirty-eight (38) different counties across Arkansas. These responses cover all of the varying regions, populations, and demographics in the state.

This is the first research attempt made to find out what technological access is being provided by the courts for the public. Orders such as Administrative Order 21 (“Order 21”) on eFiling require each court to provide a public access terminal (“terminal”) when they adopt eFiling. Property record mandates also provide for terminals. The results of this survey provide information on how and where these terminals are used in district and circuit courts. In addition to these uses county law libraries also provide a medium for the public to access self-help resources. Possible funding options for providing these terminals in the courts come from the fees collected for e-filing, property records, or the county law libraries. During the current pandemic, courts are also providing devices or terminals for litigants to attend hearings remotely from locations other than courtrooms.

The findings from this report suggest that it is practical and economical for courts to have a few centrally located terminals with a common landing page provided through the Supreme Court website. Court users could then easily access all of these resources on a few terminals that are centrally located in each court facility. Fewer funds are necessary because separate terminals are not needed for each purpose. The consistent physical locations of the computers at the courts combined with a consistent home page from the trusted authority of the Supreme Court will provide the public greater access to the resources they need to use the Arkansas Judicial System more efficiently. The report will conclude with concrete recommendations for the Commission to consider and develop for presentation to the Arkansas Supreme Court in furtherance of its strategic plan.

I. Introduction

The Arkansas Access to Justice Commission has, since its formation in 2003, worked to study the problems that Arkansans face in using our legal system to obtain justice in civil cases. As part of working to develop that understanding, the Commission conducted a study to evaluate services and resources available to self-represented litigants¹ Among that study's recommendations was that a statewide network of court-based services for self-represented litigants be established.

The justice gap is a pervasive problem everywhere, but especially acute in rural areas. High courts in every state are working to provide online resources to close this gap in their jurisdictions. In 2015, the Conference of Chief Justices approved a resolution reaffirming their commitment to “meaningful access to justice for all.”² In addition, the Strategic Plan of the Arkansas Judiciary for 2018-2025 set goals to improve access to justice for all Arkansans.³ Goals addressing the justice gap include the following:

- ensure that the judicial-branch facilities are accessible to all court users
- expand public access to court information and services.
- improve consistency of access and . . . information that they may need to provide the public services . . . in a manner that does not constitute the practice of law.
- consider the feasibility of establishing a statewide network of . . . public access terminals that provide information to the public about common legal issues and available resources.⁴
- expand self-service options for court users, including webpages for local courts and interactive smartphone and tablet applications for all court users.⁵

The National Center for Access to Justice recently provided a survey for all fifty states to participate in.⁶ This survey addresses areas of providing justice that are solid markers for defining if a state is making progress towards the goal of 100% meaningful access to justice for all.⁷ The majority of Supreme Courts across the country have developed extensive self help pages on their home websites.⁸ The resources on these pages include: standard forms that are frequently used by self-represented litigants; a simple court locator tool that allows court users to locate where they are to attend court; a plain language glossary of legal terms that are necessary for understanding court

¹ Greacen Associates, LLC Arkansas Self-Represented Litigant Needs Assessment Study Final Report, July 26, 2013.

²https://ccj.ncsc.org/_data/assets/pdf_file/0013/23602/07252015-reaffirming-commitment-meaningful-access-to-justice-for-all.pdf, last visited December 16, 2020.

³ Strategic Plan of the Arkansas Judiciary 2018-2025.

https://www.arcourts.gov/sites/default/files/Strategic_Plan_Arkansas_Judiciary02.pdf

⁴ *Id* at Section 2.

⁵ *Id* at Section 5.

⁶ The survey recently completed is the third iteration of the Justice Index Survey; others were conducted in 2014 and 2016.

⁷ <https://justiceindex.org/about/#site-navigation>, last visited December 16, 2020.

⁸ See Appendix B.

documents; plain language explanations of how to locate court records; and other informative features oriented towards the general public.

In furtherance of these recommendations and goals, this study seeks to understand what infrastructure is in place to provide public access to court information through such avenues as public access terminals, internet availability, and public law library resources in counties across the state. In addition, this study provides insight into the different paths that counties have taken in implementing and maintaining technological resources for court users in their jurisdictions. Its central aim is to examine what the different counties across the state are doing to close the justice gap.

Courts currently have separate devices for different uses in various locations around court facilities. The findings from this report suggest that it is practical and economical for courts to have a few centrally located computers with a common landing page provided through the Supreme Court website. Court users could then easily access all of these resources on a few public terminals that are centrally located in each court facility. Fewer funds are necessary because separate terminals are not needed for each purpose. The consistent physical locations of the computers at the courts combined with a consistent home page from the trusted authority of the Supreme Court will provide the public greater access to the resources they need to use the Arkansas Judicial System more efficiently.

This study seeks to identify not only what the counties currently have as physical technological resources in their court facilities, but also how those resources are being used and who is aiding the public in using them. The survey focuses on obtaining the perspective of those that provide the resources and does not gather information from the perspective of those that are using the resources. The effectiveness of the resources from the perspective of the court users is worthy of study in a future report. The central aim here is to identify what resources are currently available to the court users in the facilities around the state and the judges, clerks, and law library board contacts are in the best position to answer these questions.

Research Questions

- What resources do each of the court facilities currently provide to all court users?
- Who assists with using the resources at each facility?
- What funds are used and can be used by the courts to provide resources to all court users?
- What is the current status of the public law libraries and their resources across the state?
- What resources and assistance can the Arkansas Judiciary provide the state courts?

The information gathered to answer these questions provides a basis for further establishing a physical infrastructure for providing online resources to court users across the judicial system in Arkansas.

II. Methodology

Information for this report was gathered through analysis of websites, review of literature, interviews, and an online survey consisting of open ended questions and detailed multiple choice questions. Analysis of websites in each of the seventy-five (75) counties in Arkansas provided a basis for what online resources are currently provided by each county on those sites. These responses cover all of the varying regions, populations, and demographics in the state.

See **Appendix A** for a table of links to all county sites visited. Further analysis of websites for the judicial systems and major legal aid entities in every state across the nation provides context for areas of improvement and possible means for achieving this improvement. See **Appendix B** for a table of all state sites visited.

Phone interviews were conducted primarily during the initial phase of gathering information. A series of calls to all seventy-five counties in Arkansas provided information on available public access terminals and county law libraries. See **Appendix C** for a spreadsheet of current law library contacts and balances. Discussion with stakeholders aided in developing the research questions for the online survey.

To address these questions, data were collected through an online survey of circuit and district judges, circuit clerks and district clerks, and library law board contacts. The survey was sent across Arkansas to over five-hundred (500) possible respondents. There were seventy-two (72) completed responses from thirty-eight (38) different counties. See **Figure 1** for a visual of the geographical locations that responded to the survey.

The Arkansas Supreme Court Automation committee provided input on the type of information that they would find useful from a survey of this kind. The implementation of e-filing across the state and the sudden rollout of Zoom for state hearings in the wake of the COVID-19 pandemic directly intertwines with this survey assessing technological resources in Arkansas. It is understood that the current pandemic forced courts to quickly deploy technology solutions to ensure that attorneys and the self-help public could continue to access the courts. Some counties may have adopted eFiling and have yet to obtain the required public access terminal.

The survey utilized branching logic, directing respondents to answer questions pertaining to their particular roles and responsibilities. Several staff members with Arkansas Access to Justice tested the survey to make sure the users were directed to the correct questions based on the respondent type. They also analyzed what types of questions were most effective to garner information in a usable form. After the content and logistics were finalized the survey was sent to Justice Robin Wynne, the Arkansas Supreme Court liaison for the Access to Justice Commission, for his approval of the

content.

Many counties have multiple court facilities in different locations throughout the county. Participants did not answer every question in the survey. Using the survey logic tool, each participant was directed to questions most relevant to the position they held within the judicial system. The full online survey is attached as **Appendix D**. Law Library Board Contacts were led to questions about resources their local law library provides rather than questions about accessibility to online hearings. Similarly, clerks were directed to questions about internet availability rather than what library funds are used for in their county.

Email addresses for the judges were pulled from the Arkansas Supreme Court database and emails for law library contacts came from previous Access to Justice research on the library boards. The survey was distributed through local clerk organizations to the court clerks across the state. Each individual that was invited to participate in the survey received a message from Justice Wynne that described the purpose of the survey and included a link to the online survey. Justice Wynne's message emphasized the Court's desire to develop a better understanding of ways to improve access to justice for 100% of court users.

There were twenty-nine (29) responses from the twenty-eight circuit courts. These responses came from nineteen (19) circuit judges, ten (10) circuit clerks, and a law clerk for a circuit judge. The response from the law clerk is listed in the “other” category. These combined responses provide information from fifteen (15) of the twenty-eight (28) judicial circuits across the state. This is 53% of the state judicial circuits.

Eight (8) district judges and twenty-one (21) district clerks provided twenty-nine (29) responses from the district courts. Nineteen (19) of the district courts were represented. If there are thirty-two (32) district courts this response encompasses 59% of the district courts in Arkansas.

The responses from the law library representatives focus on the county law libraries. There are thirteen (13) responses regarding the law libraries. Eight (8) of the responses chose the law library position in the survey and five (5) chose the designation of “other” and explained a position associated with a law library.⁹ These responses provide information from twelve (12) of the seventy-five (75) counties in Arkansas. Although there is crossover with funds and facilities from the county law libraries, the circuit and the district courts, funds for the law libraries come from each county’s budget, not their judicial circuit or district budget.

Over sixty of the seventy plus respondents provided their name and contact information. This makes it possible to connect the answers of the open ended questions with the specific courts they are relevant to. The respondent’s positions are shown below in **Figure 2**. The break down of the responses from the different groups targeted is:

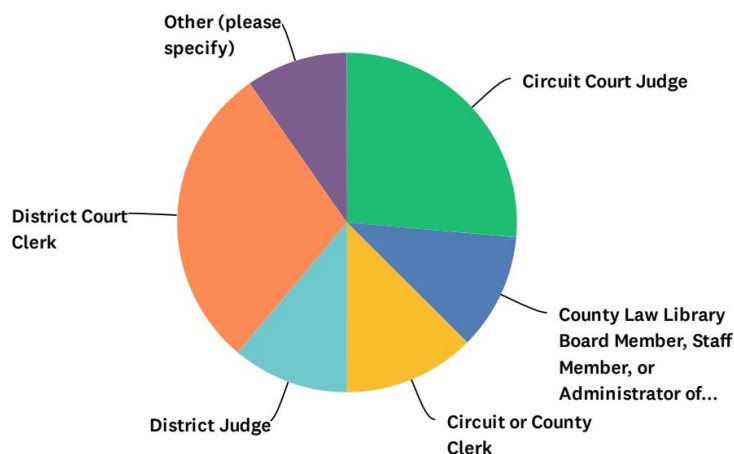
19/123	Circuit Judges
09/80	Circuit Clerks
08/79	District Judges
21/215	District Clerks
15/76	Law Library Contacts

⁹ The single remaining response is from a mayor. It is unclear how he received a link to the survey. The response is appreciated and taken into account when applicable.

Figure 2: Respondent Positions

Q4 What is your position? (If you are involved in a law library board AND hold another position listed, please select County Law Library)

Answered: 72 Skipped: 0



ANSWER CHOICES	RESPONSES	
Circuit Court Judge	26.39%	19
County Law Library Board Member, Staff Member, or Administrator of County Law Library Funds	11.11%	8
Circuit or County Clerk	12.50%	9
District Judge	11.11%	8
District Court Clerk	29.17%	21
Other (please specify)	9.72%	7
TOTAL		72

Internet access is a resource that judges and attorneys have in courtrooms across the state. Some form of internet access is accessible in every region of the state with wired and wireless internet of differing speeds available in 98.9% of Arkansas.¹⁰ In many cases this access is not provided to court users that are representing themselves. This is not only an issue for the self-represented litigant in the circuit courts, but also in the district courts where virtually every court user is a self-represented litigant.

Almost fifty percent of the sixty-four (64) respondents giving information on internet access at their circuit and district court facilities answered that there is no public internet access available. **Figure 3.** Under “other,” one of the district clerks specifically stated, “wifi available for guests ie: Attorneys, Judges etc.” Twenty-three (23) of the sixty-four (64) respondents, or 35%, stated that there is public access to Wi-Fi at their court facility. Eight (8) of the sixty-four (64) responses, 12%, provided that there is internet on one or more public access terminals at their facility. **Figure 3.**

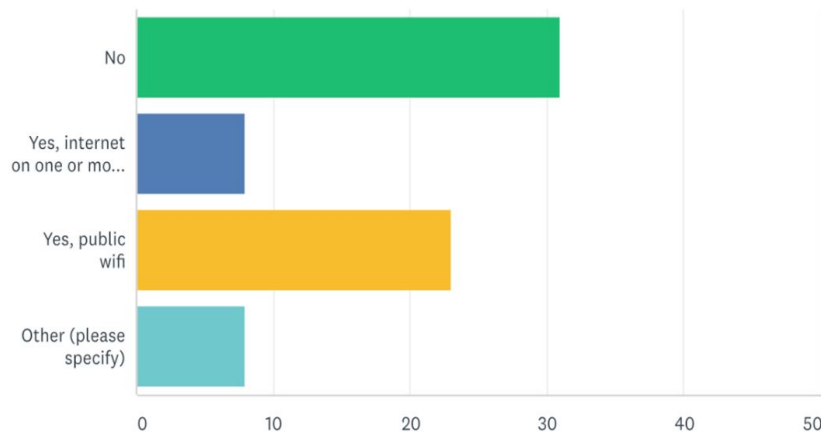
¹⁰ <https://www.broadbandsearch.net/service/arkansas> last visited on November 27, 2020.

Access to information and resources is imperative to accessing justice. In a state where every court facility has some form of internet, failing to provide this access to all court users creates a huge gap in information, resources, and justice.

Figure 3: Internet Availability

Is internet access available to members of the public at your court building?
(Check all that apply)

Answered: 64 Skipped: 8



ANSWER CHOICES	RESPONSES
▼ No	48.44% 31
▼ Yes, internet on one or more publicly available computers or devices	12.50% 8
▼ Yes, public wifi	35.94% 23
▼ Other (please specify) Responses	12.50% 8
Total Respondents: 64	

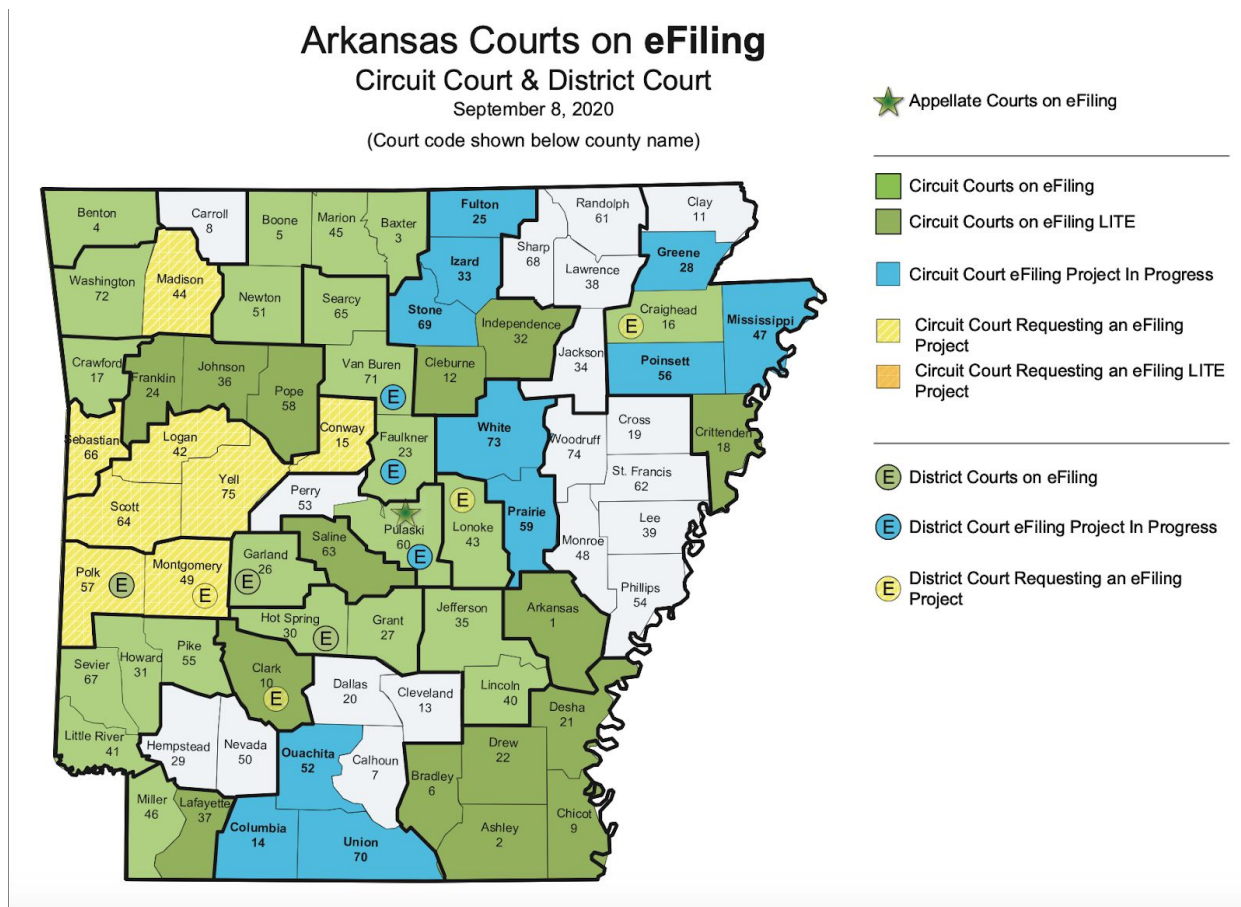
According to Administrative Order 21 (“Order 21”) all courts that have adopted efilng are to have a public access terminal.

(m) *Public access terminal.* A "public access terminal" is a computer terminal provided by a clerk for viewing publicly accessible electronic documents. Public access terminals must be available during the clerk’s normal business hours and must include access to a printer.¹¹

¹¹ Arkansas Administrative Order 21, Section 2(m).

Order 21 is unclear as to what building or if each court building needs to have a public access terminal. It is commonly interpreted that the public access terminals will be located where the clerks have access to overseeing them. Order 21 applies to all courts that adopt eFiling, this includes circuit and district courts. The requirement for a public access terminal applies to each court that adopts eFiling and therefore implies that each district and circuit should have at least one public access terminal available during the clerks' hours of operation.¹² See **Figure 4**.¹³

Figure 4: eFiling in Arkansas



Also, mandates addressing electronic filing of property records state that the courts should have public access terminals for accessing the records.¹⁴ If not presently, in the near future, eFiling and/or electronic filing of property records will be available in every circuit and district jurisdiction in the state. That means that one hundred percent of the court facilities should have computer access terminals available to the public.

¹² This was clarified in a phone conversation with Tim Holthoff, who stated that Order 21 applies to both circuit and district courts and therefore we should include both in the survey to find out what technological resources each have.
¹³

<https://www.arcourts.gov/administration/acap/efile#:~:text=Administrative%20Order%2021%20authorizes%20the%20AOC%20to%20contract,permitted%20to%20provide%20a%20separate%20electronic%20filing%20solution>
last visited November 28, 2020.

¹⁴ A.C.A. § 21-6-413(e)(2)(A).

In **Figure 3**, eight (8) of the sixty-four (64) responses, 12.5%, provided that there is internet on one or more public access terminals at their facility. In **Figure 5**, thirteen (13) of the same sixty-four (64) respondents, 20%, answered that there are one or more public access computers when asked specifically about the number of public access computers in their facilities. In **Figure 3**, five (5) of the responses in “Other” provided such as, “Available only for legal research and government document access,” and “these are only in the clerk’s office.” It is likely that these respondents answered the question in **Figure 5** correctly stating that they have one or more public access computers. The number in **Figure 5**, thirteen (13) of the sixty-four respondents (64), 20%, will be used for this analysis.

Two (2) of the twenty-nine (29) respondents from district courts, 6%, responded that there is a public access terminal available at their court. One of those responses came from District Judge Clint McGue from District 30 in Lonoke County. He states, “It has actually been a great benefit for my District Court. We are in the infancy of it being available and, thus, have not had any major issues or concerns.” The Elm Springs District Court in Washington County indicated they have more than two (2) computers. Neither of these two (2) districts with public access terminals have adopted Efiling. See **Figure 4**.

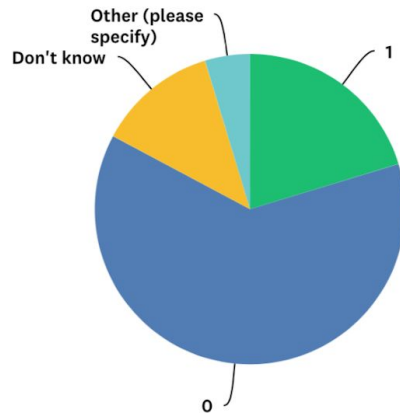
Six (6) circuits from the fifteen (15) circuits represented in the survey responded that they have one or more public access terminals available. These circuits are 1, 10, 22, 8S, 18E, and 19W. Three (3) responses from those that selected “Other” as their position indicated they have two (2) public access computers available at their facility. Two (2) of these responses came from law librarians in Pulaski and Sebastian counties. Both of these county law libraries are a notable distance from any circuit or district court facility. There is one response from a local bar president and district judge elect. It is not clear whether the computers being referred to in that response are in that circuit or district court.

Four (4) different responses from Circuit 6 indicated they “Don’t Know.” One (1) answer from Circuit 6 stated there are “0” available. The Director of the Pulaski Law Library/Bowen Law Library indicated there are two (2) public computers available at their facility. **Do those two (2) computers fulfill the requirement for public access terminals in the circuit and district that they are in?** This issue is common in circuits and districts with higher populations and multiple court facilities spread across the jurisdiction or in some rural jurisdictions where there are different court facilities in counties across a circuit. Still, the opposing issue is apparent in jurisdictions with a lower population where some district courts may share a building with the circuit courts in the county. It should be clarified that the public access terminals are to be in every circuit and district clerks’ office across the state. See **Figure 5**.

Figure 5: Public Use Computers Connected to the Internet

How many internet-connected computers are available for public use at your court building?

Answered: 64 Skipped: 8



ANSWER CHOICES	RESPONSES	
▼ 1	20.31%	13
▼ 0	62.50%	40
▼ Don't know	12.50%	8
▼ Other (please specify)	Responses 4.69%	3
TOTAL		64

Order 21 also states that the terminals must have access to a printer, but does not indicate the printer is part of the terminal or that using the printer should be free of charge. Over seventy percent (70%) of the respondents questioned do not have any printer that is accessible to the public in their facility. Ten percent (10%) provide a printer for the public for a fee and just under eight percent (8%) provide a public access printer free of charge. See **Figure 6**. At least two (2) of the answers stating there is at least one printer come from the same court. This means the actual number of printers available is less than eight percent (8%). The county that those two responses came from uses the public access printer to serve over twenty court users every Friday morning.¹⁵

In many cases it is important for court users to have hard copies of documents to file with the courts, provide for a judge in a hearing, or to take for personal use. In the current technological climate, many people may have access to a device and the internet but do not have access to a printer for creating a hard copy of a document for court use. This is especially important for self-represented litigants that file hard copies with the

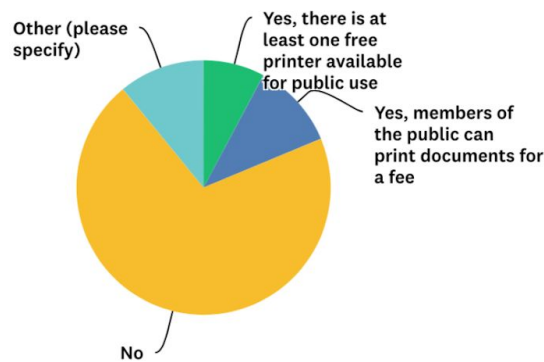
¹⁵ The author provides the assistance at this court facility on many Friday mornings.

clerk.

Figure 6: Public Printer Availability

Is a printer available for public use at your court building?

Answered: 64 Skipped: 8



ANSWER CHOICES	RESPONSES
Yes, there is at least one free printer available for public use	7.81% 5
Yes, members of the public can print documents for a fee	10.94% 7
No	70.31% 45
Other (please specify)	10.94% 7
TOTAL	64

After preliminary calls to county clerks across the state, it became clear that there are concerns about the maintenance and security of the terminals. In the survey responses this concern was typically an apprehension held by clerks that do not currently have any public access terminals available. One response stated there is a concern about, “A location where the public could access computers for legal research or [Z]oom meetings where there would be security for the staff and to monitor the use of the equipment.” Another response states, “My main concern is that they will look up information that has no relevance to any kind of records. More for personal use.” A respondent with a terminal provides; “We have had occasional problems with public patrons engaging in illegal file downloading/sharing, or accessing obscene materials.”

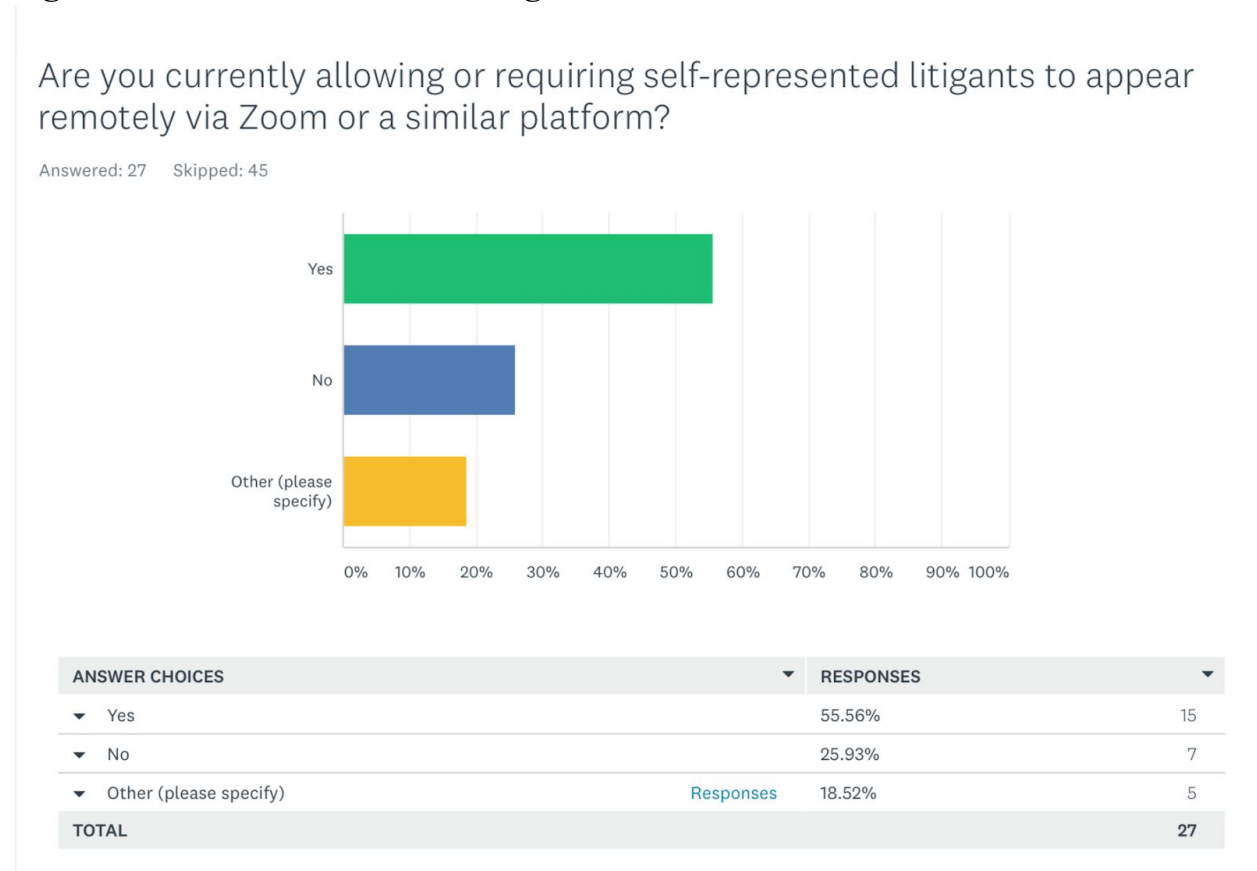
Concerns about misuse are valid, but a parallel can be made to the use of technology in schools. There, children all have access to terminals for their education needs and schools regularly set limits on the terminals so they cannot be misused by the children. Here, the same can be done for the terminals in a court facility. One respondent suggests, “Technical wise, it would be good for the law library to have some sort of security program that limits the computers from being used for illegal searching/sites, etc.” This may be an issue the Court Automation staff can help the courts with and provide suggestions for the court facilities as they make the terminals available.

Covid Concerns

There are also worries about, “Coronavirus contamination” and “sanitizing each computer after each use.” A response from a facility that has a terminal, addresses taking time to clean terminals; “Since the pandemic we have become more concerned and putting plans in place to sanitize all of our work stations.” Sanitizing the terminals is relevant during this current pandemic and should continue to be a general concern after the situation recedes. Sanitizing terminals that are shared in public spaces is a good practice in general. This is something that should be done regularly and should not prevent the judicial system from providing this access to justice.

In many ways, use of a terminal is being used to help prevent the spread of the pandemic. Over fifty-five percent (55%) of the respondents said, “yes” when asked if they are allowing or requiring self-represented litigants to appear via Zoom. See **Figure 7**. One response from Lonoke County specified that, “[i]f it is possible [hearings] are by [Z]oom, many do not have the capability.”

Figure 7: Use of Zoom for Hearings



Another response explains in detail how a terminal is used in the current

atmosphere:

The bulk of my caseload are traffic cases. I see all defendants via Zoom on an iPad purchased by the court and operated by one of my clerks. We are operating a ‘drive through’ court to avoid having too many people in the courtroom at once. Trials are being conducted in person, and other cases that need to be seen in person are given instructions on how to enter the building through an entrance where they are screened and provided a mask if they do not have one. This process allows us to greatly minimize the number of people in the courtroom at one time.

In the above comment, the judge discusses an “ipad purchased by the court and operated by one of my clerks.” It is important to note that it is unclear as to if the survey respondents regard a tablet or similar transportable device as a “public access terminal” when responding to this survey. It is likely that they think of a “terminal” as a desktop computer sitting in a public space. With the current progression of technology there is no reason a laptop or tablet that can access a printer cannot be used as a “public access terminal.” If a court already has such a device, it can be set-up to provide access to eFiling, property records, and the self-help resources provided by the court.

A respondent to the survey noted a concern about lack of “physical space” being available. There are many locations a terminal can be kept. The respondents that currently have terminals in their facilities were able to find space in areas including, the clerks’ office, lobby areas, law libraries, and miscellaneous spare rooms in their court facilities. See **Figure 8**. One respondent specified their location, “In the room beside the circuit clerk[‘s] office in the main courthouse downstairs from [the] law library.”

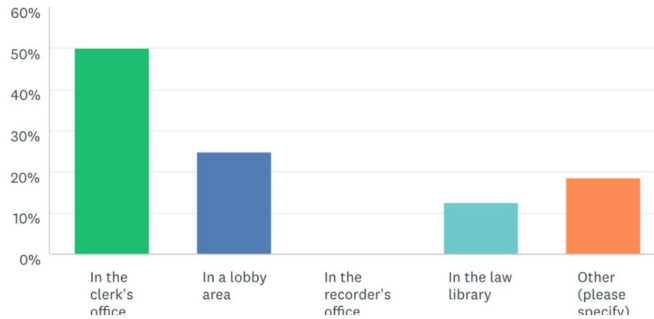
Order 21 does not specify where the terminal needs to be kept. It provides that a terminal is, “provided by a clerk for viewing publicly accessible electronic documents . . . and must include access to a printer.”¹⁶ It should be brought to the attention of the jurisdictions that a transportable device can be used as the terminal. There should be guidance to these court facilities, that if the terminal is stored out of view of the public, there is clear posting around the facility that there is a public terminal and printer available for use with specific indication of its uses.

¹⁶ Arkansas Administrative Order 21, Section 2(m).

Figure 8: Public Terminal Locations

Where are public computers kept?

Answered: 16 Skipped: 56

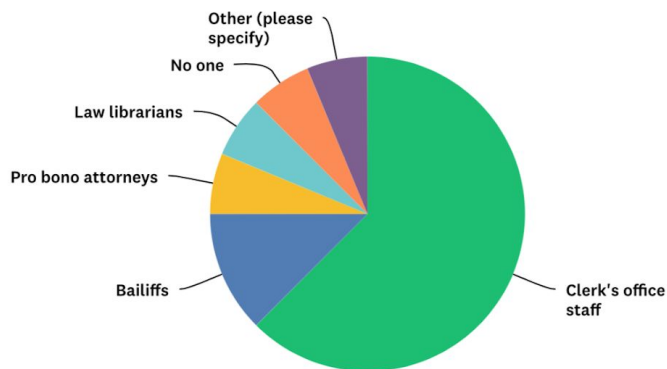


ANSWER CHOICES	RESPONSES
▼ In the clerk's office	50.00% 8
▼ In a lobby area	25.00% 4
▼ In the recorder's office	0.00% 0
▼ In the law library	12.50% 2
▼ Other (please specify) Responses	18.75% 3
Total Respondents: 16	

Figure 9: Assistance Providers for Terminals

Who currently provides assistance to members of the public who use these computers?

Answered: 16 Skipped: 56



ANSWER CHOICES	RESPONSES
▼ Clerk's office staff	62.50% 10
▼ Bailiffs	12.50% 2
▼ Pro bono attorneys	6.25% 1
▼ Law librarians	6.25% 1
▼ No one	6.25% 1
▼ Other (please specify) Responses	6.25% 1
TOTAL	16

Court facilities have different employees that are capable of helping and typically assist others with technology. Order 21 does define the hours the terminal must be available as, “during the clerk’s normal business hours.”¹⁷ There is no specification as to who must maintain and assist with the terminals. Logically, the majority of the court facilities with terminals have the clerks provide the assistance. See **Figure 9**. In other cases bailiffs, law librarians, and attorneys acting in a *pro bono* capacity provide the assistance.

At some court facilities they struggle to provide technological assistance: “We have computers at the county library next to us. However, this is an old courthouse and everything is technology challenged here. We could use a great deal of help.” The Automation staff at the AOC is also available to assist those in need of guidance with the services they provide across the state.¹⁸ Court staff across the state need to be informed and reminded to use the AOC Automation staff as a resource when they are in need of technological assistance. It is likely that many court facilities forget that this resource is much closer and more accessible than they realize. Notice of the assistance and resources the AOC provides the court facilities across the state can be clearly displayed on the Supreme Court Website on the Homepage and in other frequently accessed locations.

Law Libraries

In 1971, the Arkansas General Assembly created county law libraries across the state.¹⁹ This was a necessity because lawyers would be in court and then told they had a brief recess to come back with cases to prove their argument. They had no local resources to do this if their office was not near that court house. These libraries were meant to be a resource for attorneys traveling to counties away from their home offices²⁰ and for the local public to access and learn the laws governing them.

As the field of library science evolved into the current field of information sciences, the role of libraries of all forms gradually changed. The most notable change is that most print resources are now online. This shifts the expense of libraries from print resources to technological equipment, website/resource development, and subscription expenses. There is no longer a need for large amounts of printed materials or the physical space needed for storing all of these materials. As a result, many law libraries have understandably ceased to replenish the printed resources that are no longer necessary or maintain the physical spaces that hold the printed resources. The issue is that they have not typically invested in computers and printers to replace the printed materials that are no longer in use. Resources moved online, but most of these libraries failed to make the shift to online law resource centers for their counties.

¹⁷ *Id.*

¹⁸ Zoom Meeting with AOC Automation staff, August 2020.

¹⁹ A.C.A. § 16-23-102.

²⁰ Phone Interview, July 2020, Bob Estes on the origin of law libraries in Arkansas.

One of the few law libraries with a physical location, public access terminals, and a law librarian is Sebastian County. Here, the law librarian describes their resources:

We have Oklahoma and Arkansas statutes for those practicing in either state. There is a conference room available for those that need to have depositions, meetings with clients, etc. We have a printer/copier available for those that need them. The Librarian assists them in finding information for what forms they might require for their case, including handing out information on legal assistance from other local locations.

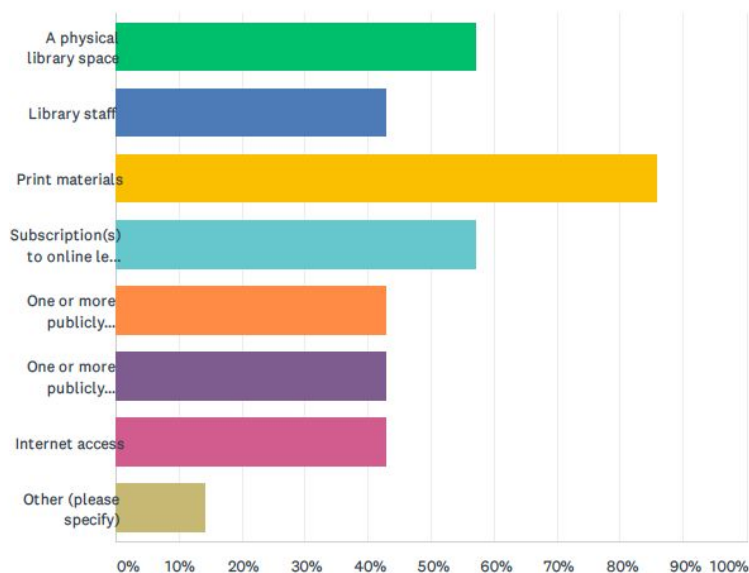
A response from another law library states: “We have a small collection of Nolo Press titles and Arkansas Practice materials and bench books available for onsite use. We offer free Westlaw access and have a subscription to Gale’s Arkansas Legal Forms. When possible, we co-host pro bono events with Central Arkansas Legal Services.” The majority of the funds spent on law libraries is focused on print materials, paying for a physical location, and funding legal subscriptions primarily used by local members of the legal profession. See **Figure 10**.

Some counties use the money for Westlaw and Lexis subscriptions. These subscriptions may be useful to a few local attorneys, but they are not necessary when resources like FastCase and other search engines are available to the attorneys for virtually no charge through the Arkansas Bar Association. Further, the general public is not likely to use these complex search engines without any assistance, if they use them at all. This is especially true in rural areas where the public is more likely to lack the educational and technological means to use these resources. The public will likely not be able to use this resource if the law library or court does not have a public access terminal or public internet. In most of the counties the result is that the law library is unused by the general public.

Figure 10: Law Library Resources

Q8 What resources do the county law library funds provide? (Check all that apply)

Answered: 7 Skipped: 65



ANSWER CHOICES	RESPONSES
A physical library space	57.14% 4
Library staff	42.86% 3
Print materials	85.71% 6
Subscription(s) to online legal research databases	57.14% 4
One or more publicly accessible computers	42.86% 3
One or more publicly accessible printers	42.86% 3
Internet access	42.86% 3
Other (please specify)	14.29% 1
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
1	We sponsor a Pro Se Help Desk each week in the Law Library	9/2/2020 5:29 PM

Legal Help Desks

Legal help desks (“help desks”) are used across the United States to help people access justice.²¹ A help desk takes weight off of the local judges and clerks who struggle with what level of assistance they can provide court users. Help desks

²¹“IT’S NOT JUST ALL ABOUT THE TECHNOLOGY”: UNDERSTANDING THE ROLE OF STATEWIDE LEGAL INFORMATION WEBSITES IN EXPANDING ACCESS TO JUSTICE IN THE UNITED STATES, Ursula Gorham-Oscilowski, Doctor of Philosophy, 2015.

provide assistance with filling out forms and providing accurate filings for self-represented litigants. This is especially important in rural communities where there are not a large number of attorneys for the judges and staff to refer the self-represented litigants to.

The recommendation for the local courts to work with the Arkansas Supreme Court to create “courthouse booths” to provide legal advice and assistance was suggested in the Arkansas Self-Represented Litigant Needs Assessment Study completed in 2013.²² As technology continues to advance virtual help desks are becoming more of a possibility. These help desks across the state can be “staffed by court personnel to assist the self-help public in finding legal resources.”²³ The 2013 report suggests that the Arkansas Supreme Court Library be repurposed to serve as a hub of a statewide network of help desks with local law libraries as possible entry points.²⁴

Benton and Washington counties both use law library monies from their counties to fund a weekly help desk on Friday mornings. These are exceptional resources for local judges who regularly send self represented litigants that need general assistance with forms, the process and importance of service, guidance on how to represent themselves in court or help finding an attorney.

Benton County has “a ‘help desk’ staffed by an attorney and law students.”²⁵ Here, they use funds from the county law library account to pay a partially retired attorney to provide assistance for self represented litigants each Friday morning from eight in the morning (8 AM) until noon (12 PM). Every week they assist twenty (20) or more people in need of legal assistance. This also provides excellent experience for the law students that choose to volunteer.²⁶ At the start of the current pandemic this help desk was not active. The help desk opened again in June with distancing and other safety measures put in place to protect those involved.

A response from Washington County describes the help desk they provide:

Before the pandemic we provided funding and space at the law library for attorneys from Legal Aid of Arkansas to come in once a week on Fridays to provide guidance to self-represented litigants. Since the pandemic we are still funding Legal Aid of Arkansas to provide this same service, although at[sic] as effective as in person in the law library, but via phone calls to the local Legal Aid office every Friday.

²² Greacen Associates, LLC Arkansas Self-Represented Litigant Needs Assessment Study Final Report, July 26, 2013 at 30.

²³ Self-Represented Litigant Subcommittee of the Civil Justice Reform Committee Interim Report July 19, 2019.

²⁴ *Id.* Greacen Associates, 2013.

²⁵ This is a response from a Benton County judge to the survey question asking about services provided for self represented litigants.

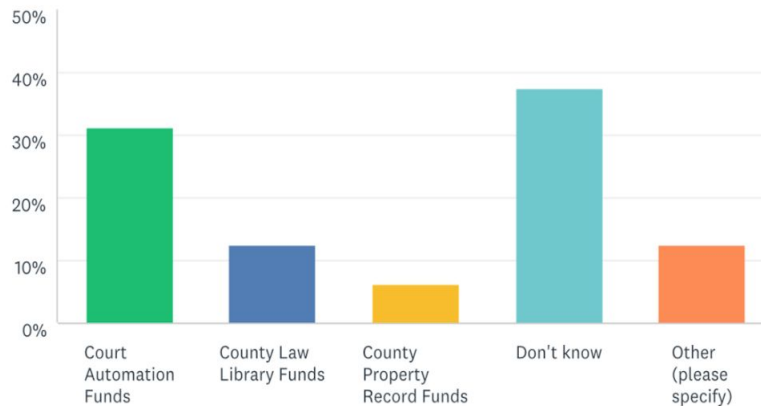
²⁶ The author of this report regularly does pro bono service at the Benton County Help Desk.

There is also a law librarian that assists patrons at the Washington County Law Library. He continues to get contacted to assist patrons with legal research and other general guidance.

Figure 11: Funds for Purchase of Terminals and Printers

What funds were used to purchase any computer(s)? (Check all that apply)

Answered: 16 Skipped: 56



ANSWER CHOICES	RESPONSES
▼ Court Automation Funds	31.25% 5
▼ County Law Library Funds	12.50% 2
▼ County Property Record Funds	6.25% 1
▼ Don't know	37.50% 6
▼ Other (please specify) Responses	12.50% 2
Total Respondents: 16	

eFiling Funds

eFiling fees are set-up so that each court facility that adopts eFiling directly receives fifty percent (50%) of the fees to maintain the local system. The other fifty percent (50%) of the fees go to the AOC for maintenance of the system at the higher level.²⁷ The funds that stay at the county level are meant to be used for things like the purchase of the public access terminals that are mandated in Order 21.

This public access terminal can also be used as a legal information resource. The expense of one public access computer and printer with internet access should be able to fulfill the needs of eFiling, property record searches, finding and printing common legal forms, attorney searches and other general legal information for court users. Each of these

²⁷ A.C.A. § 16-13-704(b)(2).

funding routes can help provide and maintain a public access terminal and printer with internet access.

County Property Record Funds

The Arkansas law concerning the county clerks' cost fund establishes that, "at least thirty-five percent (35%) of the moneys[sic] collected annually shall be used to purchase, maintain, and operate an automated records system."²⁸ A public terminal should also be used to access the automated records system. Money from this fund can be used to purchase and maintain a terminal that can also be used for eFiling, creation of legal forms, and legal research.

Law Library Funds

Money continues to be collected by counties for their county law libraries. It is put into a fund that is controlled by the local library boards, if they exist. Due to the low population of attorneys in many counties, these boards and the associated funds are frequently controlled by a local judge and/or a city or prosecuting attorney. See **Appendix C** for data on the current law libraries in Arkansas.

Any excess funds in the county law library book fund not needed for the operation and maintenance of the county law library may be expended by the board for any other purpose necessary for improvement in the administration of justice in the county.²⁹

In 2014 State Representative, the Honorable John Payton requested an opinion from Dustin McDaniel, the Arkansas Attorney General, regarding the following situation:

The Cleburne County Law Library Board, established pursuant to A.C.A. 16-23-102 . . . has accumulated some \$90,000 plus in the County Law Library Fund. The Board has tentatively agreed to contribute \$25,000 to the County General Fund for the purpose of completing an unfinished portion of the Court Building in order to house juvenile court staff . . . These court personnel are presently housed elsewhere in the County several blocks away from the Court Building . . . It would be advantageous to have the court personnel in the Court Building for convenient access to the courtroom.³⁰

The Attorney General focused on the later part of the statute and defined "necessary" and "administration of justice." He held that the library boards may, "direct the expenditure of funds for a purpose necessary for

²⁸ A.C.A. § 21-6-413(e)(2)(A).

²⁹ A.C.A. § 16-23-102(C)(2).

³⁰ Arkansas Attorney General Opinion No. 2014-016.

improvement in the administration of justice in the county.³¹

Since that time judges use the funds more freely for their court expenses and improvements. Many law libraries are no longer providing the services for the general public and legal public that they were created by the statute to do. It is important to acknowledge that the statute analyzed is referring to “any excess funds”³² thus indicating that the primary use of the county law library funds should be for the original purpose defined by the General Assembly in Chapter 23 of the Arkansas Code:

(b) The funds derived from the levy of costs in criminal and civil cases as provided by this chapter may be used for any purpose relating to the establishment, maintenance, and operation of a county law library, including, but not limited to:

- (1) Construction, renovation, and maintenance of facilities to house such libraries;
- (2) The purchase of books, supplies, furnishings, and appointments;
- (3) The payment of salaries and expenses of librarians and assistants; and
- (4) Such other expenditures necessary to carry out the purpose and intent of this chapter.³³

As shown in **Appendix C**, many of these county law library funds have the resources in them to purchase multiple terminals for the use of providing legal information and resources to the constituents in each jurisdiction. The use of these funds should first be used for these resources before the “excess” is used for other, less focused, expenditures to promote the administration of justice in the counties. The Arkansas Supreme Court could help the rural communities in the state by providing an attorney that holds a monthly help desk in each circuit court that does not already have one. This can be done in person or through a Zoom platform. The local law library funds may be able to assist in paying for this resource.

³¹ *Id.*

³² *Id.*

³³ A.C.A. § 16-23-101.

IV. Arkansas Online Legal Resources

While the different jurisdictions across Arkansas are informing the public and implementing the availability of the physical resources of internet, terminals, and printers: the AOC needs to continue to develop the online resources for public access through those terminals. The survey asked respondents what resources they think would most help the public. Well over half suggested a website “landing page.” See **Figure 12**. This is a website page that the jurisdictions can use as a homepage on their terminals.

Ideally this landing page should provide a wealth of resources, including:

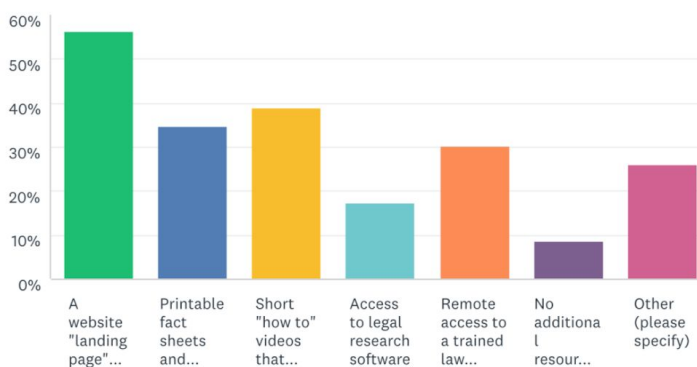
- A bank of editable and fillable forms with plain language instructions on what they are used for and how they are used.
- Short “how to” videos that explain basic court procedures;
- Printable fact sheets and brochures for the public; access to legal research;
- An attorney search tool with plain language instructions;
- Remote access to a trained law librarian, pro bono attorney, or navigator--via telephone, Zoom, chat or co-browsing program--who can assist members of the public in locating information and other resources that could help them with their issues;
- A court locator;
- A child support calculator;
- Efiling resources for self represented litigants;
- Zoom or similar program for online hearings; and
- Many other resources guiding the public in accessing the Arkansas judicial system.

One law librarian suggested, “law libraries, especially those located in the courthouse, as we are, should be able to provide work stations for eFiling of court documents, etc. with training for the staff to help facilitate.” The AOC needs to develop a “landing page” that is a usable resource for self-represented litigants in Arkansas courts.

Figure 12: Resource Suggestions

What resources do you think would be most helpful for members of the public who use the computer(s)? (Check all that apply)

Answered: 23 Skipped: 49



ANSWER CHOICES	RESPONSES
▼ A website "landing page" that aggregates all available legal resources, including legal forms, fact sheets, and links to organizations that provide legal services	56.52% 13
▼ Printable fact sheets and brochures to hand out to the public	34.78% 8
▼ Short "how to" videos that explain basic court procedures	39.13% 9
▼ Access to legal research software	17.39% 4
▼ Remote access to a trained law librarian, pro bono attorney, or navigator--via telephone, Zoom, chat or co-browsing program--who can assist members of the public in locating information and other resources that could help them with their issues	30.43% 7
▼ No additional resources are needed	8.70% 2
▼ Other (please specify) Responses	26.09% 6
Total Respondents: 23	

Arkansas Legal Services Partnership Dissolved

Currently, many judges and court staff refer people to the AR Legal Services Website.³⁴ This is the primary online location for Arkansas self help resources. The resources and funding were originally undertaken by this joint consortium of the Center for Arkansas Legal Services and Legal Aid of Arkansas, called the Arkansas Legal Services Partnership (ALSP). ALSP was dissolved in 2016. Funding for the ALSP website came from the Legal Services Corporation Technology Initiative Grant program. That funding is generally available for the creation of new resources, and not for ongoing maintenance or updates to those resources.³⁵ This funding is no longer provided. There are also some self help resources on the the Arkansas Legal Services website, the Arkansas Legal Aid website, the Access to Justice homepage,³⁶ the two state law school library pages,³⁷ and a few smaller county law library pages.³⁸

³⁴ <http://www.arlegalservices.org/search-site/>

³⁵ Greacen Associates, LLC Arkansas Self-Represented Litigant Needs Assessment Study Final Report, July 26, 2013 at 25.

³⁶ <https://arkansasjustice.org>, last visited December 15, 2020.

³⁷ <https://law.uark.edu/library/>, last visited December 15, 2020; <https://ualr.edu/lawlibrary/>, last visited December 15, 2020.

³⁸ <https://scfsdlawlibrary.org>, last visited December 15, 2020; <http://www.wcpil.org>, last visited December 15, 2020.

In a 2013 Arkansas Access to Justice commissioned report on these resources, it was found that the state wide website had many resources but was in danger of becoming “outdated both in terms of its content and its technology. The law changes constantly through legislation and new court decisions. The information on the Legal Services Website needs to be updated regularly to account for those changes. Technology also changes rapidly. The website needs regular updating for that purpose as well.”³⁹ This lack of resources creates a serious gap in a vital resource.⁴⁰ The current resources should not be removed from use. These resources should remain in use while updated equivalents are developed and additional resources are created and made available by the Arkansas Supreme Court on their Self-Help page.

The state of Arkansas has no central online location with resources for court users where its maintenance and upkeep is funded. The Arkansas Supreme Court is the most prominent and trusted legal entity in the state. They are the proper organization to provide this resource as a landing page for all of the public access terminals in the circuit and district courts in Arkansas. Arkansas would greatly benefit from a person in the position at the Supreme Court to develop the Self-Help page on the website and also help implement this as a landing page on public access terminals in courts across the state.

The Arkansas Supreme Court Website Self-Help Page

The Supreme Court updated its website to include a Self-Help page that is easily accessible from multiple locations from the homepage. It makes sense to develop the content on this Self-Help page to use as a “landing page” for public access terminals provided in all courts in Arkansas. There are already a good number of forms and useful links provided on the website. They simply need to be accessible from the Self-Help page in a user friendly manner. Ultimately, a stand-alone URL should be acquired for this purpose,⁴¹ similar to the Mediation page that viewers are directed to from the Supreme Court Website.

The research for this analysis involved a review of the websites of the highest courts for every state jurisdiction in the United States, the websites of the nonprofit entities that provide legal assistance in Arkansas, the websites of each individual county in Arkansas, websites of the individual Arkansas Judicial Circuits, and the Supreme Court and County Law Library websites. Additionally, reports commissioned by the Arkansas Supreme Court through Arkansas Access to Justice over the past decade were reviewed.

³⁹ Greacen Associates, LLC Arkansas Self-Represented Litigant Needs Assessment Study Final Report, July 26, 2013 at 25.

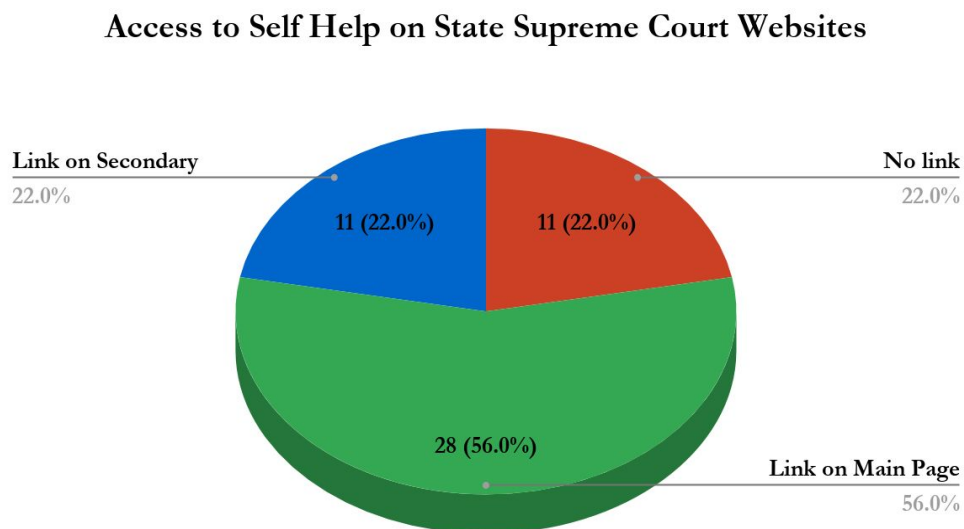
⁴⁰ *Id.*

⁴¹ Self-Represented Litigant Subcommittee of the Civil Justice Reform Committee Interim Report July 19, 2019.

This research then looks at how other states are addressing the same issue to provide suggestions for improving access to online legal resources. There are different types of resources spread across different websites. These vary from attorney search tools and lists of attorneys that provide unbundled services to interactive forms and fill-in-the-blank official forms. There is no central online location of authority in Arkansas that actively maintains user-friendly legal resources for the general public.

The review of the websites maintained by the fifty highest state courts in the country shows if and where the self-help resources are provided on each of the sites. Fifty-six percent (28 states) have a developed public self-help page linked directly to the main home page. With one click the visitor to the site will find an array of self-help resources maintained by the highest court in the state. Twenty-two percent (11 states) require the visitor to the page to click on two links before finding the self-help resources provided by the state judicial system. The remaining twenty-two percent (11 states) do not have access to self-help resources on their state judicial site. See **Figure 13**. This final category either provides the resources through state nonprofit agencies or when searched for none were found.

Figure 13: Access to State Self-Help Pages Across the United States



The recently updated Supreme Court Website has a fresh new structure that is ripe for additional substantive content. The Arkansas Supreme Court redesigned their website in the fall of 2019. This site has a self-help page that is easily accessible from the initial homepage. This page should be developed as a more usable resource to the general public. State judicial systems across the United states are using their highest court’s website to provide important self help resources to their patrons. Some of the states do this through their supreme court library as the library system is the natural institution to provide information resources to the community. Many states have a position or team

with the sole purpose of providing these resources and implementing them across their state. See **Appendix B**.

The current Arkansas Supreme Court website has two links to the public Self-Help resource page from the homepage of the site. There is a drop down menu under the Self-Help in the main menu and also a link to the same page in the bottom menu bar titled “For the Public.” These links are visible and easy to access. The links in the drop down menu are ambiguous and redundant. After the content area is further developed renaming these pages with more accurate titles will assist in the navigation of the site.

Figure 14: Arkansas Supreme Court Self-Help Menu



There are useful resources for the general public hidden throughout the rest of the site. Plain language introductions and highly visible links to these already existing resources on the self-help page can make the information in other areas of the site more accessible to the general public. These resources include:

- Attorney Search Tool
- Court Connect
- Efiling Instructions
- Court Rules, State Statutes and a link to General Assembly page with Bills and Acts
- Child Support Calculator

Court Locator Tool

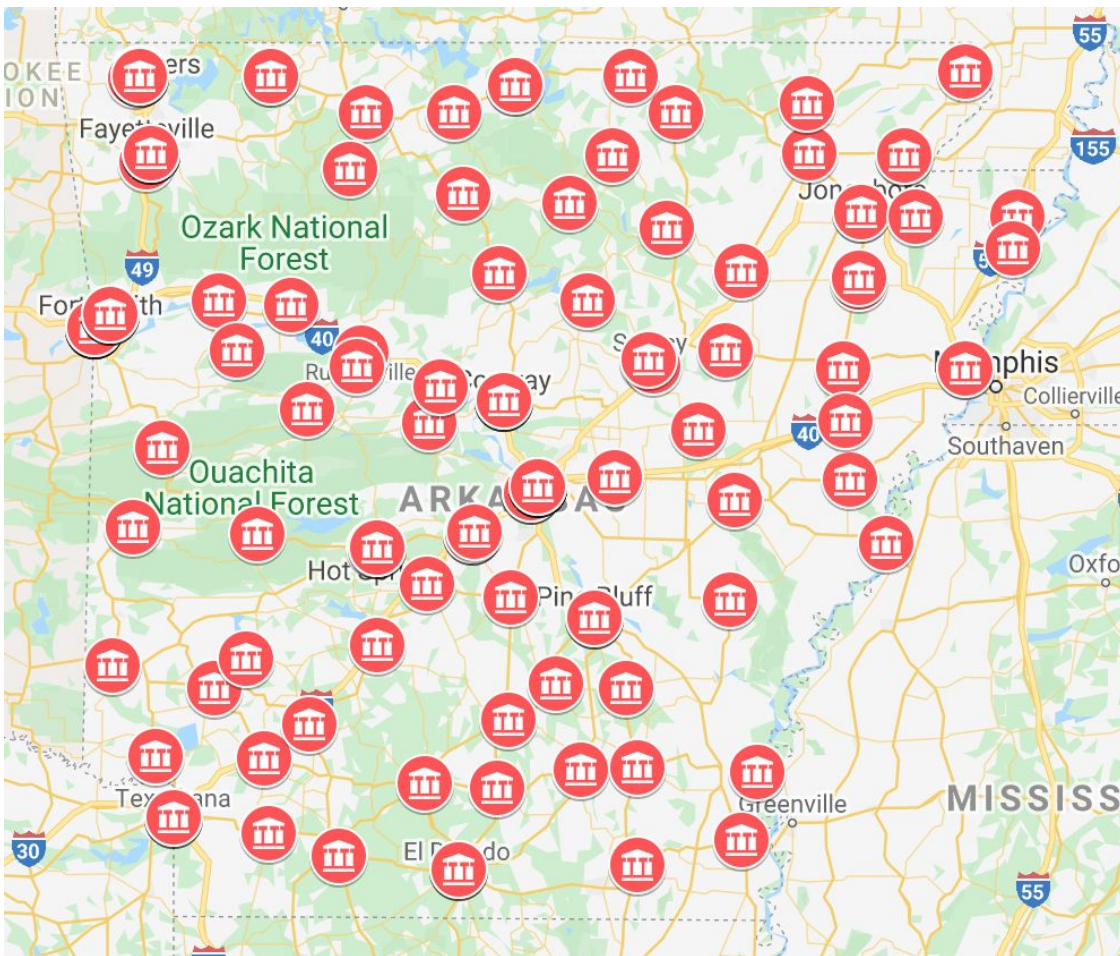
When a person is served with a complaint from an Arkansas court they must be able to find the location of the court in order to provide a response. There are many other circumstances people need to be able to find where the actual courtrooms are located. In several counties there are several different buildings that house the different divisions of the circuit court. Other circuits have judges traveling to several different buildings in the separate counties throughout the month. The contact information for the different judges is difficult to find on the website. In many cases it lacks a physical address for where court is held for that division.⁴²

⁴² <https://www.arcourts.gov/directories/circuit-judges>, last visited December 15, 2020.

Enabling Wayfinding--Virtually every commercial website today has a feature allowing a customer to obtain a map and instructions for getting to a store or company office. Some cities have applications that show how to use public transportation to get from your current location to a desired destination. All court websites should have this same feature, providing a familiar process for navigating to the courthouse.⁴³

The Supreme Court can provide a court locator tool that will quickly tell people what building their hearing is in and where that building is located. A map of the locations of courts in Arkansas was easily created and is ready to be published on the Arkansas Supreme Court webpage as a resource. See **Figure 15**. A basic explanation such as the “Find A Court” label on the illustration below must be added to the Arkansas version when publishing it on the website. This feature can be put as a link on the homepage toolbar or as a link on the pull down from the self-help tab on the homepage toolbar. Some states choose to put it off to the side but directly on their homepage.

Figure 15: Court Locations in Arkansas

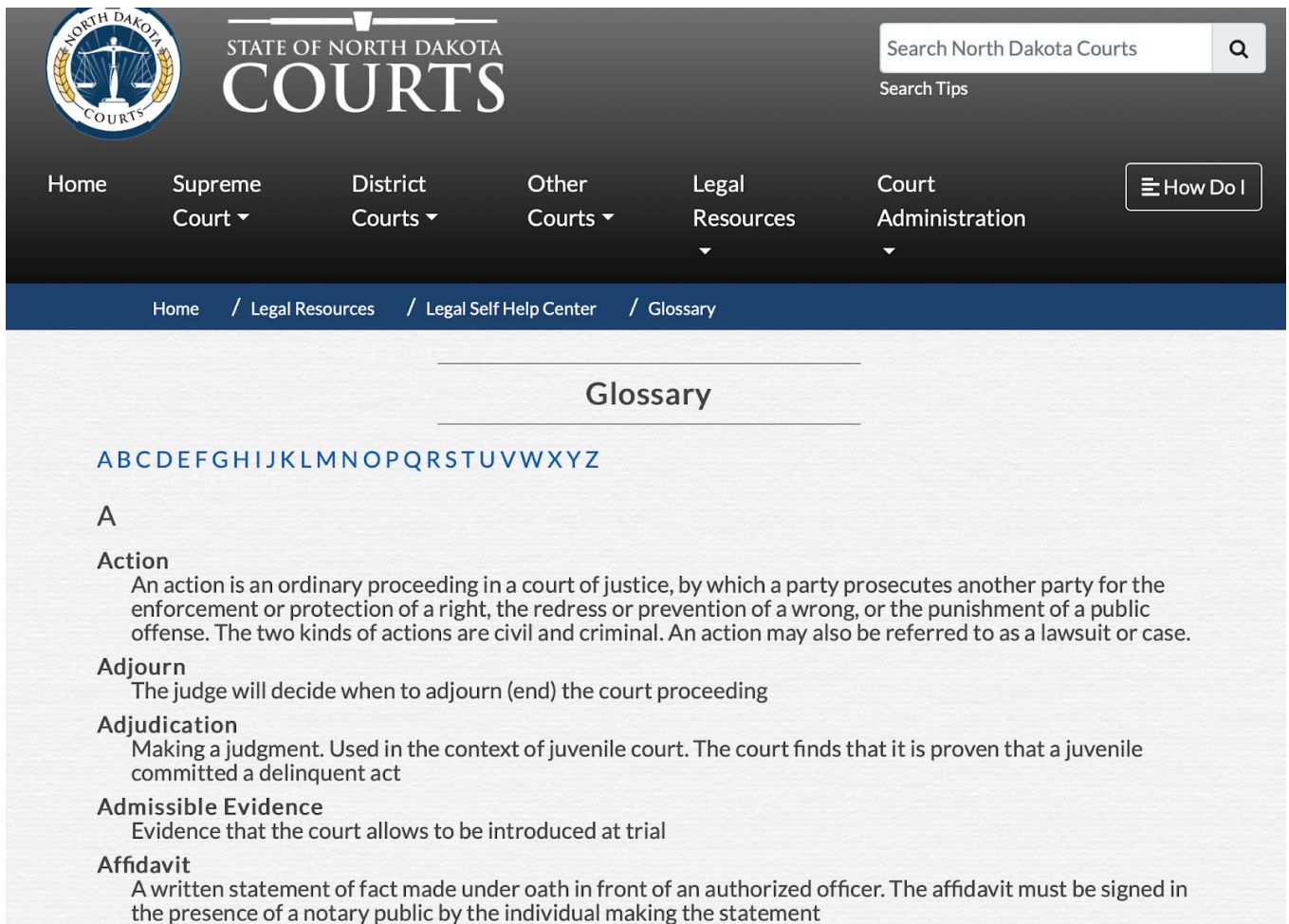


⁴³ 18 WAYS COURTS SHOULD USE TECHNOLOGY TO BETTER SERVE THEIR CUSTOMERS, John M. Greacen Consultant, IAALS Principal, Greacen Associates, LLC at 25.

Plain Language Legal Glossary

There are many words on legal forms that are very foreign to the standard person. When someone receives a legal document plain English basic definitions can assist them in understanding what they have been given and what type of help they need. A legal glossary can greatly help the public navigate the information on the Arkansas Supreme Court website and in the legal system as a whole. Many states have a plain language legal glossary to assist court users. North Dakota provides a good example. See **Figure 16**.

Figure 16: Sample Plain Language Legal Glossary



The screenshot displays the State of North Dakota Courts website. At the top left is the North Dakota Courts logo. To its right is the text "STATE OF NORTH DAKOTA COURTS". On the top right, there is a search bar labeled "Search North Dakota Courts" with a magnifying glass icon and a "Search Tips" link below it. Below the header is a navigation menu with links for "Home", "Supreme Court", "District Courts", "Other Courts", "Legal Resources", and "Court Administration", each with a dropdown arrow. A "How Do I" button is also present. Below the navigation menu is a breadcrumb trail: "Home / Legal Resources / Legal Self Help Center / Glossary". The main content area is titled "Glossary" and features an alphabetical index "ABCDEFGHIJKLMNOPQRSTUVWXYZ". Under the letter "A", the following terms are listed with their definitions:

- Action**
An action is an ordinary proceeding in a court of justice, by which a party prosecutes another party for the enforcement or protection of a right, the redress or prevention of a wrong, or the punishment of a public offense. The two kinds of actions are civil and criminal. An action may also be referred to as a lawsuit or case.
- Adjourn**
The judge will decide when to adjourn (end) the court proceeding
- Adjudication**
Making a judgment. Used in the context of juvenile court. The court finds that it is proven that a juvenile committed a delinquent act
- Admissible Evidence**
Evidence that the court allows to be introduced at trial
- Affidavit**
A written statement of fact made under oath in front of an authorized officer. The affidavit must be signed in the presence of a notary public by the individual making the statement

Forms

A comprehensive self-help website must maintain a complete set of forms for all legal matters commonly pursued by self-represented litigants. In 1999, the Supreme Court created Administrative Order 12 (“Order 12”).⁴⁴ This order addresses official forms in Arkansas and includes over twenty forms that are common in probate court proceedings and several forms relevant to protective orders. These forms are hidden deep in the Official Probate Forms that are listed in the alphabetical forms list under “O” for Official rather than “P” for Probate. Many attorneys in Arkansas do not know they exist or where they are on the website.⁴⁵

There are many more forms and links provided in the alphabetical list that address a large array of issues and pertain to audiences varying from the AOC staff to the general public. Some of these forms are regularly used by self-represented litigants in Arkansas.⁴⁶ These include the in forma pauperis petition, the domestic relations cover sheets, and the official summons form. These forms should have plain language explanations and clear links to them provided on the Self-Help page.

Standing Supreme Court Forms Committee

A standing committee for forms used by self-represented litigants should be created to establish and maintain forms under the Self-Help page on the Arkansas Supreme Court website. On December 17, 2020, the Arkansas Supreme Court recommended that the task of creating uniform forms be undertaken by the Judicial Council.⁴⁷ It is recommended that if the Supreme Court does not create a Standing Forms Committee that the Judicial Council consult with practitioners, including legal aid

⁴⁴ Arkansas Administrative Order 12. Official Forms - The following court forms are found in the publications noted below and may also be found at the Arkansas Judiciary website: (<https://arcourts.gov>). 1. *Probate Forms*. The Supreme Court, pursuant to Ark. Code Ann. § 28-1-114 and its constitutional and inherent powers to regulate procedure in the courts, has adopted thirty-three probate forms. These official forms supersede all earlier versions. The forms are published in 336 Ark. App’x [603] (1999). 2. *Court Forms for Orders of Protection*. The Supreme Court, pursuant to Amendment 80 of the Arkansas Constitution, has adopted the following forms to be used in order-of-protection cases: (a) Ex Parte Order of Protection, (b) Notice of Hearing on Petition for Order of Protection, and (c) Final Order of Protection. The Administrative Office of the Courts in collaboration with the Arkansas Judicial Council and others is authorized to prepare instructions to be used with these documents and to make technical corrections from time to time to the documents. These forms are published in 2010 Ark. 442. **3. Additional Forms and Orders.** To ensure consistency and efficiency in the courts, the Supreme Court authorizes the Arkansas Judicial Council to develop, revise, and maintain various uniform forms, petitions, and orders for use by courts. However, unless specifically directed by the Supreme Court, use of such uniform forms, petitions, and orders is not mandatory. All uniform forms, petitions, and orders remain subject to legal challenge and publishing them does not alter this.

⁴⁵ This information was obtained through interviews with attorneys in Northwest Arkansas.

⁴⁶ Order 8. Forms for Reporting Case Information in All Arkansas Courts Section II. Responsibility for forms. c. *Attorney or self-represented litigant.*

⁴⁷ *In Re Amendment to Administrative Order 12*, 2020 ARK. 425.

attorneys, in developing the forms. Expertise from different practice areas is necessary to cover the diverse topic areas of the forms.

Additional Standard Forms

Judges frequently request forms for name changes and other common actions filed by self-represented litigants. “According to data from the Office of Justice Statistics and data from Legal Aid’s automated document statistics, are debt collection defense, divorce, fee waivers (in forma pauperis), minor guardianships, visitation schedules, living wills, felony expungements, and child support termination.”⁴⁸

The lack of a full set of family law forms leads to unintended negative consequences. Persons needing a divorce involving children or a contested divorce will often use the only form available – creating serious problems for themselves and for the court.

Court staff and attorneys made us aware of another unintended consequence of current Arkansas family law processes. Poor Arkansans have learned that persons facing domestic violence are eligible for legal representation. They also have easier access to forms for protection orders than for any other family law form. The result is that filing a petition for an order of protection has become a common first step by self-represented persons in family law matters. What is available is what is used. The result is that domestic violence proceedings are commenced in instances in which they are not appropriate, resulting in abandoned court proceedings and a general devaluing of the protection order remedy in cases in which it is warranted. These examples reinforce the need to eliminate the current gap in the availability of family law forms.⁴⁹

Form Formats

The forms currently available on the Website are provided as PDF fillable forms and/or as editable word documents. In some cases the PDF fillable form works well. Examples are the domestic and civil cover sheets that are provided. Other forms may be more usable if they are provided in a format that is easily editable for individual circumstances. The official Petition for Guardianship Form is in an archaic typewriter font, but is easily editable for specific circumstances according to statute. See **Figure 17**. This editable format is useful for the legal public that can adapt the form appropriately to

⁴⁸ Civil Justice Reform Committee Interim Report July 19, 2019.

⁴⁹ Greacen Associates, LLC Arkansas Self-Represented Litigant Needs Assessment Study Final Report, July 26, 2013 at 25.

follow statute.⁵⁰

Figure 17: Sample Arkansas Official Probate Form Updated in 2019

Form 24.
[Caption]
PETITION FOR APPOINTMENT OF GUARDIAN
OF THE PERSON AND ESTATE

The petitioner respectfully represents to this court that a guardian of the person and of the estate should be appointed for the incapacitated person whose name, date of birth, sex, and address are:

Name	Date of Birth	Sex	Residence Address
_____	_____	_____	_____

The nature of the incapacity and purpose of the guardianship sought for the incapacitated person are:
[Insert the nature of incapacity and purpose of guardianship, in accordance with the definitions and classifications set forth in Ark. Code Ann. §§ 28-65-101 & 28-65-104.]

The nature, extent and value of the property of the incapacitated person and the interest of the incapacitated person in that property, are: [Include approximate value and description of property, including any compensation, pension, insurance or allowance to which the incapacitated person may be entitled].

There is no guardian of the person or estate of the incapacitated person, except as follows: [State whether a guardian has been appointed in any state for the estate or person of the incapacitated person and if not, write "none."]

_____, whose address is _____, is related to or interested in the incapacitated person by reason of _____ and is legally qualified to serve as guardian of the person and estate of the incapacitated person.

Fillable PDFs may work for some forms on the Self-Help page, but “uniform, automated self-help forms that use document assembly (e.g., TurboCourt) and could integrate into eFlex,”⁵¹ are ideal for self-represented litigants.

The development of an accessible and resourceful Self-Help page through the Arkansas Supreme Court is a necessity in the near future. The recent roll out of Zoom hearings across the state, combined with the anticipation of eFiling by self-represented litigants, and the rise of self-represented litigants across the state mandate this necessity.

⁵⁰ Reporter's Notes to Form 24 [of the Arkansas official probate forms]: This petition is for a guardianship of both the person and the estate. It should be modified if the guardianship is only of one or the other. By statute, incapacitated persons include those who are impaired by certain specified mental and physical disabilities, as well as persons under the age of 18 whose disabilities have not been removed and persons who are detained or confined by a foreign power or who have disappeared. Ark. Code Ann. §§ 28-65-101 & 28-65-104. Matters that must be enumerated in the petition are set forth in Ark. Code Ann. § 28-65-205. *See also* Ark. Code Ann. §§ 28-65-105 - 28-65-106 (purpose of guardianship proceedings and rights of incapacitated persons). Note (2019): The form was revised to provide for contact information.

⁵¹ Self-Represented Litigant Subcommittee of the Civil Justice Reform Committee Interim Report July 19, 2019.

Supreme Court Self-Help Coordinator

The Supreme Court should consider adding a position on the staff that focuses on developing the self-help resources offered. This position may assist self-represented litigants or court staff from across the state that request general information on resources offered. They also may take care of the self help resources and information services that come up between Access to Justice, the Court Automation Project, and the Arkansas Supreme Court Law Library. This position would be responsible for assisting the calls from the public that come into the Supreme Court Library. See **Figure 18**.

A person in this position may assist local courts develop legal help desks staffed by legal services, private bar attorneys, or remotely by the self-help coordinator to provide legal advice and assistance in preparing legal documents. This is a person in the position to coordinate with county law libraries as possible local points of access to legal information for self-represented litigants. The focus of this position will be to provide assistance remotely, through telephone, email, chat sessions, Internet co-browsing, and other technologies to persons located throughout the state of Arkansas.⁵²

Figure 18: Supreme Court Library Research Requests: February 2013 - September 2013

Telephone Requests	691
In-Person Requests	946
E-Mail Requests	361
“Contact Us” Requests (Arkansas Judiciary website)	363
Total	2,361

All “Contact Us” requests come from the general public Arkansas Judiciary website statistics show that the redesigned website from January, 2013 to date, received 464 submissions via its “Contact Us” feature. The “Contact Us” submissions are automatically routed to the library⁵³

⁵² Greacen Associates, LLC Arkansas Self-Represented Litigant Needs Assessment Study Final Report, July 26, 2013 Page 30.

⁵³ To: J. D. Gingerich From: Ava M. Hicks, Supreme Court Library Date: October 7, 2013 Subject: Library Status Report at 6.

V. Recommendations

In conclusion, the following are recommendations for the Arkansas Supreme Court to improve access to justice in Arkansas:

- Stipulate that every court facility in Arkansas should have wireless internet access available to the public as it becomes available in the region.
- Emphasize the requirement for a public access terminal in every court facility in Arkansas.
- Develop the Self-Help page on the Court's website with resources that aid the general public in using the Arkansas Judicial System.
- The Supreme Court should assume responsibility for the creation and regular update of standard forms frequently needed by the self-help public.
- Specify that the Self-Help page on the website should be used as the landing page on the public access terminals provided in each court facility.
- Create a position at the Court to help implement public access terminals across the state, develop the resources on the Self-Help page and manage requests for information regarding self-help in the Arkansas Judicial System.

Appendices

- Appendix ASpreadsheet of County Websites
- Appendix BSpreadsheet of State Websites
- Appendix CSpreadsheet of Arkansas Law Library Contacts & Balances
- Appendix DPDF of All Online Survey Questions
- Appendix EData on Locations of Responses
- Appendix FData on Responses Regarding Law Libraries

Appendix A

Arkansas County Websites

<https://docs.google.com/spreadsheets/d/1ha5u6QWfCTxATBjRzCcmN7XmERC5yN7hVrBT8Q4xGk/edit#gid=0>

County	Website
Cross County	http://www.crosscountyar.org
Lee County	https://leecounty.arkansas.gov
Monroe County	https://monroecounty.arkansas.gov
Phillips County	https://phillipscounty.arkansas.gov
St. Francis County	http://stfranciscountyar.org
Woodruff County	https://woodruffcounty.arkansas.gov
Clay County	https://claycounty.arkansas.gov
Craighead County	http://www.craigheadcounty.org
Crittenden County	https://crittendencounty.arkansas.gov
Greene County	http://greenecounty.arkansas.gov
Mississippi County	https://www.mississippicountyar.org
Poinsett County	http://www.poinsettcounty.us
Jackson County	http://newportarcity.org/jackson-county/
Lawrence County	http://www.lawrencecountyarkansas.com
Randolph County	https://portal.arkansas.gov/county/randolph/
Sharp County	https://sharpcounty.arkansas.gov
Madison County	http://madisoncogov.com/Home_Page.php
Washington County	https://www.co.washington.ar.us/home
Franklin County	https://portal.arkansas.gov/county/franklin/
Johnson County	https://johnsoncounty.arkansas.gov
Pope County	http://www.popecountyar.com
Perry County	https://www.perrycoarkansas.org
Pulaski County	https://pulaskicounty.net/how-do-i/

Grant County	http://www.grantcountyar.com/default
Hot Spring County	https://hotspringcounty.org
Ashley County	https://www.ashleycountyar.com
Bradley County	http://www.bradleycountyarkansas.com
Chicot County	https://chicotcounty.arkansas.gov
Desha County	https://deshacounty.arkansas.gov
Drew County	https://drewcounty.arkansas.gov
Sebastian County	https://www.sebastiancountyar.gov/Home
Calhoun County	https://calhouncounty.arkansas.gov/departments
Cleveland County	https://clevelandcounty.arkansas.gov
Columbia County	http://www.countyofcolumbia.org
Dallas County	https://portal.arkansas.gov/county/dallas/
Ouachita County	http://www.ouachitacounty.org
Union County	http://www.unioncountyar.com/index.html
Baxter County	http://www.baxtercounty.org
Boone County	https://www.boonecountyar.com
Marion County	http://marioncounty.arkansas.gov
Newton County	https://portal.arkansas.gov/county/newton/
Conway County	https://conwaycountyar.com
Logan County	https://portal.arkansas.gov/county/logan/
Scott County	http://scottcountyar.com/welcome
Yell County	http://yellcounty.net
Cleburne County	https://www.cleburnecountyar.com
Fulton County	https://portal.arkansas.gov/county/fulton/
Independence County	https://www.independencecounty.com

Izard County	https://www.izardcountyar.org
Stone County	http://stonecountyar.com
Prairie County	https://prairiecounty.arkansas.gov
White County	https://www.whitecountyar.org
Faulkner County	http://www.faulknercounty.org
Searcy County	https://portal.arkansas.gov/county/searcy/
Van Buren County	http://www.vanburencountyark.com
Crawford County	https://www.crawford-county.org
Saline County	https://www.salinecounty.org
Lonoke County	https://portal.arkansas.gov/county/lonoke/
Arkansas County	https://portal.arkansas.gov/county/arkansas/
Jefferson County	https://www.jeffersoncountyar.gov
Lincoln County	https://lincolncounty.arkansas.gov
Garland County	https://www.garlandcounty.org
Montgomery County	https://montgomerycounty.arkansas.gov
Polk County	https://portal.arkansas.gov/county/polk/
Carroll County	http://co.carroll.ar.us
Benton County	https://bentoncountyar.gov
Hempstead County	http://www.hempsteadcountyar.com
Nevada County	https://nevadacounty.arkansas.gov
Lafayette County	https://www.lafayettecounty.arkansas.gov/index.php
Miller County	http://millercountyar.com/default
Clark County	http://www.clarkcountyarkansas.com
Howard County	https://portal.arkansas.gov/county/howard/
Little River County	https://portal.arkansas.gov/county/little-river/
Pike County	https://pikecountyar.org
Sevier County	http://seviercountyar.org

Appendix B

State Judiciary Websites and Data

<https://docs.google.com/spreadsheets/d/1g5B01tbCIV26Eii4lbrANa5cqihBp2YydW8jFF3uFU/edit#gid=0>

Michigan	https://courts.michigan.gov/courts/michigansupremecourt/pages/default	1	https://courts.michigan.gov/Self-help/center/Pages/default.aspx
Minnesota	http://www.mncourts.gov/SupremeCourt.aspx	2	https://www.lawhelpmn.org/self-help-library
Mississippi	https://courts.ms.gov	1	http://www.msajic.org
Missouri	https://www.mo.gov/government/judicial-branch/	0	https://www.courts.mo.gov/page.jsp?id=5240
Montana	https://courts.mt.gov	1	https://courts.mt.gov/selfhelp
Nebraska	https://supremecourt.nebraska.gov	1	https://supremecourt.nebraska.gov/self-help
Nevada	https://nvcourts.gov	1	https://nvcourts.gov/Law_Library/Resources/Forms/Resources
New Hampshire	https://nvcourts.gov/Law_Library/Resources/Forms/Resources by Sut	2	https://www.courts.state.nh.us/fdpp/service_center.htm
New Jersey	https://www.njcourts.gov/courts/supreme.html?lang=eng	1	https://www.njcourts.gov/selfhelp/index.html
New Mexico	https://supremecourt.nmcourts.gov	1	https://www.nmcourts.gov/forms.aspx
New York	http://www.nycourts.gov/courts/nyc/supreme/	1	https://www.nycourts.gov/courthelp/
North Carolina	https://www.nccourts.gov/courts/supreme-court	2	https://www.nccourts.gov/help-topics
North Dakota	https://www.ndcourts.gov	1	https://www.ndcourts.gov/legal-self-help
Ohio	http://www.sconet.state.oh.us	0	
Oklahoma	https://www.oscn.net/v4/	2	https://oklaw.org/legal-aid-self-help-forms
Oregon	https://www.courts.oregon.gov/courts/appellate/supreme/Pages/default	1	https://www.courts.oregon.gov/help/Pages/default.aspx
Pennsylvania	http://www.pacourts.us/courts/supreme-court/	0	http://www.pacourts.us/learn/representing-yourself
Rhode Island	https://www.courts.ri.gov/Courts/SupremeCourt		https://www.courts.ri.gov/Self%20Help%20Center/Pages/default
South Carolina	https://www.sccourts.org/supreme/	0	https://sclegal.org
South Dakota	http://ujis.sd.gov/Supreme_Court/default.aspx	2	https://ujislawhelp.sd.gov
Tennessee	https://www.tncourts.gov/courts/supreme-court	2	https://www.tncourts.gov/programs/self-help-center
Texas	http://www.txcourts.gov/supreme	1	http://www.texascourthelp.gov https://texaslawhelp.org

State	Website	Links to SH	Self Help Page
Alabama	https://judicial.alabama.gov/Home/Index	2	https://judicial.alabama.gov/library/selfhelp
Alaska	http://courts.alaska.gov/home.htm	1	http://courts.alaska.gov/shc/representing-yourself-info.htm
Arizona	https://www.azcourts.gov	1	https://www.azcourts.gov/selfservicecenter
Arkansas	https://www.arcourts.gov	1	https://www.arcourts.gov/public
California	https://www.courts.ca.gov/supremecourt.htm	1	https://www.courts.ca.gov/documents/fl100.pdf
Colorado	https://www.courts.state.co.us/Self_Help/divorce/	1	https://www.courts.state.co.us/Self_Help/Index.cfm
Connecticut	https://www.jud.ct.gov/supremecourt/#Self	1	https://www.jud.ct.gov/webforms/
Delaware	https://courts.delaware.gov	1	https://courts.delaware.gov/help/
Florida	https://www.floridasupremecourt.org	0	none
Georgia	https://www.gasupreme.us	0	Independent County sites, very nice. https://www.athensclarkecc
Hawaii	https://www.courts.state.hi.us/courts/supreme/hawaii_supreme_court	1	https://www.lawhelp.org/hi/self-help-forms Interactive statewide I
Idaho	https://isc.idaho.gov	0	No self help resources on either page
Illinois	http://www.illinoiscourts.gov/citizen.asp	1	http://www.illinoiscourts.gov/CivilJustice/Resources/Self-Repres
Indiana	https://www.in.gov/judiciary/	2	https://indianalegalhelp.org (coalition for Court Access, like AR)
Iowa	https://www.iowacourts.gov	2	https://www.iowacourts.gov/for-the-public/representing-yourself/
Kansas	https://www.kscourts.org/About-the-Courts/Supreme-Court	1	http://www.kansasjudicialcouncil.org https://www.kansaslegalse
Kentucky	https://kycourts.gov/courts/supreme/Pages/supremecourt.aspx	0	http://kyjustice.org/self-help-forms (Legal Aid Page)
Louisiana	https://www.lasc.org	1	https://www.lasc.org/Judicial_Administrator's_Office?p=SRL
Maine	https://courts.maine.gov/maine_courts/supreme/index.shtml	1	https://helpmelaw.org
Maryland	https://www.courts.state.md.us/coappeals	1	https://www.peoples-law.org https://www.courts.state.md.us/lega
Massachusetts	https://www.mass.gov/orgs/massachusetts-court-system	1	https://www.mass.gov/topics/courts-self-help
Utah	https://www.utcourts.gov/courts/sup/	1	https://www.utcourts.gov/selfhelp/
Vermont	https://www.vermontjudiciary.org/supreme-court	1	https://www.vermontjudiciary.org/self-help
Virginia	http://www.courts.state.va.us/courts/scv/home.html	0	https://selfhelp.vacourts.gov
Washington	http://www.courts.wa.gov/appellate_trial_courts/SupremeCourt/	2	http://www.courts.wa.gov/newsinfo/index.cfm?fa=newsinfo.disple
West Virginia	http://www.courtswv.gov	0	https://www.lawv.net (legal aid site)
Wisconsin	https://www.wicourts.gov/courts/index.htm	0	https://www.wicourts.gov/services/public/selfhelp/index.htm
Wyoming	https://www.courts.state.wy.us	2	https://www.courts.state.wy.us/legal-assistances-and-forms/

Appendix C

State Law Library Contacts and Funds

https://docs.google.com/spreadsheets/d/1-e_zEe2qJB7shGGN8vwfUcaikRzE5UFXJ3n432FAWE/edit#gid=60157139

Grant	Stephen Shirron	\$ 13,458.01	
Greene	Angela Rice	\$ 31,777.56	\$41,697.15
Hempstead	Tony Yocom, District Judge	\$ 58,709.05	\$78,588.27
Hot Spring	Gregory Crain, atty	\$ 16,007.16	
Howard	Aaron Brasel, Judge Charles Yeargan	\$ 63,607.02	~\$65,000
Independence	Barrett Moore	\$ 57,710.45	Barrett Moo
Izard	none per Izard Treas Sanders - pays Lexis	\$ 16,507.80	
Jackson	Randy Rudisill	\$ 29,984.83	Randy Shou
Jefferson	Judge Rob Wyatt	\$ 73,010.27	\$91,291.33
Johnson	William Pearson, Judge	\$ 32,587.28	\$44,521.06
Lafayette	David Beatty, attorney	\$131,147.00	\$148,258.70
Lawrence	Ryan Cooper	\$ 55,001.64	\$59,330.44
Lee	Diane Bowman, Clerk	\$ 14,527.35	\$ 12,130.07
Lincoln		\$ -	
Little River	Alwin Smith, Deputy Prosecutor	\$ 20,194.88	
Logan North (Paris)	Cory Wells	\$ 13,033.22	
Logan South (Booneville)	Brian Mueller?	\$ 6,561.40	
Lonoke	Brian Woodruff (Rice & Adams)		
Madison	Bill Allred, atty	\$ 14,754.77	
Marion	Jason Duffy, Judge	\$ 27,625.34	\$27,700.00
Miller	Clarke Arnold, Kathy Webb	\$ 24,473.33	\$ 1,883.48
Mississippi Blytheville	Robert Coleman (Bobby)	\$ -	
Mississippi Osceola	Catherine Dean	\$188,001.84	
Monroe	David Carruth, atty		
Montgomery	District Court Admin Asst Treva tj1-101@windstream.net - Judge Willi:	\$ 4,027.62	\$3,337.95
Newton	Judge per Kortnie House, Newton County District Court PO Box 550 J	\$ 4,637.23	\$ 6,378.12
Ouachita	Michael Frey, atty	\$101,987.38	\$148,537.00

Perry	Andy Gill, DC Judge	\$ 224.71	
Phillips	Kyle Stoner, Bar Pres, atty	\$ 118,436.74	\$103,227.21
Pike	Charles Yeargan, Judge	\$ 28,957.00	
Poinsett	Steve Inboden, atty	\$ 70,067.28	
Polk	Patrick McDaniel	\$ 31,222.50	\$34,091.95
Pope	Richard Peel, atty	\$ 186,786.90	\$256,265.68
Prairie	Randy Gammill - Gaylon Hayle, County Clerk 870-256-4434	\$ 2,728.12	\$
Pulaski	Dean Burchfield (Board: 2018 Pres Dan Carter, Sec: Joyce Babin, mem)	\$ 30,053.58	
Randolph	Joe Grider, atty	\$ 3,255.16	
Saline	Clay G Ford, County Atty	\$ 16,615.59	
Scott			
Searcy	Debbie Loggins, clerk	\$ 10,273.98	\$10,---.00
Sebastian (Ft Smith)	Mike Newman / Jennifer Dunn (librarian)		
Sebastian (Greenwood)			
Sevier	Randell J. Wright, attorney (retired)	\$ 17,700.22	\$11,033.71
Sharp	Larry Kissee	\$ 2,888.29	\$ 3,490.00
St Francis	Ree Routon - Judge Chris Morledge 870-261-1740 - Donna from Judge's	\$ 16.48	
Stone	Joshua Collums, Dep Pros Atty	\$ 4,718.02	\$814.91
Union	Henry Kinslow, atty - Sue Bell, clerk ofc 870-864-1936 - cell 870-862-46	\$ 62,354.83	
Van Buren	Andrea Singleton	\$ 17,146.61	\$28,000.00
Washington	Roger Northham (contact), Steven L. Parker (Chair)	\$308,382.00	
White	Donald P. Raney, Attorney	\$ 13,324.49	\$13,184.79
Woodruff	Ralph Myers, Attorney	\$ 11,148.69	
Yell	Danville-Tom Tatum 479-495-2649, Terry Sullivan, Marcus Vaden/Dard	\$ 18,870.10	\$26,366.22

Appendix D

Online Survey Questions

Technological Resources in Arkansas Courts and Law Libraries

* 1. What county is your court or law library in?

* 2. What is the address of the physical location of your court or law library?

Address

Address 2

City/Town

State/Province

ZIP/Postal Code

3. Your contact information (optional)

Name

Email Address

Phone Number

* 4. What is your position? (If you are involved in a law library board AND hold another position listed, please select County Law Library)

- Circuit Court Judge
- District Judge
- County Law Library Board Member, Staff Member, or Administrator of County Law Library Funds
- District Court Clerk
- Circuit or County Clerk
- Other (please specify)

Technological Resources in Arkansas Courts and Law Libraries

* 5. Are you currently allowing or requiring self-represented litigants to appear remotely via Zoom or a similar platform?

- Yes
- No
- Other (please specify)

* 6. What accommodations are you making for self-represented litigants who are unable to appear remotely due to lack of a smartphone or other device, internet access, cell phone service, or sufficient cell data or minutes?

- In-person hearings
- Public wi-fi that is accessible in the court building or from the court parking lot
- A device that the litigant can use at the courthouse to participate from a separate designated area
- Other (please specify)
- Partnership with a law firm, community organization, or library that provides public wi-fi
- Continuances

Technological Resources in Arkansas Courts and Law Libraries

* 7. Does your county law library fund provide legal resources for use by judges, attorneys, or the public?

- Yes
- No

Technological Resources in Arkansas Courts and Law Libraries

* 8. What resources do the county law library funds provide? (Check all that apply)

- A physical library space
- Library staff
- Print materials
- Subscription(s) to online legal research databases
- Other (please specify)
- One or more publicly accessible computers
- One or more publicly accessible printers
- Internet access

* 9. Which online legal research database(s) does the law library fund pay for? (Check all that apply)

- Westlaw
- Lexis
- FastCase
- Not applicable
- Other (please specify)

* 10. Who primarily uses the county law library or its resources? (Please rank in order from most to least)



Private Attorneys

- N/A



Public Defenders and/or Prosecuting Attorneys

- N/A



County Attorneys

- N/A



Judges

- N/A



General Public

- N/A

* 11. How frequently do people use the public resources offered?

- Several times a day
- Several times a week
- Several times a month
- Rarely
- Never
- I don't know
- Other (please specify)

Technological Resources in Arkansas Courts and Law Libraries

* 12. Is internet access available to members of the public at your court building? (Check all that apply)

- Yes, public wifi
- Yes, internet on one or more publicly available computers or devices
- No
- Other (please specify)

* 13. Is a printer available for public use at your court building?

- Yes, there is at least one free printer available for public use
- Yes, members of the public can print documents for a fee
- No
- Other (please specify)

* 14. How many internet-connected computers are available for public use at your court building?

- More than 2
- 2
- 1
- Other (please specify)
- 0
- Don't know

Technological Resources in Arkansas Courts and Law Libraries

* 15. Where are public computers kept?

- In the clerk's office
- In a lobby area
- In the recorder's office
- In the law library
- Other (please specify)

* 16. What funds were used to purchase any computer(s)? (Check all that apply)

- Court Automation Funds
- County Law Library Funds
- County Property Record Funds
- Don't know
- Other (please specify)

* 17. Who currently provides assistance to members of the public who use these computers?

- Clerk's office staff
- Law librarians
- Bailiffs
- No one
- Pro bono attorneys
- Other (please specify)

* 18. What can the public computer(s) be used for? (Check all that apply)

- Legal research
- Looking up court records
- E-filing
- Printing forms, pleadings, or other information
- Remote participation in hearings (via Zoom or similar platform)
- Locating property records
- All of the above
- Other (please specify)

Technological Resources in Arkansas Courts and Law Libraries

19. What are law library funds used for?

* 20. Would you be interested in using law library funds to provide legal resources for the public if technical or other assistance is available to help?

- Yes
- No
- Other (please specify)

Technological Resources in Arkansas Courts and Law Libraries

* 21. What resources do you think would be most helpful for members of the public who use the computer(s)?
(Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> A website "landing page" that aggregates all available legal resources, including legal forms, fact sheets, and links to organizations that provide legal services | <input type="checkbox"/> Access to legal research software |
| <input type="checkbox"/> Printable fact sheets and brochures to hand out to the public | <input type="checkbox"/> Remote access to a trained law librarian, pro bono attorney, or navigator—via telephone, Zoom, chat or co-browsing program—who can assist members of the public in locating information and other resources that could help them with their issues |
| <input type="checkbox"/> Short "how to" videos that explain basic court procedures | <input type="checkbox"/> No additional resources are needed |
| <input type="checkbox"/> Other (please specify) | |

22. What issues have come up or concerns do you have (if any) with a public use computer?

Technological Resources in Arkansas Courts and Law Libraries

23. What other resources, assistance, or accommodations (if any) do you provide to self-represented litigants?

Appendix E

Q1 What county is your court or law library in?

Answered: 72 Skipped: 0

Technological Resources in Arkansas Courts and Law Libraries

#	RESPONSES	DATE
1	Ouachita	9/11/2020 10:37 AM
2	Garland	9/10/2020 9:53 AM
3	Union	9/5/2020 2:20 PM
4	Boone County	9/3/2020 1:45 PM
5	Washington	9/3/2020 10:41 AM
6	Union	9/3/2020 10:41 AM
7	Nevada	9/3/2020 9:42 AM
8	Ouachita	9/3/2020 9:18 AM
9	Pulaski County Circuit Court	9/3/2020 9:16 AM
10	Conway	9/3/2020 8:46 AM
11	Pulaski	9/3/2020 8:23 AM
12	Benton	9/3/2020 8:12 AM
13	Cleburne	9/3/2020 8:09 AM
14	Dallas	9/3/2020 8:01 AM
15	White	9/3/2020 7:59 AM
16	Benton	9/3/2020 7:49 AM
17	Garland	9/2/2020 7:41 PM
18	Pulaski	9/2/2020 6:32 PM
19	Washington	9/2/2020 5:24 PM
20	Sebastian	9/2/2020 3:45 PM
21	Arkansas	9/1/2020 3:46 PM
22	Drew	9/1/2020 1:18 PM
23	Washington	9/1/2020 9:56 AM
24	DALLAS	8/31/2020 4:28 PM
25	Sebastian - Fort Smith District	8/31/2020 4:01 PM
26	St. Francis	8/31/2020 2:55 PM
27	Poinsett	8/31/2020 2:51 PM
28	LAFAYETTE	8/31/2020 2:16 PM
29	Perry	8/31/2020 11:20 AM
30	Conway	8/31/2020 10:52 AM
31	Sebastian	8/31/2020 8:31 AM
32	Cleveland	8/31/2020 8:11 AM
33	Benton	8/30/2020 7:40 PM
34	greene	8/30/2020 12:26 PM
35	pulaski	8/29/2020 9:06 AM
36	Lincoln	8/28/2020 3:24 PM
37	Drew	8/28/2020 12:41 PM

Technological Resources in Arkansas Courts and Law Libraries

38	Pulaski	8/28/2020 12:40 PM
39	Randolph	8/28/2020 12:37 PM
40	Pulaski	8/28/2020 12:25 PM
41	Chicot	8/28/2020 11:00 AM
42	Lonoke	8/28/2020 10:47 AM
43	Madison	8/28/2020 10:40 AM
44	Saline	8/28/2020 10:35 AM
45	Nevada	8/28/2020 10:31 AM
46	hot spring	8/28/2020 9:57 AM
47	Lonoke	8/28/2020 9:56 AM
48	Greene	8/28/2020 9:47 AM
49	LONOKE	8/28/2020 9:34 AM
50	Garland	8/28/2020 9:18 AM
51	Newton	8/28/2020 8:59 AM
52	Jackson	8/28/2020 8:44 AM
53	Faulkner	8/28/2020 8:42 AM
54	District Court of Polk County (State District Court in Jan.)	8/28/2020 8:37 AM
55	Washington	8/28/2020 8:32 AM
56	Madison	8/28/2020 8:25 AM
57	Scott	8/28/2020 8:20 AM
58	Carroll County	8/28/2020 8:05 AM
59	Miller	8/28/2020 7:50 AM
60	Miller County	8/28/2020 7:42 AM
61	sharp	8/28/2020 7:17 AM
62	Benton County	8/28/2020 6:50 AM
63	Pulaski	8/28/2020 1:10 AM
64	Crittenden	8/27/2020 9:49 PM
65	Mississippi	8/27/2020 8:09 PM
66	Bemton	8/27/2020 7:39 PM
67	Howard	8/27/2020 6:33 PM
68	Pulaski	8/27/2020 6:21 PM
69	Garland	8/27/2020 5:51 PM
70	Wynne	8/27/2020 5:34 PM
71	Washington County Arkansas	8/27/2020 5:28 PM
72	sebastian	8/27/2020 5:21 PM

Q2 What is the address of the physical location of your court or law library?

Answered: 72 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	0.00%	0
Company	0.00%	0
Address	100.00%	72
Address 2	23.61%	17
City/Town	100.00%	72
State/Province	100.00%	72
ZIP/Postal Code	100.00%	72
Country	0.00%	0
Email Address	0.00%	0
Phone Number	0.00%	0

#	NAME	DATE
	There are no responses.	
#	COMPANY	DATE
	There are no responses.	

Technological Resources in Arkansas Courts and Law Libraries

#	ADDRESS	DATE
1	145 Jefferson SW	9/11/2020 10:37 AM
2	501 Ouachita Ave.	9/10/2020 9:53 AM
3	None--we're on Westlaw.	9/5/2020 2:20 PM
4	201 N. Main, 2nd floor	9/3/2020 1:45 PM
5	955 E. Douglas St.	9/3/2020 10:41 AM
6	250 American Road, Suite A	9/3/2020 10:41 AM
7	215 East 2nd Street	9/3/2020 9:42 AM
8	145 Jefferson	9/3/2020 9:18 AM
9	401 W. Markham	9/3/2020 9:16 AM
10	Courthouse	9/3/2020 8:46 AM
11	13024 Hwy 365 South	9/3/2020 8:23 AM
12	Melissa deive	9/3/2020 8:12 AM
13	5 Second Street	9/3/2020 8:09 AM
14	206 West 3rd	9/3/2020 8:01 AM
15	3713 Hwy. 367 N.	9/3/2020 7:59 AM
16	410 N. Broadway	9/3/2020 7:49 AM
17	Ouachita ave	9/2/2020 7:41 PM
18	401 West Markham	9/2/2020 6:32 PM
19	#4 South College Ave	9/2/2020 5:24 PM
20	901 S. B Street	9/2/2020 3:45 PM
21	P.O. Box 368	9/1/2020 3:46 PM
22	210 S. Main St.	9/1/2020 1:18 PM
23	354 West Main	9/1/2020 9:56 AM
24	206 WEST 3RD STREET	8/31/2020 4:28 PM
25	100 North 16th Street	8/31/2020 4:01 PM
26	313 S. Iazard St.	8/31/2020 2:55 PM
27	115 Greenwood Ave.	8/31/2020 2:51 PM
28	401 N MAPLE	8/31/2020 2:16 PM
29	713 Aplin Ave.	8/31/2020 11:20 AM
30	117 S. Moose St., Ste 304	8/31/2020 10:52 AM
31	100 North 16th Street	8/31/2020 8:31 AM
32	20 Magnolia	8/31/2020 8:11 AM
33	201 NE 2nd St.	8/30/2020 7:40 PM
34	320 west court street	8/30/2020 12:26 PM
35	401 West Markham	8/29/2020 9:06 AM
36	300 South Drew Street	8/28/2020 3:24 PM
37	210 South Main	8/28/2020 12:41 PM

Technological Resources in Arkansas Courts and Law Libraries

38	UA Little Rock Bowen School of Law	8/28/2020 12:40 PM
39	Randolph County Courthouse	8/28/2020 12:37 PM
40	600 W. Markham	8/28/2020 12:25 PM
41	125 South Main Street	8/28/2020 11:00 AM
42	301 North Center	8/28/2020 10:47 AM
43	208 East War Eagle	8/28/2020 10:40 AM
44	200 N Main Street	8/28/2020 10:35 AM
45	Nevada County Courthouse	8/28/2020 10:31 AM
46	210 Locust Street	8/28/2020 9:57 AM
47	208 N 1st St	8/28/2020 9:56 AM
48	320 W. Court Street	8/28/2020 9:47 AM
49	405 HICKORY ST	8/28/2020 9:34 AM
50	501 Ouachita Ave	8/28/2020 9:18 AM
51	100 E Court St	8/28/2020 8:59 AM
52	208 Main St	8/28/2020 8:44 AM
53	510 S. German Lane	8/28/2020 8:42 AM
54	507 CHURCH AVE	8/28/2020 8:37 AM
55	289 Jayroe Ave	8/28/2020 8:32 AM
56	201 West Main	8/28/2020 8:25 AM
57	West First Street	8/28/2020 8:20 AM
58	203 S. Springfield St.	8/28/2020 8:05 AM
59	400 E. 4th Street	8/28/2020 7:50 AM
60	2300 East Street	8/28/2020 7:42 AM
61	718 Ash Flat Dr.	8/28/2020 7:17 AM
62	221 South Main St	8/28/2020 6:50 AM
63	401 W. Markham	8/28/2020 1:10 AM
64	100 Court Street	8/27/2020 9:49 PM
65	200 West Hale Avenue	8/27/2020 8:09 PM
66	104 East Main Street	8/27/2020 7:39 PM
67	421 North Main	8/27/2020 6:33 PM
68	401 W. Markham	8/27/2020 6:21 PM
69	534 Ouachita	8/27/2020 5:51 PM
70	705 E Union	8/27/2020 5:34 PM
71	885 Clydesdale	8/27/2020 5:28 PM
72	901 south b	8/27/2020 5:21 PM

Technological Resources in Arkansas Courts and Law Libraries

#	ADDRESS 2	DATE
1	Suite 301	9/10/2020 9:53 AM
2	Suite 101	9/5/2020 2:20 PM
3	Ste. 230	9/3/2020 9:16 AM
4	108 S. Moose St	9/3/2020 8:46 AM
5	P O Box 787	9/3/2020 8:01 AM
6	P.O. Box 80	9/3/2020 7:49 AM
7	Suite 360	9/2/2020 6:32 PM
8	Suite 101	9/2/2020 5:24 PM
9	20 E Magnolia St	9/1/2020 3:46 PM
10	P O Box 606	8/31/2020 8:11 AM
11	Room 201	8/28/2020 3:24 PM
12	1201 McMath Ave.	8/28/2020 12:40 PM
13	107 w Broadway	8/28/2020 12:37 PM
14	1st Div. Criminal	8/28/2020 12:25 PM
15	215 East Second Street South	8/28/2020 10:31 AM
16	P.O. Box 1510	8/28/2020 8:05 AM
17	Suite 320	8/27/2020 6:21 PM

Technological Resources in Arkansas Courts and Law Libraries

#	CITY/TOWN	DATE
1	Camden	9/11/2020 10:37 AM
2	Hot Springs	9/10/2020 9:53 AM
3	El Dorado	9/5/2020 2:20 PM
4	Harrison	9/3/2020 1:45 PM
5	Prairie Grove	9/3/2020 10:41 AM
6	El Dorado	9/3/2020 10:41 AM
7	Prescott	9/3/2020 9:42 AM
8	Camden	9/3/2020 9:18 AM
9	Little Rock	9/3/2020 9:16 AM
10	Morrilton	9/3/2020 8:46 AM
11	Little Rock	9/3/2020 8:23 AM
12	Bentonville	9/3/2020 8:12 AM
13	Quitman	9/3/2020 8:09 AM
14	Fordyce	9/3/2020 8:01 AM
15	Bald Knob	9/3/2020 7:59 AM
16	Siloam Springs	9/3/2020 7:49 AM
17	Hot springs	9/2/2020 7:41 PM
18	Little Rock	9/2/2020 6:32 PM
19	Fayetteville	9/2/2020 5:24 PM
20	Fort Smith	9/2/2020 3:45 PM
21	Rison	9/1/2020 3:46 PM
22	Monticello	9/1/2020 1:18 PM
23	Farmington	9/1/2020 9:56 AM
24	FORDYCE	8/31/2020 4:28 PM
25	Fort Smith	8/31/2020 4:01 PM
26	Forrest City	8/31/2020 2:55 PM
27	Lepanto	8/31/2020 2:51 PM
28	LEWISVILLE	8/31/2020 2:16 PM
29	Perryville	8/31/2020 11:20 AM
30	Morrilton	8/31/2020 10:52 AM
31	Fort Smith	8/31/2020 8:31 AM
32	Rison	8/31/2020 8:11 AM
33	BENTONVILLE	8/30/2020 7:40 PM
34	paragould	8/30/2020 12:26 PM
35	Little Rock	8/29/2020 9:06 AM
36	Star City	8/28/2020 3:24 PM
37	Monticello	8/28/2020 12:41 PM

Technological Resources in Arkansas Courts and Law Libraries

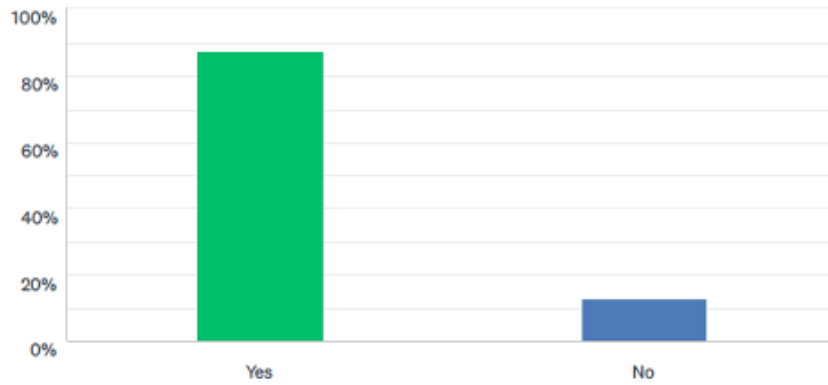
38	Little Rock	8/28/2020 12:40 PM
39	Pocahontas	8/28/2020 12:37 PM
40	Little Rock	8/28/2020 12:25 PM
41	Eudora	8/28/2020 11:00 AM
42	Lonoke	8/28/2020 10:47 AM
43	Huntsville	8/28/2020 10:40 AM
44	Benton	8/28/2020 10:35 AM
45	Prescott	8/28/2020 10:31 AM
46	Malvern	8/28/2020 9:57 AM
47	Cabot	8/28/2020 9:56 AM
48	Paragould	8/28/2020 9:47 AM
49	WARD	8/28/2020 9:34 AM
50	Hot Springs	8/28/2020 9:18 AM
51	Jasper	8/28/2020 8:59 AM
52	Newport	8/28/2020 8:44 AM
53	Conway	8/28/2020 8:42 AM
54	Mena	8/28/2020 8:37 AM
55	Elm Springs	8/28/2020 8:32 AM
56	Huntsville	8/28/2020 8:25 AM
57	Waldron	8/28/2020 8:20 AM
58	Green Forest	8/28/2020 8:05 AM
59	Texarkana	8/28/2020 7:50 AM
60	Texarkana	8/28/2020 7:42 AM
61	Ash Flat	8/28/2020 7:17 AM
62	Bentonville	8/28/2020 6:50 AM
63	Little Rock	8/28/2020 1:10 AM
64	Marion	8/27/2020 9:49 PM
65	Osceola	8/27/2020 8:09 PM
66	Gentry	8/27/2020 7:39 PM
67	Nashville	8/27/2020 6:33 PM
68	Little Rock	8/27/2020 6:21 PM
69	Hot Springs	8/27/2020 5:51 PM
70	Wynne	8/27/2020 5:34 PM
71	Fayetteville	8/27/2020 5:28 PM
72	fort smith	8/27/2020 5:21 PM

Appendix F

Data From Law Library Responses

Q7 Does your county law library fund provide legal resources for use by judges, attorneys, or the public?

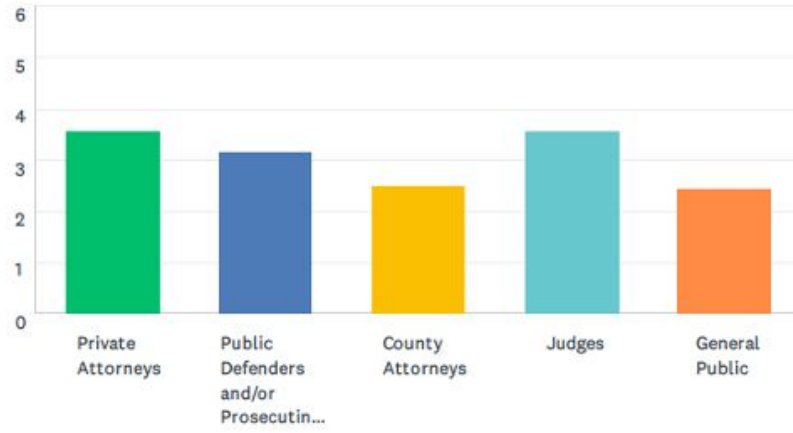
Answered: 8 Skipped: 64



ANSWER CHOICES	RESPONSES	
Yes	87.50%	7
No	12.50%	1
TOTAL		8

Q10 Who primarily uses the county law library or its resources? (Please rank in order from most to least)

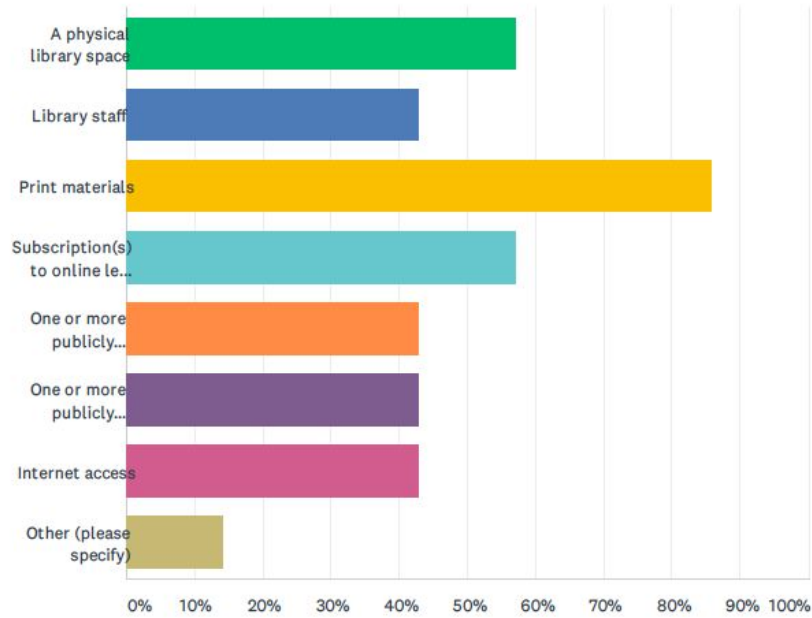
Answered: 7 Skipped: 65



	1	2	3	4	5	N/A	TOTAL	SCORE
Private Attorneys	28.57% 2	42.86% 3	0.00% 0	14.29% 1	14.29% 1	0.00% 0	7	3.57
Public Defenders and/or Prosecuting Attorneys	14.29% 1	14.29% 1	42.86% 3	28.57% 2	0.00% 0	0.00% 0	7	3.14
County Attorneys	14.29% 1	0.00% 0	14.29% 1	42.86% 3	14.29% 1	14.29% 1	7	2.50
Judges	28.57% 2	28.57% 2	28.57% 2	0.00% 0	14.29% 1	0.00% 0	7	3.57
General Public	14.29% 1	14.29% 1	14.29% 1	14.29% 1	42.86% 3	0.00% 0	7	2.43

Q8 What resources do the county law library funds provide? (Check all that apply)

Answered: 7 Skipped: 65

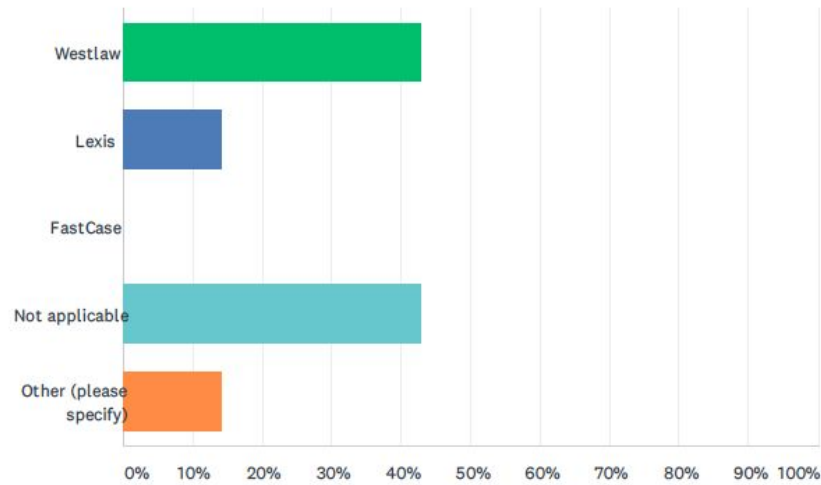


ANSWER CHOICES	RESPONSES
A physical library space	57.14% 4
Library staff	42.86% 3
Print materials	85.71% 6
Subscription(s) to online legal research databases	57.14% 4
One or more publicly accessible computers	42.86% 3
One or more publicly accessible printers	42.86% 3
Internet access	42.86% 3
Other (please specify)	14.29% 1
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
1	We sponsor a Pro Se Help Desk each week in the Law Library	9/2/2020 5:29 PM

Q9 Which online legal research database(s) does the law library fund pay for? (Check all that apply)

Answered: 7 Skipped: 65

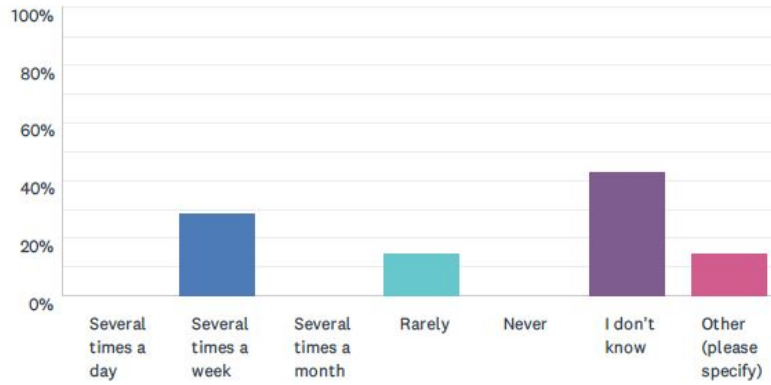


ANSWER CHOICES	RESPONSES
Westlaw	42.86% 3
Lexis	14.29% 1
FastCase	0.00% 0
Not applicable	42.86% 3
Other (please specify)	14.29% 1
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
1	We will be adding Westlaw in 2021	9/2/2020 5:29 PM

Q11 How frequently do people use the public resources offered?

Answered: 7 Skipped: 65



ANSWER CHOICES	RESPONSES	
Several times a day	0.00%	0
Several times a week	28.57%	2
Several times a month	0.00%	0
Rarely	14.29%	1
Never	0.00%	0
I don't know	42.86%	3
Other (please specify)	14.29%	1
TOTAL		7

#	OTHER (PLEASE SPECIFY)	DATE
1	Since COVID-19 shutdown this is not measurable however we still provide legal research reference and resource services via email and telephone.	9/2/2020 5:29 PM