



# Guide to Library Obligations

*PACER: Access and Education Program*

## **TRAINING OBLIGATIONS**

PACER: Access and Education Program participating libraries are expected to meet the following training expectations:

- Conduct at least one training class per quarter for the general public;
- Share PACER-related training materials for redistribution with other Program libraries;
- Provide PACER training or refresher opportunities at least once a year for library staff who may assist patrons in the use of PACER;
- Use the PACER Training Session Evaluation Form in each educational session; and
- Maintain statistics and report quarterly the number of education sessions conducted, the number of participants in the sessions, and the results from session evaluations.

## **PACER ACCOUNT OBLIGATIONS**

PACER: Access and Education Program participating libraries have the following obligations regarding their PACER accounts:

- Manage PACER accounts and track their usage;
- Pay for any accrued costs that exceed the \$50 / quarter waiver;
  - ◆ Statements, which contain a summary of the charges the account has incurred, are sent in January, April, July, and October. Detailed transaction information is available at the "Manage My PACER Account" section of the PACER Service Center website ([www.pacer.gov](http://www.pacer.gov)).
  - ◆ Alert the PACER Service Center to any errors in billing within 90 days of the date of the bill.
- Prevent unauthorized use of the account. If you believe there has been unauthorized use, you must notify the PACER Service Center immediately by emailing [pacer@psc.uscourts.gov](mailto:pacer@psc.uscourts.gov) or telephoning (800) 676-6856; and
- Attempts to collect data from PACER in a manner which avoids billing is strictly prohibited and may result in criminal prosecution or civil action. PACER privileges will be terminated if, in the judgment of judiciary personnel, they are being misused. Misuse includes, but is not limited to, using an automated process to repeatedly access those portions of the PACER application that do not assess a fee (i.e. calendar events report or case header information) for purposes of collecting case information.