Introduction GPO/AOC PACER Pilot Program

*The accounts are for training purposes only.

*How to instruct staff/patrons to create, monitor, and utilize their own PACER account?

I created and monitored a PACER account...

*I created my own PACER account. This allowed me to experience the process. I do not use the account.

* Allows me to be confident that what I am teaching is true.

Training Guides for Staff and Patrons

* Created the guides for the patrons....(or with the patron in mind)

* If the guides can assist patrons in creating and monitoring PACER then they should be able to assist staff to do the same.

* What's good for the goose is good for the gander

1. Created a home page for GPO/AOC PACER Pilot Program complete with updates and training materials.
http://www.sblawlibrary.org/pacer-training-pilot.html

2. How to Create a PACER Account -
I encouraged staff to create their own PACER account to see how it is done.

3. How to Monitor PACER Usage -
I provided the law library account information for staff to use while going through this guide.

4. How to Search for a Local Central District Case -
(Staff exercise) I had staff try to find a case....

The Practice Exercise
(Searching for a case)

* Localized the guide so it was specific to our District Court.

* Staff were given a case/file number and were required to provide information about the case, e.g. parties to the case....

*Staff discovered that the law library had been sued by a very dear and 'litigious" patron.
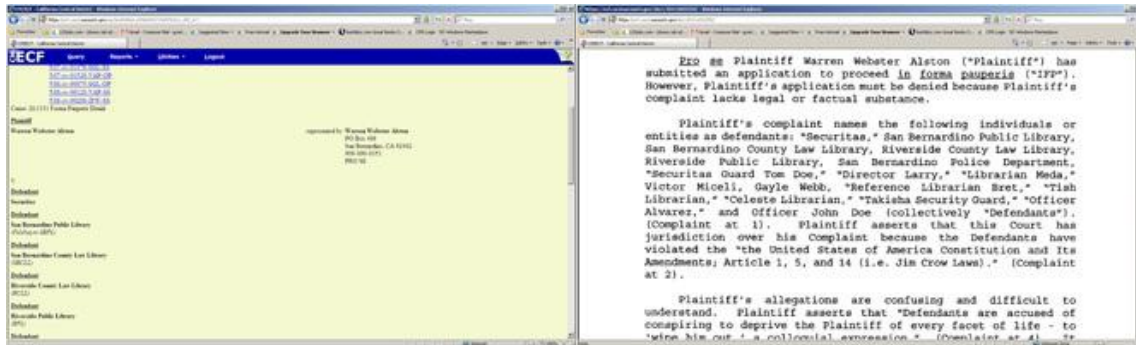
Judge Stotler provided a most astute ruling....

"Plaintiff's application must be denied because Plaintiff's complaint lacks legal or factual substance. ...

"Plaintiff's allegations are confusing and difficult to understand. Plaintiff asserts that 'Defendants are accused of conspiring to deprive the Plaintiff of every facet of life – to 'wipe him out,' a colloquial expression.' It appears that during a visit to the San Bernardino Public Law Library, Plaintiff's cell phone was stolen and that he was dissatisfied with the staff's response. He also asserts that he suffered 'discriminatory acts' at the Riverside Public Law Library. **The remaining allegations are rambling, illogical and nonsensical."**

<u>PACER Training Session Evaluation Form for Staff</u>
(San Bernardino County Law Library)

1. Did this training session provide you with the information you expected and needed? Y/N
   (Y:100 %)

2. What would you have liked to have seen covered in the session that wasn't?
   (*How to search by name, is there someone patrons can call if they need assistance with PACER?)*

3. What in the training session was most helpful?
   ("Q&A Format made it easy to follow," "the practice exercise helped me get a feel for the system," "logging in and conducting a search," "the pictures in the guides were helpful.")

4. What in the training session was least helpful?
   ("Relying just on the guides there is no way to confirm question with someone familiar with PACER," No physical person to ask for clarification on text meanings," "waiting on password.")

5. How long did the training session last? (I had them include, everything...)
   (20 minutes tops, 15 mins, 1.5 hours...)

6. Please provide other comments or feedback that will help us plan future training sessions?
   ("Maybe a powerpoint instead," "no need to open our own account.")

Follow Up Training

* If anyone had problems we did one on one follow up training.

* Answered any lingering questions.

* Resolved any difficulties staff had during the self training.

Continuing Education and Future Training

* The GPO/AOC Pilot program calls for training at various intervals throughout the program.

* We are planning additional and more advanced training.

* Will continue the self-training model. Staff can do it at their own pace, we do not have to coordinate schedules. Much more hands on.

* Will do some large group training either for staff or for the public by staff...