# Guidelines for Visitor Services

What TMLL library staff can and cannot do to help you:

<table>
<thead>
<tr>
<th>We can</th>
<th>We cannot</th>
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<tbody>
<tr>
<td>direct you to a self-help center where you can receive assistance in representing yourself.</td>
<td>talk to an attorney for you or tell you whether or not you should bring your case to court.</td>
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<tr>
<td>provide you with the contact information of a local lawyer referral service, or other service where you can get legal help.</td>
<td>interpret laws or court documents, read them over the phone, or tell you what you “should” do, or what the “right” thing to do is.</td>
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<tr>
<td>give you information about law libraries and online resources.</td>
<td>tell you what words to use in your papers or other legal documents.</td>
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<tr>
<td>give you general information about court rules, procedures and practices.</td>
<td>give you an opinion about what will happen if you bring your case to court.</td>
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<tr>
<td>show you where to look for the law, court forms and instructions.</td>
<td>tell you which laws or court forms are relevant to proceed with your claim.</td>
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<tr>
<td>show you how to make copies or help you search a database if you have special needs.</td>
<td>conduct research for you.</td>
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</tbody>
</table>

Since library staff may not know the answers to all questions about court rules, procedures and practices, and because we do not want to give you incorrect information, we will not answer questions if we do not know the correct answer or if the answer could be considered legal advice. For additional information, please contact a self-help center or other legal services program:

- **Enoch Pratt Free Library, Lawyer in the Library**
  - [website](http://www.prattlibrary.org/services/lawyer-in-the-library)
  - (443) 451-2805
  - virtualcommunitylawyer@mdlab.org

- **JustAdvice Clinic**
  - [website](http://www.law.umaryland.edu/Programs-and-Impact/Clinical-Law/Just-Advice/)
  - (410) 547-6537
  - JustAdvice@law.umaryland.edu

- **Maryland Courts – Court Help Toolkit**
  - [website](https://mdcourts.gov/courthelp)

- **Maryland District Court Self-Help Center**
  - [website](http://www.courts.state.md.us/helpcenter/inperson/dc)

- **Maryland Legal Aid**
  - [website](http://www.mldlab.org)

- **Maryland State Bar Association – Lawyer Referral Information**
  - [website](http://www.msba.org/for-the-public/lawyer-referral-information)

- **Maryland Volunteer Lawyers Service (MVLS)**
  - (410) 547-6537
  - [website](https://mvlslaw.org/get-legal-help/apply-for-services/)

- **People’s Law Library of Maryland**
  - [website](http://www.peoples-law.org)