

AACPLL

*access to justice
through
access to legal information*

Report of the
Anne Arundel
County Public
Law Library

FISCAL YEAR
2020

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Anne Arundel County Public Law Library

Anne Arundel County Circuit Court

July 2019 – June 2020

Vision access to justice through access to legal information

Mission The Anne Arundel County Public Law Library serves the needs of Anne Arundel County’s court, attorneys, government and citizens by providing access to legal information resources; promoting access to these resources; creating educational opportunities that enhance the understanding of legal information; and providing access to programs providing legal advice to the public.

Introduction

The law library kept to its vision providing access to justice through access to legal information while facing the challenges of the Coronavirus pandemic.

This report provides a picture of library use, programs, resources, services, staff and finances. The strategic plan with goals and actions taken is included.

AACPLL Statistics

FY2020



26,034 visitors

105 per day



4708 questions

19 per day



28,521 web-hits

115 per day



248
served by law library self-help legal advice
programs

FY2020 - Who



82%
Public



13%
Attorneys



5%
Judiciary

FY 2020 - How



85%
In Person

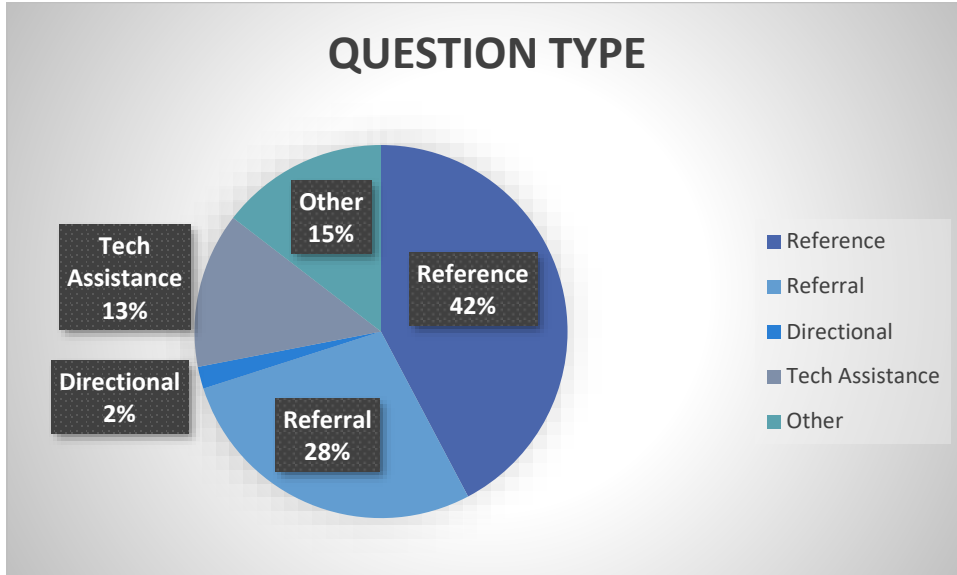


11%
Phone



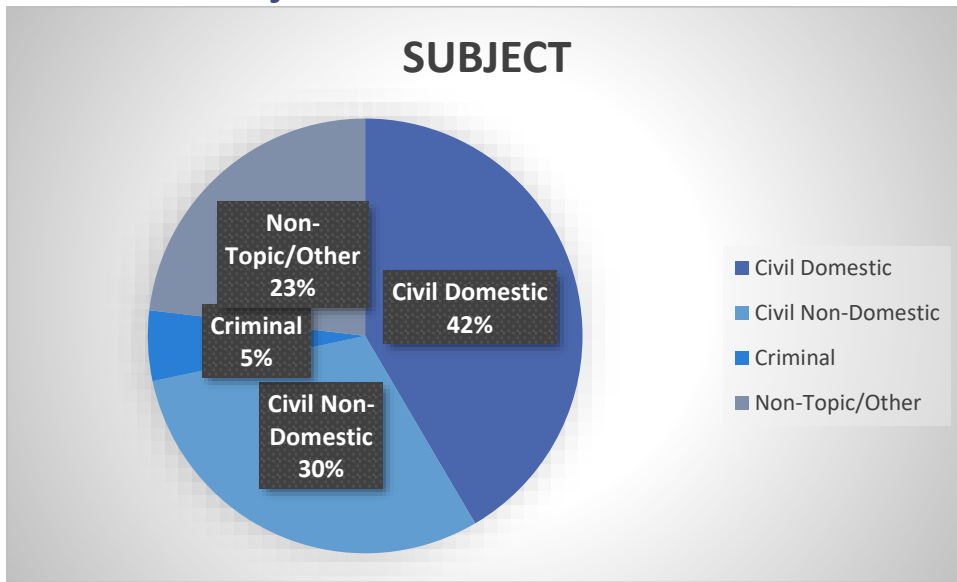
4%
Email

FY2020 - Question Type



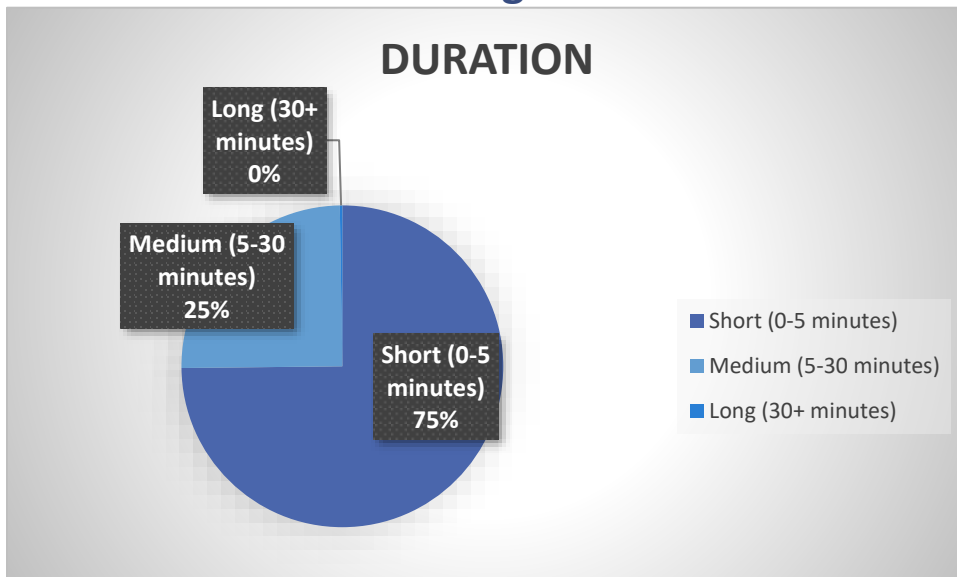
70% OF QUESTIONS
INVOLVE REFERENCE &
REFERRALS

FY2020 – Subject Matter



72% OF
QUESTIONS ARE
CIVIL

FY2020 - Transaction Length

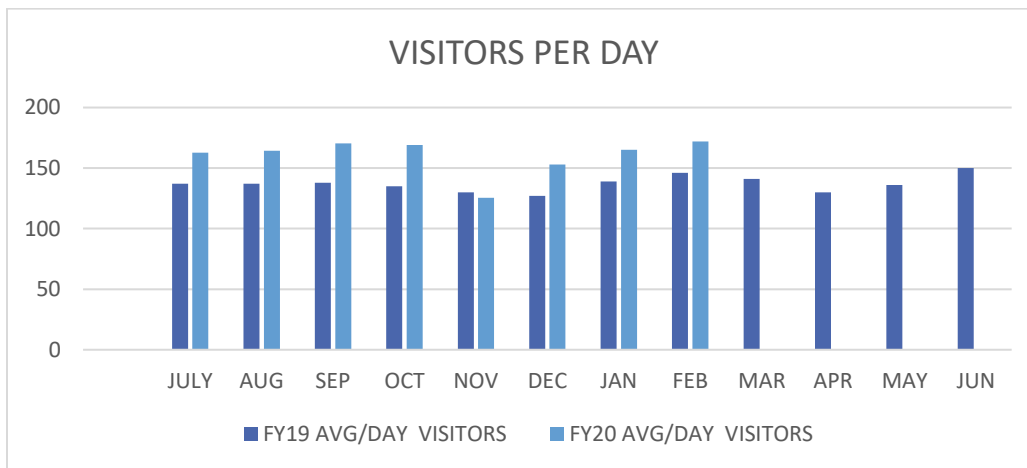


75% OF
TRANSACTIONS
TAKE 5
MINUTES OR
LESS

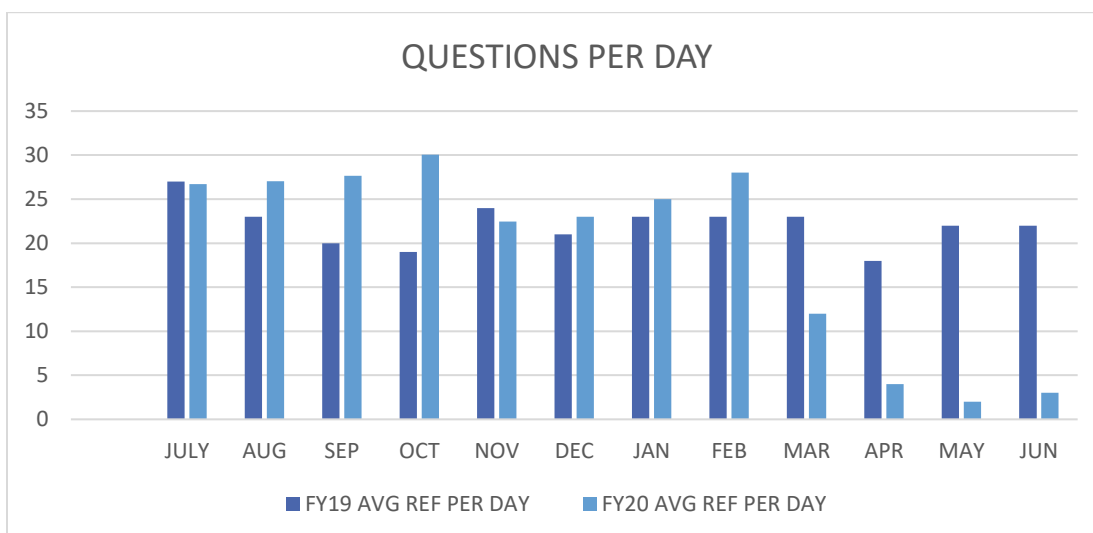
Reports for each FY can be found here: <https://aacpll.org/annual-reports/>

AACPLL Statistics – The COVID Effect

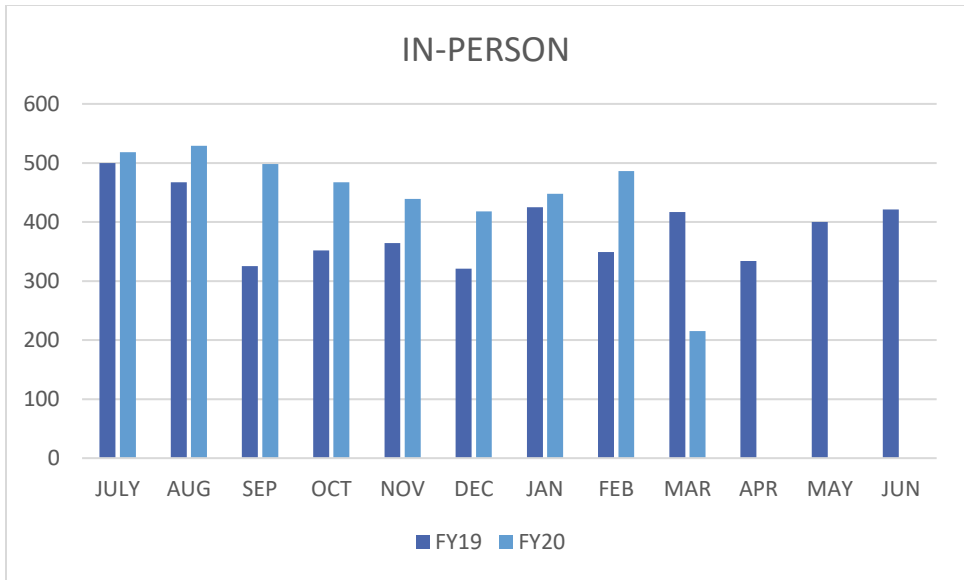
Restricted public access to the court had a direct effect on law library use. The number of visitors was on track in FY20 to show a sizeable increase compared to FY19 until March when the number of visitors fell to zero.



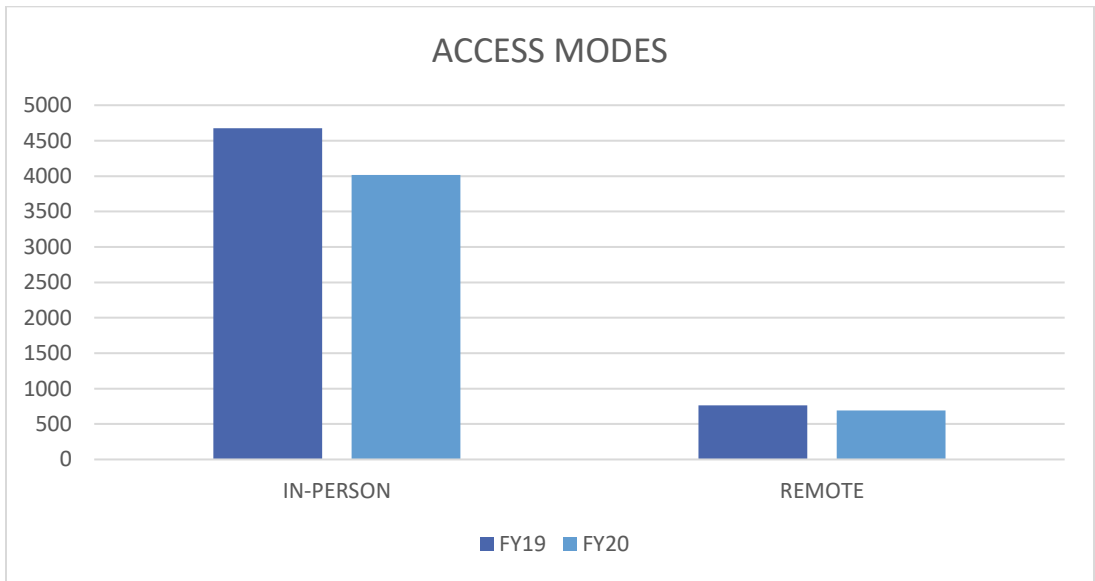
The number of questions per day showed an increase as well until March. The number of questions dropped dramatically with limited public access to the court beginning in March.



Library use has always seen a larger percentage of in-person use.



The lack of in-person access did not translate into more remote access in FY20. There was no increase in remote access methods to correspond to the lack of in-person access starting in March.



Library Services

The legal information needs of the law library's diverse user groups are varied.

The law library serves the court with:

- Research assistance
- Management of chambers resources
- Westlaw password and Lexis E-book access
- Maintenance of the chambers reserve collection

Examples of research assistance requests:

How to find out if a bill became a law from the 2020 session?

How can I get a Westlaw password?

Is there a book on Maryland zoning?

Help finding law on standing to petition regarding creation of trust by power of attorney

Help with formulating a Westlaw search

Where can I find the text of Article 64 in the 1874 Maryland Code?

Where can I find old Maryland cases not on Westlaw?

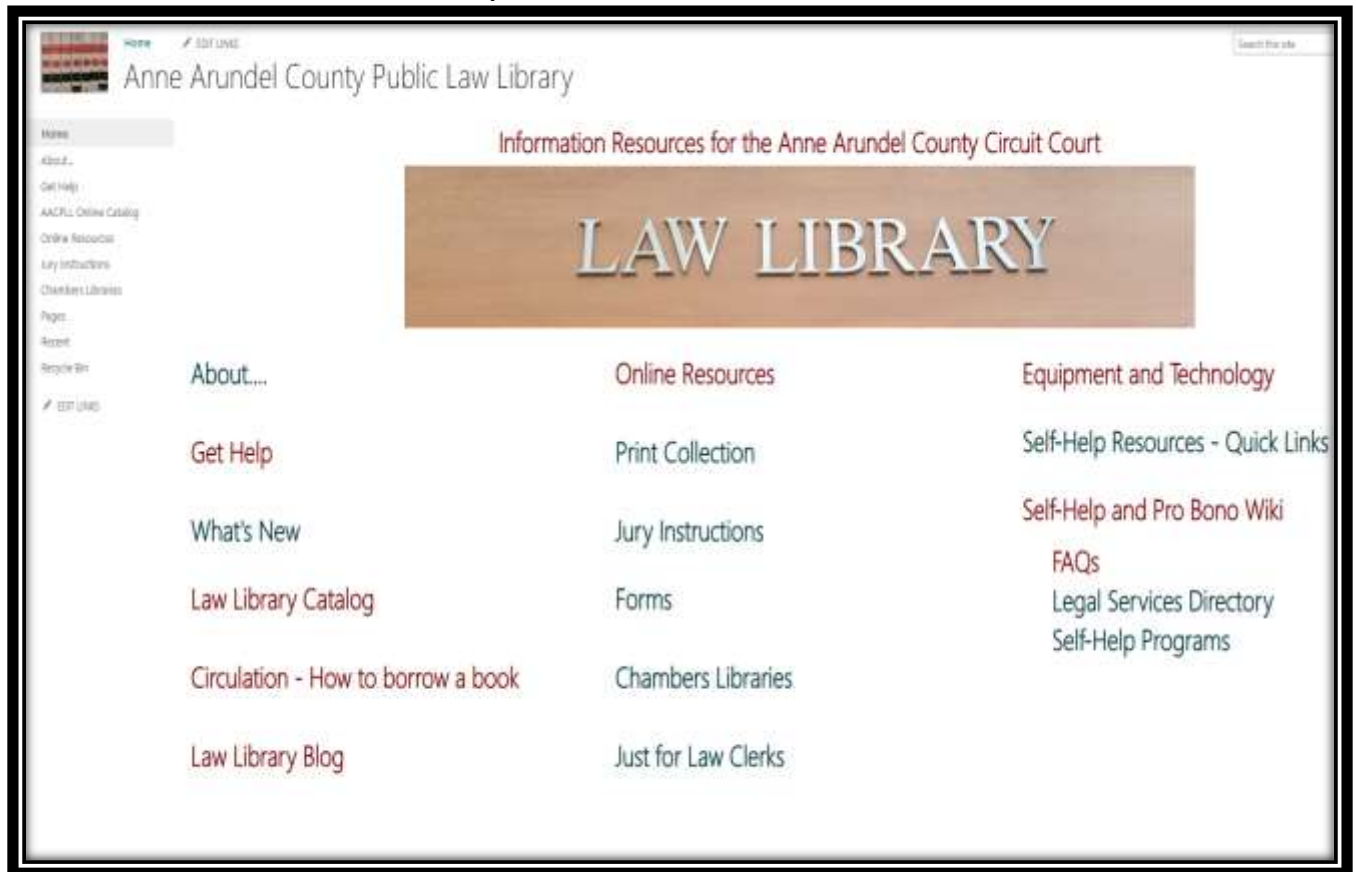
How to find a section in Maryland Rules Commentary?

Where can I find Title 11 of COMAR?

Can subsequent accidents be brought into an accident case?

Help with verifying verify DCD citations - Department of Corrections Directives

This year the library created a SharePoint site - Information Resources for the Anne Arundel County Circuit Court.



Here the court can find information on resources available and how to access them. Information includes how to access jury instructions, Westlaw and Lexis ebooks. Contact the law library for access.

The law library serves the bar with:

- Research assistance
- Online query formulation
- Technology and MDEC assistance
- Pro bono coordination
- Circulation of legal texts and treatises

Thanks for your help (again and again and again).

Examples of research assistance requests:

I need the 1977 residential building code.

With the library closed how can I access NIMMER ON COPYRIGHT?

How to access Lexis for Jury Verdicts

I need a particular instruction from the 1987 edition of MSBA's Maryland Criminal Pattern Jury Instructions

How can I access Westlaw now that the court is closed?

Help locating Maryland zoning case from the 1970's?

Is there primer on presenting evidence in court?

I need the cases listed in Fader chapter on modification of child custody.

Where are your form books? looking for a practice form for "release of lien."

Is there a treatise on the "foreign corrupt practices act"?

Do you have the USCA?

Where can I find the book on ...?

This year the law library supported the Family Law Mentoring and Pro Bono Study Group. This project of the Anne Arundel Pro Bono Committee consists of monthly meetings of new attorneys (mentees) and established family law attorneys (mentors). Meetings include case discussion, guidance, and special speakers. Hon. Cathy Vitale was the guest speaker at the last in-person meeting in February.



The group met in the law library to take advantage of research resources. The law librarian can now attend the virtual meetings to suggest and share appropriate resources. The librarian has provided the group with relevant chapters, articles and instructions on how to access cases using Google Scholar.

You have been extremely helpful with my law clerks - you have stepped up where I haven't had the time - I really appreciate your help.

The law library serves the public with:

- Research assistance
- Legal research training and instruction
- Legal services referrals
- Technology and MDEC assistance
- Access to self-help resources
- Curated online information
- Legal advice programs
- Access to the MCSHC (Maryland Courts Self-Help Center)
- Coordination with the Family Law Self-Help Center services

We had no idea what to do but now we have a direction and a start.

Examples of legal reference and referral requests:

Where can I find adoption records and where would I file a request to see them?

I need help with a nursing home payment for my mother - I have power of attorney - do I have to give them all of the proceeds from sale of her mobile home?

Do you have a template for a separation agreement?

I need a pro bono attorney for custody and visitation.

Need help understanding divorce and separation.

How can I get help with filing for emergency custody?

I need to have a simple will drawn-up.

How can I find my Maryland legislators for help?

I am looking for the 1978 Anne Arundel County General Development Plan (GDP).

I am calling about custody - my father needs information on how to do this - he speaks Spanish.

Can you help me find something on CaseSearch?

What are my rights after my job offer has been rescinded? I quit my other job and cannot get unemployment.

Is this the self-help? My son is in a group home due to his bi-polar but was arrested and used a bail bondsman and had an affidavit judgment that was dismissed March 2 but again on April 2 without a hearing.

My husband is in federal prison and wants me to file his request for compassionate release - how do you file something in federal court?

This year, to more efficiently respond to the remote requests of self-represented litigants the law library developed email FAQ templates for family law and civil issues. The templates provide links to the Wiki FAQs as well as legal assistance referrals. The templates can also be used to provide contactless access to information to in-person library users.

I was not sure how limited the law library is with Covid restrictions and was confused by the online website in regards to printing my own forms. Thank you for organizing and presenting the information so clearly.

[Wiki FAQs](#) contain links to the law, online articles, forms and videos, as well as lists of print material in the library pertaining to topics that are most often asked by the public. The FAQs are a part of the [AACPLL Self Help and Pro Bono WIKI](#).

Library Services – COVID Response

When the court limited access to the building in March, the law library provided remote service via phone and email. Remote services continue to be available to those who do not need to visit the court in-person. Copies of requested information was (and still can be) sent via email. For requests for information that is not available online such as legislative history information, the librarian can scan and email the needed sections.

Westlaw and Lexis access were made available through the publishers and was distributed upon request by the law library. Online research sessions using screen sharing allows users to search databases with librarian assistance in real time.

The law library created a [Virtual Reference Desk](#) for easy access to remote library services.

The [Lawyer in the Library program](#) was converted to a remote program beginning in May.

The [AACPLL Blog: Law Library News](#) provided updates on COVID and collected the posts on the [COVID resource page](#).

Access to Justice Initiatives

Brief Legal Advice Services

[Lawyer in the Library](#) provides the opportunity to consult with a volunteer lawyer for at least 20 minutes about civil, non-family legal issues for free. The program was held weekly in the Law Library from 11:00 – 1:00 with expanded locations and hours monthly in Anne Arundel County Public Library libraries, the Glen Burnie Regional Library and the Eastport-Annapolis Neck Community Library, in the evening from 4:30 p.m. – 6:30 p.m. on the first Tuesday and the third Wednesday, until March. Starting in May, the Lawyer in the Library was offered remotely, same times and days as before.

I am just calling to say thank you for being able to talk to the lawyer yesterday. It was wonderful. I got the information I needed and know what I need to file now.



Participation was much lower than it was before COVID, but it is hoped that numbers will increase with more publication of the service's availability.

[Homeless Resource Day](#) is an annual event coordinated by the Department of Social Services. Legal services are coordinated by the law librarian who attends event planning meetings. This event was scheduled for March but was postponed due to the Coronavirus.

The remote [MVLS Foreclosure Clinic](#) was discontinued by MVLS. Instead, the Law Library now provides intake. The forms and documents are scanned and emailed to MVLS attorneys who would then contact the client at a later date.

MVLS, the Maryland Volunteer Lawyers Service sponsors both the Lawyer in the Library and the Homeless Resource Day program.

Celebrate Pro Bono



Organizer Ginina Stevenson with volunteers

Also sponsored by MVLS and coordinated by the law library was the **Free Legal Fair and Expungement Clinic** with the Local Pro Bono Committee and the North Arundel County Alumnae Chapter, Delta Sigma Theta Sorority, Inc. and Zeta Phi Beta Sorority, Inc. Rho Eta Zeta Chapter on October 26, 2019.



The law library hosted an **Article Review-A-Thon**. Law clerks and local attorneys met for lunch in the Law Library conference room to review articles on the [People's Law Library of Maryland](#), a free, online legal encyclopedia of Maryland law and procedure.



Lunch was provided by the Maryland State Law Library. Lee Sampson and Chi Song of People's and Hon. Mark Crooks were there to provide guidance.

Pro Bono Recognition Lunch - postponed

The law librarian usually coordinates Anne Arundel County's annual Pro Bono Recognition Lunch held in the law library's reading room.

Attorneys, who volunteer for law library pro bono programs, act as facilitators for the court, or take cases pro bono are recognized for their service. This event was to take place in the late spring and was postponed due to the Coronavirus.

AABA President's Pro Bono Award

The Anne Arundel Bar Association reinstated the President's pro Bono Award at the request of the Local Pro Bono Committee in 2016. The law librarian created an online nomination form used for the award. Award recipients are listed [here](#). The award is usually presented at a joint dinner meeting of the Anne Arundel County Bar Association and the James C. Cawood, Jr. Inns of Court. That meeting has yet to take place due to the Coronavirus, but plaques will be presented when an in-person event is possible.

Staff

Law library staff consisted of the Law Library Director and one full time contractual position. The contractual position was shared with Denise Wolfe and two others. Jean Stephens held the position until August of 2019 and was replaced by Sarah Green in December. (With the retirement of Nancy Wallace in 2011, the law library lost its permanent assistant law librarian position. The law library was then allotted one contractual FTE position.) Betsy Saunders volunteers with the Lawyer in the Library program in addition to help with Family Law Self-Help Center sign-in.

Ever-changing staff requires extensive and ongoing training requirements. These training periods adversely affect law library productivity and service as do periods without any support staff. The law library worked most efficiently with two full-time positions and the one part-time position that was funded by the now discontinued Maryland State Law Library Grant program. There were no backlogs and most always at least two staff members were available in the law library. Reinstatement of the Assistant Librarian position would improve library productivity and service.

The library participates in the Bucknell University externship program. Students are given the opportunity to explore a career area of interest by visiting a workplace. Two externs participated in January and were given an overview of the law library but also met with law clerks to learn about law school and to observe what happens in a courtroom. They especially appreciated the ability to have lunch with the clerks this year.

The Court's Spanish Staff Interpreter, Eduardo Pedraza, had a desk in the law library staff area until he left in February 2020. We were sorry to see him go but happy to welcome Ruben Sotogomez. As soon as Ruben took over, the court and library were no longer open to the public limiting the opportunity to assist Spanish speakers who came to the information desk or to the Family Law Self Help Center.

Staff Highlights

Joan Bellistri worked with Catherine McGuire, Head of Reference and Outreach at the Thurgood Marshall State Law Library, and Reena Shah, Executive Director of the Maryland Access to Justice Commission to create a sustainable, continuing program to train public librarians in legal reference. With COVID, trainings became virtual allowing the program to reach even more public librarians across the state.

Joan Bellistri as chair of the American Association of Law Libraries Government Law Libraries Special Interest Section, presided over the Annual Meeting in July of 2019.

Joan presented two programs on law libraries and access to justice at the Self-Represented Litigation Network Conference in March 2020 and was on a panel at the American Association of Law Libraries 2019 Conference.

Joan Bellistri with Sara Galligan, Ramsey County Law Library Director in St. Paul, MN received the AALL LEXISNEXIS RESEARCH FUND GRANT to create a survey of law library service to self-represented litigants. Results are available in a Story Map, "[How Law Libraries Are Serving Self-Represented Litigants Across the Country.](#)" SRLN staff created an accompanying video: [OPEN TO THE PUBLIC: Law Libraries Across the County Are Building Stronger Communities by Serving Self-Represented Litigants.](#)

Joan Bellistri and Sara Galligan, recipients of AALL LEXISNEXIS RESEARCH FUND GRANT 2019, present the Story Map at AALL 2019 Poster Session.



Professional Participation, Presentations, Publications and Awards

Memberships

- Conference of Maryland Court Law Library Directors, member 2007 – present (Chair, 2007-2009)
- Anne Arundel County Local Pro Bono Committee, member, (Chair, 7/2011 – 6/2015)
- Maryland Judicial Council Court Access and Community Relations Committee, member, 2015 - 2020
 - Self-Represented Litigant Subcommittee (2015 - present)
- Maryland Court of Appeals Standing Committee on Pro Bono Legal Service, Public Member, 05/12/2010 - present
 - Liaison to Anne Arundel County Local Pro Bono Committee
- Pro Bono Coordinating Council, member, 2013 - present
- LLAM (Law Library Association of Maryland) Member, 1982- present -
 - GRC\Vendor Relations, Chair, 2006 - present
- Maryland Library Association, Member
 - LLAM Representative on the Legislative Panel, 2005 - present
- GLL (Government Law Libraries, American Association of Law Libraries Special Interest Section) Member, 1980- present
 - Chair, 2018-2019
- LISP (Legal Information Services to the Public, American Association of Law Libraries Special Interest Section) Member, 1996-present
- Self-Represented Litigation Network, Member, December 2008 -present
 - Law Librarians Working Group, Member, 2008- present (Chair, 2012-2013)

Presentations

“Law Libraries: Open to the Public,” Speaker, Self-Represented Litigant Conference, March 2020

“Libraries: How to Develop Partnerships with Public Libraries,” Speaker, Self-Represented Litigant Conference, March 2020

[“AACPLL – Helping the SRL,”](#) presentation to the Anne Arundel County Clerk’s Office staff, July 2019

“Surfing the Horizons: Law Libraries, Pro Bono and Community Resource Partners for Access to Justice,” Speaker, American Association of Law Libraries Annual Conference, July 2019

“Law Libraries Self-Help Services and Programs,” Poster Session American Association of Law Libraries Annual Conference, July 2019

Publications

[“How Law Libraries Are Serving Self-Represented Litigants Across the Country,”](#) Story Map of the “SRLN Survey of Self-Help Services and Programs in Law Libraries” with Sara Galligan, Katherine Alteneder, Alison Davis-Holland & Suzanne Wade, July 2019 (SRLN created an accompanying video, [“OPEN TO THE PUBLIC: Law Libraries Across the County Are Building Stronger Communities by Serving Self-Represented Litigants”](#))

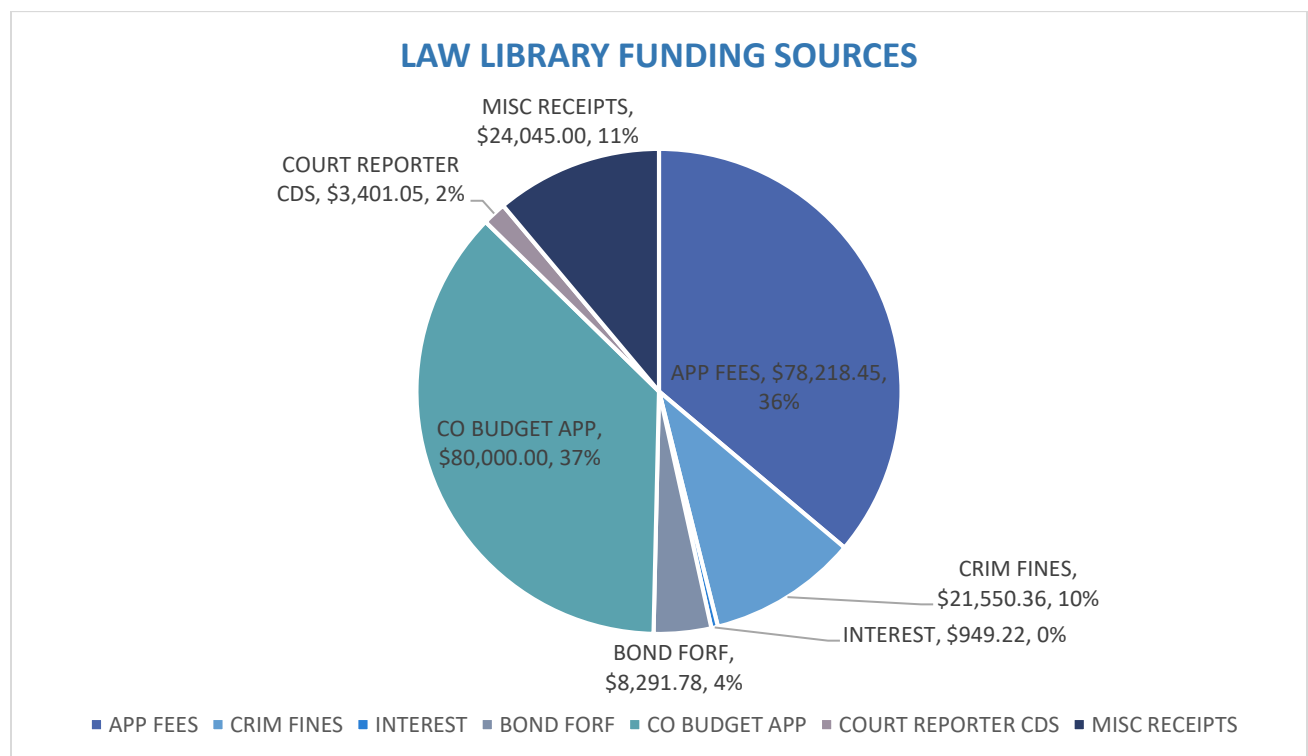
Awards/Honors

AALL LEXISNEXIS RESEARCH FUND GRANT 2019 with Sara Galligan, and AALL Government Law Libraries SIS (GLL-SIS) for Law Library Services to Self-Represented Litigants: A Survey

Funding

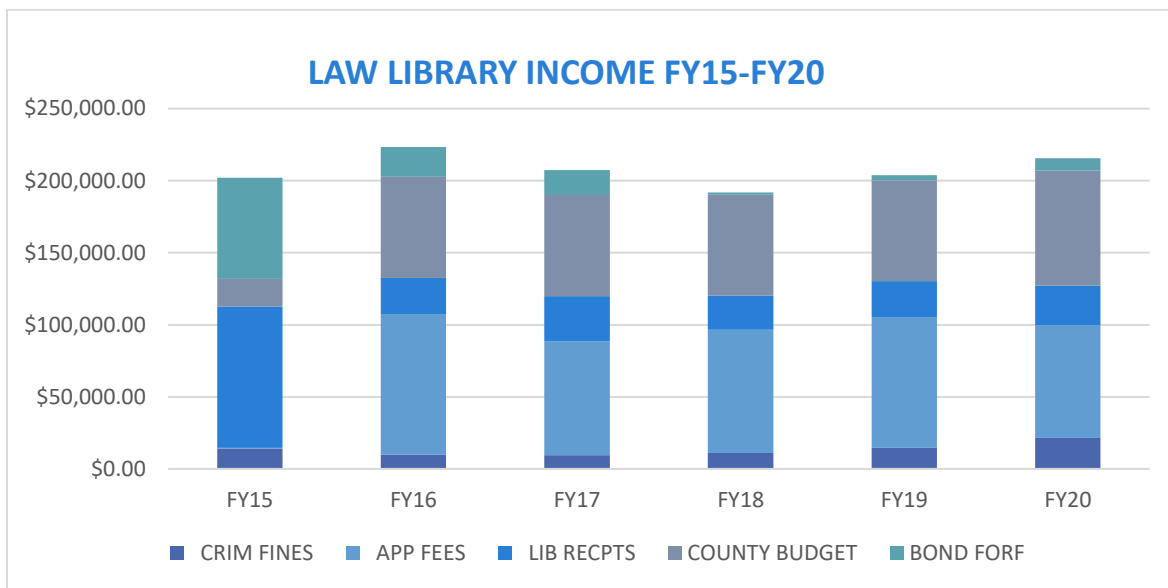
Funding Sources

The law library is funded by a budget appropriation, appearance fees, criminal fines, bond forfeitures held beyond ten years and miscellaneous payments that include copies, print, faxes, used book sales, and court reporter charges for CDs. Most of the library’s funding sources are unpredictable.

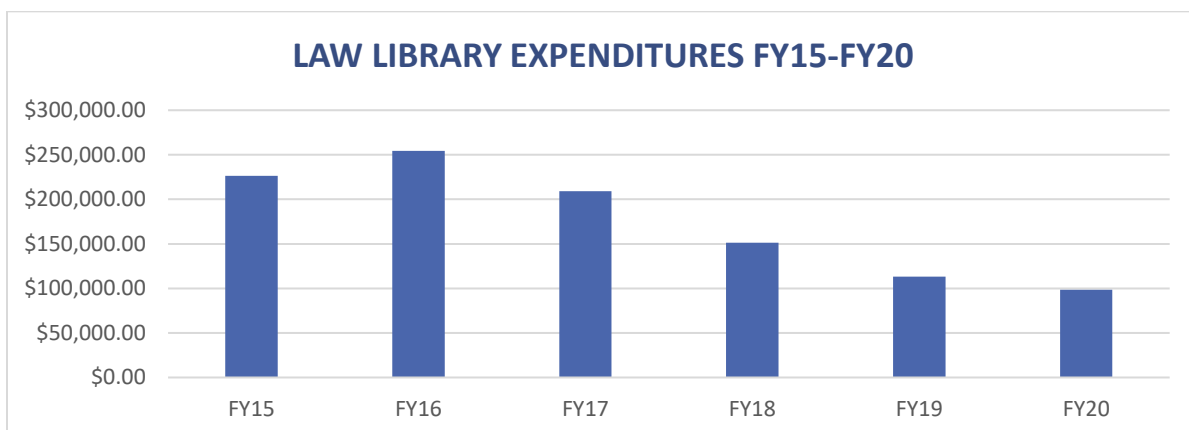


Law Library Financial Report FY2020

FY20, despite the COVID interruption, was an improvement when compared with FY19. Income increased by 5% even though appearance fees decreased in May and June creating an overall decrease of 13% for appearance fees. However, criminal fines were unusually large, an increase of 47%. The amount of bond forfeitures reaching the 10-year mark was \$4819 more than it was in FY19.



Law library expenditures decreased by 13%. Many publications were delayed, and other purchases were put on hold while the library was closed to the public.



COVID EFFECT

It is expected that the continued decrease in court filings will result in a corresponding decrease in appearance fees collected for the law library.

The law library's spending plan which now relies more on digital resources with much of the print titles no longer updated, allows for such a situation and is on track to be able to continue as planned for FY21 without further reductions.

Strategic Plan: Status Report

The law library developed a strategic plan for 2017-2020 in order to make the best use of resources and to provide the highest quality of service to all who use the law library. The plan with goals and actions taken over the last year follows. Actions may address more than one goal as indicated by the numbers following each action. The [plan has been updated for FY2021](#) and beyond.

GOALS

1. Provide access to justice

"The Maryland Judiciary ensures equal access to justice. The courts develop services and programs that facilitate access to and understanding of court processes." To meet this GOAL, the Anne Arundel Public Law Library will:

- Provide cost-effective and equal access to legal information resources in multiple formats.
- Identify and respond to information needs of the judiciary and attorneys.
- Identify and respond to areas where self-represented litigants request assistance to legal information.
- Remove barriers that may prevent access to legal information and services.

- Ensure that people who come to our courts without a lawyer know that legal resources are available to them through the law library.
- Strengthen public awareness and understanding of the Judiciary through library resources and programs.
- Expand self-help programs and resources.
- Continue outreach through partnerships for such programs as Anne Arundel County Homeless Resource Day and Lawyer in the Library.

2. Be responsive and adaptable to changing community needs

“The Maryland Judiciary provides responsive leadership, ensures a respectful forum for justice, and proactively addresses the changing needs of its constituents and employees. With the aim of helping families and our communities and, in particular, our most vulnerable citizens, children and seniors.” The AACPLL will:

- Retain a sufficient amount of print-based legal information to meet the needs of those with limited computer skills who access the courts.
- Wisely experiment with newer technologies, such as e-books, “discovery” tools (online catalog) and expanded databases.
- Provide access to resources to assist the non-attorney and self-represented litigant.
- Promote and use language access resources.

3. Communicate effectively with stakeholders

“The Maryland Judiciary communicates effectively to inform and educate the public, the bar, justice partners and staff.” The law library will:

- Provide legal research training to Judiciary staff, as needed.
- Provide programs for courthouse staff on legal resources available to the public.
- Provide training to the Anne Arundel County Public Law Library staff on legal research, reference, and referrals.
- Create and develop talks, open to the public and courthouse staff, on topics relating to “Everyday Law.”
- Provide information about library resources and referrals to local government departments and elected officials.

- Continue to partner with the local bar association, legal service providers and public libraries to provide “Lawyer in the Library” programs.
- Keep current and distribute law library information brochures.
- Create, update and distribute local legal referral information.
- Continue to work with the Anne Arundel County Local Pro Bono Committee to promote pro bono service by Anne Arundel attorneys.
- Promote library resources of interest to the court and bar through the use of varied communication methods.
- Create and maintain online information sources for the general public.

4. Improve systems and processes

“The Maryland Judiciary is forward-thinking and focused on continuous improvements to systems and processes, helping the courts to better serve the people and provide for prompt, efficient and just resolution of cases.” To achieve this GOAL, the law library will:

- Maintain Mutual Aid Agreements with other Maryland Law Libraries as part of the Court’s Continuity of Operations Plan (COOP).
- Provide access to computers and programs needed for document creation and e-filing.
- Review and revise law library procedures as needed to meet the information needs of users.
- Coordinate with court IT so that technology needed to provide the services needed by all is available.

5. Be accountable

“The Maryland Judiciary holds itself to the highest standards of excellence and administers justice with diligence and integrity.” The action plan to reach this GOAL includes:

- Adhering to CMCLLD standards for library operation and resources.
- Providing reports to court administration on library operations.

6. Assure the highest level of service

Because a dedicated and professional workforce is essential to providing quality service to all, the Maryland Judiciary trains, develops and supports a professional and skilled workforce. Our action plans include:

- Providing the training needed for professional development of court library staff.
- Participating in continuing education.
- Participating in professional library and legal services organizations.
- Providing access to the information to meet the needs of all user communities.

7. Build partnerships

The Maryland Judiciary works collaboratively with its justice partners and the public to fulfill its mission. This action plan includes:

- Collaborating with the Anne Arundel Bar Association to promote pro bono in Anne Arundel County.
- Supporting the work of other court departments to ensure they have the information needed for the work of the department and those they serve.
- Collaborating with the Conference of Maryland Court Law Library Directors in matters relating to the operation, management and leadership of the court libraries.
- Coordinating with the Judiciary's Access to Justice Department to enhance library programs and resources.
- Participating in the work of the Judicial Council Community Access and Community Relations Committee to provide the perspective of court law libraries.
- Communicating with the Maryland Access to Justice Commission to ensure awareness of law library programs and resources.
- Working with the Anne Arundel County Public Library to expand law library services and programs.
- Developing and continuing partnerships with Maryland legal service providers to provide services to those of low and middle income.

- Collaborating with Legal Aid in Anne Arundel County to coordinate legal information resources needed to support the Family Law Self-Help Center.
- Participating in the work of the Government Law Libraries Special Interest Section of the American Association of Law Libraries; the Self Represented Litigation Network Law Librarians Working Group; the Law Library Association of Maryland; and the Maryland Library Association.

8. Use resources wisely

The Maryland Judiciary uses public funds wisely to assure sufficient resources for personnel, facilities, programs, equipment and technology, all with the aim of efficiently administering justice and providing exceptional public service. This action plan includes:

- Providing transparent budgeting processes.
- Leveraging additional assistance through the use of library interns and volunteers.
- Sharing resources through inter-library loan and document delivery.
- Assessing resources for relevancy to the needs of all user groups.
- Working with vendors to maximize library material/resource dollars.

ACTIONS

- The law library provides online family law forms packets to support the work of the Family Law Self-Help Center. The packets include links to online forms as listed in results of the [mdcourts.gov](#) forms finder as well as links to online articles and listings of books in the law library. [\(1, 2, 6, 7\)](#)
- To more efficiently respond to the remote requests of self-represented litigants the law library has developed email FAQ templates for family law and civil issues. [\(1, 2, 3, 4\)](#)

- The law library created a virtual reference desk to facilitate remote access to library services during the COVID emergency. ([1](#), [2](#), [3](#))
- The law library supported the work of the Family Law Self-Help Center with referrals to and from, curated online wiki content, copiers, computers, printers and access to legal information resources. ([1](#), [2](#), [7](#))
- The law library provided access to Westlaw and Lexis remotely by distributing passwords and access instructions for access. ([1](#), [2](#), [7](#))
- The law library provided training on self-represented litigant resources to employees of the Office of the Clerk of the Court. ([1](#), [3](#))
- The law library continued to offer self-help programs and events, all of which are sponsored by MVLS. The Lawyer in the Library program was offered virtually beginning in May. ([1](#), [2](#), [6](#), [7](#))
- During Maryland's Pro Bono Celebration, the law librarian coordinated a Legal Fair and Expungement Clinic partnering with two sororities, Delta Sigma Theta and Zeta Phi Beta and the Local Pro Bono Committee. ([1](#), [6](#), [7](#))
- The law library's conference room was converted to a trial viewing room for the press. Printers were added to reading room computers to facilitate access to court files for the press during the Ramos trial. The trial was postponed. ([2](#), [4](#), [7](#))
- The law library hosted a People's Law Library Article Review-a-Thon as a part of Maryland's Pro Bono Celebration. ([1](#), [6](#), [7](#))
- Joan Bellistri participated in meetings coordinated by the Maryland Judiciary's Access to Justice Department with Maryland Self-Help Center staff to discuss coordination of services. ([1](#), [6](#), [7](#))
- Joan Bellistri participated in COVID problem solving calls with the American Association of Law Libraries Government Law Libraries and the Self Represented Litigant Network. ([6](#), [7](#))

- The law library created the online nomination form and compiled results for the AABA President's Pro Bono Award, a project of the Anne Arundel County Local Pro Bono Committee. ([1](#), [7](#))
- Joan Bellistri continued to participate in weekly calls to discuss developments in the statewide program for the training of public librarians in conjunction with the Maryland Access to Justice Commission. Advanced courses were developed, and trainings were offered remotely. ([1](#), [2](#), [3](#), [7](#))
- Tip sheets that summarize Maryland Access to Justice Department [videos](#) were printed and made available for pick-up in the Family Law Self Help Center until court access was limited. Tip sheets are still available as needed and online. ([1](#), [6](#))
- Law library continued to promote language access and provided LEP service via the court interpreter and language line. ([2](#), [4](#), [8](#))
- Law library participated in the court's new law clerk orientation by providing information on resources available. ([3](#))
- Continued to maintain and distribute the Pro Bono Services Directory and the law library brochure to the court information desk and Anne Arundel County Public Libraries and online. ([3](#), [6](#))
- The law library's SharePoint site became available in August to replace the circuit court resource page on its Google Site which is no longer available due to switch from County Google products to Judiciary Microsoft products. ([3](#), [6](#))
- Law library maintained legal information [FAQ pages](#) on the [AACPLL Self Help and Pro Bono Wiki](#) and published [Law Library News](#) via the blog. The blog published COVID information and created a Coronavirus page. ([3](#), [6](#))
- Maryland Judiciary A2J Court TV conversion to streaming was completed for viewing in the Family Law Self-Center waiting area. ([3](#), [6](#))

- Continued updating catalog records of cancelled print titles to indicate last update and how to access online. ([5](#), [6](#))
- Reviewed standards and suggested collection updates. ([5](#), [6](#))
- Financial reports provided quarterly to court administration. ([5](#))
- Library provided ongoing training for new and established library staff. ([6](#))
- Joan Bellistri was a member of the Partners for Justice program planning committee. The May conference was postponed. ([6](#), [7](#))
- Joan Bellistri maintained membership, attended conferences and presented at varied professional organizations as detailed above. Organizations include American Association of Law Libraries, the Law Library Association of Maryland, the Maryland Library Association, and the Self Represented Litigation Network. ([6](#))
- Joan Bellistri, as chair, presided over the American Association of Law Libraries Government Law Libraries Special Interest Section annual meeting and passed the gavel to the next chair, becoming the immediate past-chair. ([6](#))
- Joan Bellistri was a member of the Judicial Council Court Access and Community Relations Committee and its SRL Sub-committee. She is also the public member of the Court of Appeals Standing Committee on Pro Bono. ([7](#))
- As members of the Law Librarians Working Group of the Self Represented Litigation Network, Joan Bellistri and Sara Galligan of the Ramsey County Law Library in St. Paul, MN reported the results of the Survey of Law Library Services to Self-Represented Litigants. ([7](#))

Conclusion

With the COVID emergency and limited access to the courts the law library was able to pivot and provide remote services. However, most users seem to connect the law library services with the physical space and did not take advantage of the expanded services. The law library will look to expand outreach to increase awareness of law library services, both in-person and remote, so that service is accessible to all by exploring marketing and other tools for communication.

The law library will update and revise the strategic plan on an ongoing basis to guide the law library in the coming years to make the best use of resources and to provide the highest quality of service to all who use the law library.