Resources for Self-Represented Litigants in the Maryland Courts

Annual Report
Fiscal Year 2020
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>2</td>
</tr>
<tr>
<td>Maryland Court Help Centers</td>
<td>7</td>
</tr>
<tr>
<td>Remote Services</td>
<td>8</td>
</tr>
<tr>
<td>District Court Help Centers</td>
<td>13</td>
</tr>
<tr>
<td>Family Law Court Help Centers</td>
<td>19</td>
</tr>
<tr>
<td>Frederick Court Help Center</td>
<td>22</td>
</tr>
<tr>
<td>Day-of-Court Programs</td>
<td>25</td>
</tr>
<tr>
<td>Tenant Volunteer Lawyer of the Day Program (TVLD)</td>
<td>25</td>
</tr>
<tr>
<td>Consumer Protection Project (CPP)</td>
<td>26</td>
</tr>
<tr>
<td>Judicare</td>
<td>28</td>
</tr>
<tr>
<td>Law Libraries</td>
<td>30</td>
</tr>
<tr>
<td>People’s Law Library</td>
<td>36</td>
</tr>
<tr>
<td>Webinars</td>
<td>40</td>
</tr>
<tr>
<td>Document Assembly</td>
<td>42</td>
</tr>
<tr>
<td>Videos</td>
<td>44</td>
</tr>
<tr>
<td>Maryland Court Help App</td>
<td>48</td>
</tr>
<tr>
<td>CourtTV</td>
<td>49</td>
</tr>
<tr>
<td>Future Initiatives</td>
<td>50</td>
</tr>
<tr>
<td>Program Costs</td>
<td>52</td>
</tr>
<tr>
<td>Appendix</td>
<td>54</td>
</tr>
<tr>
<td>Walk-In Court Help Centers - By County</td>
<td>54</td>
</tr>
<tr>
<td>Law Libraries</td>
<td>60</td>
</tr>
</tbody>
</table>
TABLE OF FIGURES

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maryland Court Help Logo</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Domestic Cases - One or More Self-Represented Parties - Any Stage of the Case</td>
<td>7</td>
</tr>
<tr>
<td>3</td>
<td>Maryland Court Help Center Interactive Map</td>
<td>7</td>
</tr>
<tr>
<td>4</td>
<td>Remote Services - Instances of Service by Fiscal Year</td>
<td>8</td>
</tr>
<tr>
<td>5</td>
<td>Remote Services - Instances of Service by County - FY20</td>
<td>8</td>
</tr>
<tr>
<td>6</td>
<td>Remote Services - Case Types - FY20</td>
<td>9</td>
</tr>
<tr>
<td>7</td>
<td>Remote Services - Service Delivery Method - FY20</td>
<td>9</td>
</tr>
<tr>
<td>8</td>
<td>Average Demand for Family Law Assistance by Phone - FY20</td>
<td>10</td>
</tr>
<tr>
<td>9</td>
<td>Phone and Chat Case Types - FY19 and FY20</td>
<td>10</td>
</tr>
<tr>
<td>10</td>
<td>Remote Services - Demand FY19 and FY20</td>
<td>11</td>
</tr>
<tr>
<td>11</td>
<td>Remote Services - Income - FY16 to FY20</td>
<td>11</td>
</tr>
<tr>
<td>12</td>
<td>Remote Services - Gender - FY20</td>
<td>12</td>
</tr>
<tr>
<td>13</td>
<td>Remote Services - Languages Other than English - FY16 to FY20</td>
<td>12</td>
</tr>
<tr>
<td>14</td>
<td>Remote Services - Age - FY16 to FY20</td>
<td>13</td>
</tr>
<tr>
<td>15</td>
<td>District Court Help Centers - Instances of Service - FY11 to FY20</td>
<td>13</td>
</tr>
<tr>
<td>16</td>
<td>District Court Help Centers - Increase in Demand - FY19 to FY20</td>
<td>14</td>
</tr>
<tr>
<td>17</td>
<td>Telephone Calls Taken by District Court Help Center Staff - FY20</td>
<td>14</td>
</tr>
<tr>
<td>18</td>
<td>District Court Help Centers - Case County - FY20</td>
<td>15</td>
</tr>
<tr>
<td>19</td>
<td>District Court Help Center - Hagerstown - FY20 Case Types</td>
<td>15</td>
</tr>
<tr>
<td>20</td>
<td>District Court Help Center - Catonsville - FY20 Case Types</td>
<td>16</td>
</tr>
<tr>
<td>21</td>
<td>District Court Help Center - Baltimore City - FY20 Case Types</td>
<td>16</td>
</tr>
<tr>
<td>22</td>
<td>District Court Help Center - Upper Marlboro - FY20 Case Types</td>
<td>17</td>
</tr>
<tr>
<td>23</td>
<td>District Court Help Center - Eastern Shore - FY20 Case Types</td>
<td>17</td>
</tr>
<tr>
<td>24</td>
<td>District Court Help Center - Glen Burnie - FY20 Case Types</td>
<td>18</td>
</tr>
<tr>
<td>25</td>
<td>District Court Help Centers - Income - FY16 to FY20</td>
<td>18</td>
</tr>
<tr>
<td>26</td>
<td>District Court Help Centers - Language - FY16 to FY20</td>
<td>19</td>
</tr>
<tr>
<td>27</td>
<td>Family Law Help Centers - Instances of Service - FY12 to FY20</td>
<td>20</td>
</tr>
<tr>
<td>28</td>
<td>Family Law Court Help Centers - Case Types - FY20</td>
<td>20</td>
</tr>
<tr>
<td>29</td>
<td>Family Law Court Help Centers - Primary Questions - FY20</td>
<td>21</td>
</tr>
</tbody>
</table>
INTRODUCTION

As part of its mission to provide fair, efficient, and effective justice for all, the Maryland Judiciary offers many programs and services to meet the diverse needs of litigants who use the courts without counsel. The number of unrepresented litigants in Maryland courts remains high. Court-based services range from providing basic substantive, and procedural information to legal advice and full legal representation.

Legal Information
The Judiciary offers legal information in a variety of formats. Litigants can use online videos, webinars, law libraries, form finders, tip sheets, and the Maryland Court Help App to access legal information in the way that works best for them.

Legal Advice
Maryland’s statewide network of court help centers offer free legal advice and information to self-represented litigants with civil legal problems. In Fiscal Year 2020 (FY20), court help centers provided more than 140,600 instances of service.

Legal Representation
The Judiciary funds programs that provide full representation in family law matters and day-of-court representation in landlord-tenant and consumer matters throughout the state.

The COVID-19 health emergency significantly impacted court programs in FY20. The March 13, 2020 Administrative Order, Statewide Closing of the Courts to the Public Due to the Covid-19 Emergency, closed the courts to the public except for emergency matters. Operating under these circumstances was difficult for program staff since most programs rely on in-person interactions. Despite the challenges, personnel responded with creativity, ingenuity, and innovation. The efforts of program leadership profoundly impacted service delivery to self-represented litigants, an achievement that will continue well into the future.
MARYLAND COURT HELP CENTERS

Maryland’s network of court help centers provides free legal advice and information to litigants without counsel in civil matters. In FY20, the in-person network expanded, adding new locations in Catonsville and Hagerstown.

Rebranding

In FY20, efforts began to rebrand self-help centers as “Maryland Court Help Centers” under the “Maryland Court Help” umbrella. These efforts will make it easier for litigants to identify where to go for free and reliable assistance, both in-person and online.

Figure 1. Maryland Court Help Logo

Walk-In

In-person help is available at the following locations:

District Court Help Centers (DCHCs)
Baltimore City, Baltimore County, Cambridge, Catonsville, Glen Burnie, Hagerstown, Upper Marlboro, and Salisbury.

Family Law Court Help Centers (FLCHCs)
All Maryland counties and Baltimore City.

Frederick Court Help Center
Circuit Court for Frederick County.

Remote Services
Attorneys at the remote services center provide legal advice and information remotely by phone, live chat, email, and videoconferencing.
LAW LIBRARIES

Maryland’s network of court law libraries provide access to legal information, forms, educational opportunities, and programs that connect the public with legal resources. There are staffed libraries in circuit courts in the following jurisdictions:

- Anne Arundel County
- Baltimore City
- Baltimore County
- Carroll County
- Charles County
- Howard County
- Montgomery County
- Prince George’s County

The Thurgood Marshall State Law Library serves self-represented litigants, attorneys, and the Judiciary with one of the State’s largest collections of legal and government information. Located in Annapolis, the State Law Library is staffed by 17 full-time employees who help individuals access legal information.

People’s Law Library

The People’s Law Library (PLL) is a legal information and self-help website managed by the Judiciary’s Thurgood Marshall State Law Library. PLL provides articles written in plain language by legal services organizations, pro bono attorneys, and the academic community. Articles focus on case types that are frequently handled in Maryland state courts.
OTHER RESOURCES

Videos. The Judiciary’s video library is available at www.mdcourts.gov/videos and on the Judiciary’s YouTube Channel. Videos run between two and ten minutes long and address topics that are relevant to litigants without counsel. In FY20, twelve new videos were added to the video library.

Maryland Court Help App. The Judiciary’s free app, Maryland Court Help, connects Marylanders with legal resources on their smartphones and tablets. Version 2.0 was released in FY20.

Webinars. Free online classes provide information on substantive and procedural matters that self-represented litigants frequently encounter. Extra sessions were offered in the spring, when in-person court access was limited due to COVID-19 restrictions. In FY20, staff developed courses on two new topics: Expungement and Responding to a Complaint for Divorce.

CourtTV. CourtTV streams real-time court news and legal information to TV screens located in courthouses throughout Maryland. Content may be updated instantly to deliver timely and interesting information that is most relevant to court users.

Document Assembly. Document assembly uses plain-language online interviews to help litigants complete court forms, which are uniformly accepted in courts statewide.

Form Finders. Maryland offers many forms to assist individuals who need to file court papers without the assistance of counsel. Web-based form finder tools help litigants identify which forms they need to file.

Family Law Form Finder. This tool assists individuals who are unsure about which form they need in domestic matters. Users answer a series of plain
language questions about their situation. In FY20, there were more than 26,000 hits on the Family Law Form Finder page.

**District Court Form Finder.** This tool assists individuals with District Court forms, covering a variety of different matters including landlord-tenant, replevin, detinue, peace and protective orders, and small claims. In FY20, there were 13,104 hits on the District Court Form Finder page.
MARYLAND COURT HELP CENTERS

The number of individuals without counsel remains high in Maryland. In FY20, 83% of domestic cases had one or more parties without counsel throughout any stage of the case.

Maryland Court Help Centers provide legal advice, information, and assistance to litigants without counsel. In FY20, court help centers provided 140,682 instances of service via multiple service delivery methods. The greatest demand was for telephone service.

In December 2019, the Judiciary launched an interactive map that shows the locations of court help centers statewide. This tool aids litigants in finding a center to meet their needs. The map is available at: www.mdcourts.gov/html/selfhelpcenters/map.html.

Figure 2. Domestic Cases - One or More Self-Represented Parties - Any Stage of the Case

Figure 3. Maryland Court Help Center Interactive Map
Remote Services

Maryland court help center staff continue to use remote services to assist large numbers of Marylanders without counsel. Remote services are offered by phone, live chat, email, and video conferencing. Services are available for extended hours, Monday through Friday, from 8:30 a.m. until 8:00 p.m.

In FY20, staff provided 80,860 instances of service, an increase of 8% over FY19. Demand for service by phone was greatest in Prince George's County. Chat demand was greatest in Anne Arundel County.
Maryland court help center users most often sought remote assistance with family law matters, including divorce, child custody, and child support. The next greatest area of demand was for housing matters, including failure to pay rent, tenant holding over, wrongful detainer, and breach of lease matters.

The preferred remote service delivery method was telephone. In FY20, staff provided 68,223 instances of service by phone and 11,770 by live chat.
After closing hours (8 p.m. on weekdays) and on weekends and holidays, litigants have the option to email their legal questions. In FY20, staff answered 733 emails.

Maryland Court Help Centers provided service throughout the COVID-19 public health emergency. Although walk-in centers were temporarily closed, litigants were still able to access civil legal assistance remotely.

The pandemic impacted case types. From March through June 2020, demand for family law assistance was 10% higher than during the same period in 2019.

Overall, demand for family assistance increased by 5% in FY20.
Demand for remote services decreased from March to May 2020 compared to 2019. The decrease did not last long, however. In June 2020, the MCSHC provided 8,317 instances of service, an all-time record number of services provided in a single month.

Most users of remote services consistently report annual household incomes of less than $49,999.
Most remote services users identify as female.

![Pie chart showing gender distribution for remote services users in FY20](image1)

**Figure 12. Remote Services - Gender - FY20**

Most remote services users are English speakers. The number of litigants who indicate that they speak a language other than English is increasing.

![Bar chart showing languages other than English from FY16 to FY20](image2)

**Figure 13. Remote Services - Languages Other than English - FY16 to FY20**

In FY20, remote services staff assisted litigants with limited English proficiency using telephonic interpretation. Requested languages included Spanish, Russian, Chinese, Portuguese, Yoruba, Amharic, Wolof, and others.
Nearly half of remote services users in FY20 were between the ages of 30 and 49, and the proportion of services to this population has gradually increased in recent years.

**District Court Help Centers**

In FY20, the network of District Court Help Centers (DCHCs) provided 17,023 instances of service to litigants in every Maryland county. New locations opened in Hagerstown and Catonsville. There are now eight District Court Help Centers¹.

---

¹ The Frederick Court Help Center provides help with all civil matters, including District Court case types. Data from the Frederick Court Help Center is reported on page 22 of this report.
The COVID-19 health emergency significantly affected the number of walk-in litigants assisted in FY20. Except for emergency matters, the courts closed to the public in late March, and remained closed until late July. Prior to the temporary closures, demand increased at all walk-in centers compared to the same period in FY19.

### Figure 16. District Court Help Centers - Increase in Demand - FY19 to FY20

<table>
<thead>
<tr>
<th>Location</th>
<th>FY19: July to February</th>
<th>FY20: July to February</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upper Marlboro</td>
<td>6,000</td>
<td>1,000</td>
</tr>
<tr>
<td>Baltimore City</td>
<td>5,000</td>
<td>1,200</td>
</tr>
<tr>
<td>Glen Burnie</td>
<td>4,000</td>
<td>2,400</td>
</tr>
<tr>
<td>Salisbury</td>
<td>3,000</td>
<td>5,000</td>
</tr>
</tbody>
</table>

While access to the courts was restricted, help center staff worked creatively to provide continuity of services for litigants without counsel. New technology permitted DCHC staff to take telephone calls arriving at the Judiciary’s remote services center from anywhere with internet access. During this time, DCHC attorneys answered telephone calls and chats on behalf of the remote services center.

### Figure 17. Telephone Calls Taken by District Court Help Center Staff - FY20

<table>
<thead>
<tr>
<th>Month</th>
<th>FY19: July to February</th>
<th>FY20: July to February</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-19</td>
<td>170</td>
<td>1,461</td>
</tr>
<tr>
<td>Aug-19</td>
<td>264</td>
<td>2,135</td>
</tr>
<tr>
<td>Sep-19</td>
<td>122</td>
<td>2,070</td>
</tr>
<tr>
<td>Oct-19</td>
<td>167</td>
<td></td>
</tr>
<tr>
<td>Nov-19</td>
<td>163</td>
<td></td>
</tr>
<tr>
<td>Dec-19</td>
<td>259</td>
<td></td>
</tr>
<tr>
<td>Jan-20</td>
<td>225</td>
<td></td>
</tr>
<tr>
<td>Feb-20</td>
<td>145</td>
<td></td>
</tr>
<tr>
<td>Mar-20</td>
<td>1,461</td>
<td></td>
</tr>
<tr>
<td>Apr-20</td>
<td>2,135</td>
<td></td>
</tr>
<tr>
<td>May-20</td>
<td>2,070</td>
<td></td>
</tr>
<tr>
<td>Jun-20</td>
<td>3,473</td>
<td></td>
</tr>
</tbody>
</table>
Litigants may receive assistance at any Maryland court help center, regardless of the county that has jurisdiction over the matter. In FY20, demand was greatest for Prince George’s County matters.

Two new District Court walk-in help centers opened in FY20. The first, a part-time center located in Hagerstown (Washington County), opened in January 2020. This location provided service to 91 litigants in eight days before the courts restricted operations due to the COVID-19 pandemic. The Hagerstown center is open weekly on Mondays.
The second new DCHC opened in Catonsville in March 2020. This full-time center was open for two weeks prior to the pandemic and provided 83 instances of service before the courts were closed except for emergency matters.

Demand at the Baltimore City District Court Help Center was greatest for landlord-tenant matters. The number of litigants seeking help with small and large claims is increasing.
In Upper Marlboro, the greatest demand was for small and large claims. This location continues to report the greatest demand for services statewide. In FY20, an additional staff attorney position was added to help reduce wait times and meet demand.

Two District Court Help Centers serve Maryland’s Eastern Shore. A part-time center in Cambridge is open weekly on Fridays. The Salisbury location is open Monday to Friday from 8:30 a.m. until 4:30 p.m. Demand for expungement is high on the Eastern Shore.
In Glen Burnie, the greatest demand is for assistance with housing matters and small and large claims.

![Figure 24. District Court Help Center - Glen Burnie - FY20 Case Types]

More than half of DCHC users report annual household incomes of $30,000 or less. The number of individuals reporting a very low income, between $0 - $14,999, increased in FY20.

![Figure 25. District Court Help Centers - Income - FY16 to FY20]
Most DCHC users are English speakers. The next most prevalent language is Spanish. To assist litigants with limited English proficiency, DCHC staff are trained to use a variety of tools including telephonic interpretation, video remote interpretation, and bilingual forms, brochures, and other written materials.

Family Law Court Help Centers

Walk-in assistance with family law matters is available in every Maryland jurisdiction. Help includes assistance selecting and filling out court forms, guidance on legal procedures, and legal advice. Some Family Law Court Help Centers (FLCHCs) are staffed by attorneys, while others use paralegals or family support services coordinators.

Prior to the COVID-19 health emergency, programs were on track to serve 51,000 people in FY20. From the Third to Fourth Quarter, the number of individuals assisted statewide dropped by 89%. During the last quarter of FY20, when access to the courts was reduced, access to walk-in help center services was also limited. Thirteen counties served fewer than twenty-five people in the Fourth Quarter. Programs leaned on the Maryland Court Help Center’s remote services as a consistent resource for the public.

When the courts began re-opening, many centers resumed offering in-person services by appointment. Several counties used appointment-setting software, while others had family services coordinators schedule appointments.
In FY20, FLCHCs provided 39,637\(^2\) instances of service, a 22% decrease from FY20. This can be attributed to the COVID-19 pandemic since all walk-in centers ceased in-person services late in the Third Quarter. Many offered assistance through remote platforms including telephone and videoconferencing.

FLCHCs assisted litigants with a wide variety of family law issues in FY20. The most common legal problem reported was child custody, followed by divorce and child support.

---

\(^2\) This figure includes 2,289 instances of service provided at the FLCHC at the Frederick Court Help Center. For additional data, see page 22 of this report.
Many litigants need help initiating a case and completing court forms. These two requests represent 64% of the individuals who accessed FLCHCs in FY20.

Figure 29. Family Law Court Help Centers - Primary Questions - FY20

Most FLCHC users report a very low income. Thirty-one percent reported annual household incomes of $0 - $14,999 per year, while a total of seventy-eight percent reported annual household incomes of less than $49,999 per year.

Figure 30. Family Law Court Help Centers - Income - FY20
The largest percentage of litigants assisted at a Family Law Court Help Center reported that they are Black or African American. Most are between the ages of 30 and 49.

**Frederick Court Help Center**

The Frederick Court Help Center assists litigants with all civil matters, including circuit and District Court case types. Two providers staff the Frederick Court Help Center. A family law practitioner provides in-depth assistance with family law matters. Attorneys from the Maryland Center for Legal Assistance, LLC (MCLA), provide brief advice on all civil matters. In all, this program provided 5,451 instances of service in Frederick in FY20.

*Beginning in March 2020, the Frederick Court Help Center was temporarily closed due to the COVID-19 pandemic.*
Demand was up 55% over FY19 before the Frederick Court Help Center was closed due to the COVID-19 pandemic.

In Frederick, most litigants seek assistance with family law matters. The next most requested area was housing, followed by small and large claims.
In Frederick, the majority of litigants seeking assistance were white, and most were female.

Figure 35. Frederick Court Help Center - Gender and Race - FY20
DAY-OF-COURT PROGRAMS

The Judiciary's Administrative Office of the Courts awards grants to nonprofit legal services organizations that provide representation in high-volume civil case types. These programs enhance the public’s ability to access representation. In FY20, the Judiciary funded two programs.

Tenant Volunteer Lawyer of the Day Program (TVLD)

Operated by the Pro Bono Resource Center of Maryland (PBRC), the TVLD program connects tenants with attorneys who help them identify legal issues, such as improper licensing, incorrect amount of rent claimed, or housing conditions that threaten life, health, or safety.

In FY20, thirty-seven volunteer attorneys and TVLD staff represented 615 tenants in rent court in the District Court for Baltimore City (Fayette Street). This represents an increase of 16% over FY19. This number is particularly notable because the program was closed for more than three months due to the COVID-19 pandemic.
TVLD helps vulnerable populations. Seventy-one percent of tenants served through the TVLD program were women. Tenants served reported 662 children living in homes at risk of eviction.

**Consumer Protection Project (CPP)**

The CPP connects self-represented litigants with counsel in District Court debt collection matters. During 95 days in FY20, volunteers from the Maryland Volunteer Lawyer’s Service (MVLS) and PBRC represented 664 litigants in debt collection matters in the District Courts in Baltimore City (Fayette Street) and Prince George’s County (Upper Marlboro).

Clinic attorneys help parties settle cases and request postponements when settlement seems likely.
Most CPP service recipients report a very low income. In FY20, 67% of consumers assisted reported an annual income of less than $29,999 per year.

Clinic attorneys helped consumers eliminate $145,243.18 in alleged debt through settlement or dismissal.
JUDICARE

The Judicare program provides full representation to litigants involved in contested custody and other family law matters. The Judiciary's Administrative Office of the Courts funds this program via a grant to the Maryland Legal Services Corporation (MLSC). Funds are sub-granted to non-profit legal services organizations that connect litigants with counsel.

Judicare complements other court programs that assist litigants who are proceeding pro se by providing access to full representation for litigants with limited means. In some cases, there is no substitute for full representation in critical, high stakes matters such as child custody, visitation, and support.

Judicare encourages private bar engagement by providing a low hourly rate for up to 30 hours of full representation in family law matters. Litigation represents 80% of service provided under this grant.

In FY20, the Judicare program most often assisted litigants with obtaining or maintaining custody.
In FY20, the economic impact of this program was more than $2 million. This figure represents alimony, child support, and marital property awarded or modified to the benefit of clients.
LAW LIBRARIES

Maryland’s network of court law libraries provide access to legal information, offer expert assistance with using legal materials, operate educational programs, and connect the public to legal information and court help resources.

In FY20, staffed law libraries provided more than 50,000 instances of service. Of these, more than 43,000 were made in-person, while remote inquiries accounted for 33% of library reference assistance.

![Figure 44. Law Libraries - Service Delivery Method - FY20](image)

Maryland court libraries assist with all types of legal questions and help fill in gaps where limited resources exist. Law librarians help litigants understand the legal system and recognize where their situation may fit. They also support legal advice programs by providing legal information, logistics support, and referrals, which increased by 42% between FY19 and FY20.

Librarians help litigants without counsel by providing guides, programming, and services aimed at non-lawyers. Law libraries use many formats to connect the public with legal information, including web-based information resources, such as the People's Law
Library, database access, digital materials, and traditional print materials. Libraries ensure equal access to materials that may be unavailable to certain groups due to paywalls or subscription fees. These resources include Westlaw Edge, LexisNexis, HeinOnline, PACER, and more. Libraries also subscribe to legal texts for non-lawyers, such as Nolo and Sphinx. Library staff maintain resource collections and guide patrons to helpful information.

Law libraries are a resource for the judiciary, the legal community, and the general public. The general public accounted for 72% of law library visitors in FY20, which is about the same number that patronized the library in FY19.
Maryland court libraries use technology to connect people to legal information and provide technical assistance to those who need it. Technical assistance includes helping litigants navigate websites and legal databases, upload and download documents, scan and print documents, and locate online resources.

Law libraries assist members of the public with MDEC, Maryland’s electronic case management system. In 2019, the Baltimore County Circuit Court Law Library installed a MDEC Public Kiosk and MDEC OFS/Portal in the law library. Trained library staff continue to support these public kiosks.
The Conference of Maryland Court Law Library Directors (CMCLLD) brings together directors of the eight staffed circuit court libraries and the Maryland Thurgood Marshall State Law Library to discuss advancing access to justice through education and the provision of legal information to the public. CMCLLD members meet regularly to exchange ideas on law library operations and programming.

In the early days of the COVID-19 pandemic, law libraries directed litigants to reliable information about evolving legal and procedural topics. Beginning in March, CMCLLD members participated in weekly calls to share updates and best practices for serving the public. Members updated websites with new information and guides and temporarily offered free remote access to online databases. Members also contributed to the Maryland Access to Justice Commission’s online COVID-19 Resource Center.

In FY20, the Prince George’s County Circuit Court Law Library produced video tutorials to help non-attorneys understand how to access court forms and search the Maryland Rules. These tutorials were uploaded to the library’s website and YouTube.
In FY20, Maryland court libraries assisted the public in community spaces outside of the courthouse. Libraries developed programs that connected the public with legal information on common legal topics, such as traffic matters, and demystifying court processes.

In the Spring of 2020, the Montgomery County Circuit Court Law Library, Rockville Memorial Library, and local attorneys planned a series of Everyday Law programs which were scheduled be held at the public library. With the onset of the COVID-19 pandemic, the program shifted to an online format, which attracted more than 80 participants.

![Figure 50. Montgomery County Circuit Court Law Library - Everyday Law Series Flyer - FY20](image)

In FY20, the Thurgood Marshall State Law Library continued to work with the CMCLLD and the Maryland Access to Justice Commission to provide basic legal reference training to public library staff. New topics included family law, landlord-tenant, and consumer debt collection matters. Sessions were provided to public library systems in Anne Arundel, Carroll, Cecil, Howard, and Prince George’s Counties, as well as regional
systems in Western Maryland and on the Eastern Shore. When face-to-face training was not possible, programs shifted to virtual sessions. The Montgomery County library system hosted a statewide session, which drew more than 160 registrants from multiple counties.

Maryland court libraries work with pro bono partners to enhance access to justice. The Howard County Circuit Court Law Library and Legal Resource Center manage two programs, which connect self-represented litigants with local volunteer attorneys who advise on family law and civil matters.

In FY20, the Anne Arundel County Lawyer in the Library program successfully went virtual with the onset of the COVID-10 pandemic.

In January 2020, the Charles County Public Law Library launched a legal clinic, staffed by a local attorney and funded by a Maryland Judiciary grant. The clinic handles all civil matters. In FY20, this program assisted 228 individuals with family law matters and 101 individuals with other civil issues. The clinic moved to a virtual platform beginning in the Spring.
People’s Law Library

Managed by the Maryland Thurgood Marshall State Law Library, the People’s Law Library (PLL) offers online legal information and self-help materials for the public.

PLL supports self-represented litigants in Maryland state courts with features including the “How do I...?” procedural law series, legal encyclopedia articles that contain summaries of the law, and links to primary and secondary sources. The main page features links to live chat with law librarians from the Thurgood Marshall State Law Library or attorneys from the Maryland Court Help Centers.

PLL features hundreds of articles on a wide range of topics, including family law, housing law, estates and trusts, civil procedure, and consumer law. Library staff and volunteers continually update articles to reflect changes in the law and changes in available resources.
PLL offers a legal clinic calendar and directory where litigants without counsel can search for help by keyword, county, and category.

![Legal Services Directory](image)

**Figure 53. PLL - Legal Services Directory Search Bar - FY20**

In FY20, PLL saw significant usage growth, logging 26% more total users than FY19.

![Bar Chart: PLL - Total Users - FY18 to FY20](image)

**Figure 54. PLL - Total Users - FY18 to FY20**

PLL logged 27% more total pageviews in FY20.

![Bar Chart: PLL - Total Pageviews - FY18 to FY20](image)

**Figure 55. PLL - Total Pageviews - FY18 to FY20**
More individuals accessed PLL using a mobile device in FY20.

![Graph showing device usage from FY18 to FY20]

Figure 56. PLL - Device Usage - FY18 to FY20

With the onset of the COVID-19 pandemic, PLL staff published seven new articles that detailed court closures, procedural changes, and available COVID resources. Pages were updated nearly every day as new information became available. Topics included court resources, landlord-tenant, how to file court documents when courts are closed, filing deadlines, statutes of limitation, jury trials, and remote hearings.

![Screen capture of PLL website]

Figure 57. PLL - COVID-19 Information - FY20
Throughout the pandemic, staff monitored developments related to 72 articles in categories such as housing, domestic violence, and government benefits. They also created or revised articles on Real ID, tobacco minimum age, family safety planning, parenting plan, housing protections and options for domestic violence victims, adult guardianship, and life estates.

In FY20, many articles were translated into languages other than English. Currently, 46% of the articles are available in Spanish.

![Figure 58. PLL - Number of Translations - FY20](image)

PLL helps connect litigants to legal research resources through the site’s “Ask a Law Librarian” form. Users can submit questions directly to reference librarians at the Thurgood Marshall State Law Library, who may respond with resources, referrals, and information about other services that can help litigants resolve their legal issues.

![Figure 59. Ask a Maryland Law Librarian Button](image)
WEBINARS

Free one-hour online classes provide step-by-step instructions to litigants who require assistance in completing frequently used court forms. Court users can sign up for live classes or watch pre-recorded classes on-demand.

In FY20, Maryland court help center staff provided 31 live webinars. The greatest demand was for Filing for Divorce.

During the first nine months of the year, live webinars were offered once per month. The number of webinars increased while court access was temporarily limited due to the COVID-19 pandemic.
In FY20, staff developed two new courses on *Expungement* and *Answering a Complaint for Divorce*. Demand for these live classes was low, so these webinars were recorded and are now offered on-demand.

![On-Demand Webinar Page - FY20](image)

In FY20, on-demand webinars were viewed 550 times. The greatest demand was for *Filing a Failure to Pay Rent Case*, followed by *Filing Your Case in the District Court of Maryland*.

![On-Demand Webinar Views - FY20](image)
DOCUMENT ASSEMBLY

Maryland Guide & File is a document assembly program. As litigants respond to a series of interactive guided interviews, their answers populate court forms which can be printed and filed. This service is offered at no cost to the public.

Guide & File interviews walk court users through natural language questions. At the conclusion of the interview, the user can print all the forms required to complete their legal task. Interviews also include helpful resources, detailed explanations, and guidance on court processes. The first interviews developed in this application will be available online in November 2020.
When a litigant completes an interview, forms may be saved or printed. Litigants may file at the courthouse or e-file directly through the program by clicking the e-file button in the interview.

Figure 66. Document Assembly - Plaintiff Information - FY20
VIDEOS

The *My Laws, My Courts, My Maryland* video library contains brief videos that outline court basics and law topics for self-represented litigants. Videos run between two and ten minutes in length and are closed-captioned in English and Spanish.

In FY20, there were 46,623 video library views.
In FY20, two new video series were added to the library, Divorce and Service of Process. Each video attempts to answer specific inquiries that litigants without counsel might have. In recent years, efforts have been made to shorten videos to run between three and seven minutes.

The nine-part series on divorce has become one of the most viewed in the library. Despite being available to the public for slightly less than half the year, the video on mutual consent divorce was viewed 3,049 times. This was the second most-watched video of FY20.

**Divorce – A 9-Part Series**

Divorce is a legal process by which the court ends a marriage. These videos cover the types of divorce and grounds for divorce, including mutual consent. You’ll also find information on alimony, name change, the division of and use of your property, and divorce forms and process. This video series does not include information on annulment.

Part 1: What Type of Divorce Do I Need?
Part 2: Determining a Legal Reason (or Ground) for Divorce
Part 3: Mutual Consent Divorce
Part 4: Asking for Spousal Support or Alimony
Part 5: How the Court Divides Jointly-Owned Property
Part 6: Use and Possession
Part 7: How to Restore Your Former Name
Part 8: Forms You Need to File
Part 9: How to File for Divorce

Figure 69. Video Library - Divorce Video Series - FY20
The Divorce series incorporates new and more modern creative elements. Moderators appear on an infinite background instead of a set. Moderator shots and graphics are interlineated with small vignettes depicting actors in relatable divorce scenarios.

![Figure 70. Video Library - Divorce Video - FY20](image)

An updated video series on *Service of Process* launched in FY20. This three-part series replaced the original single video on *Service of Process*, which was created in FY14. The original ran for eleven minutes and covered service of process in both circuit and District Court. The revision accomplished recent objectives by shortening the video run times and limiting the number of topics covered.

![Figure 71. Video Library - Service of Process Video Series - FY20](image)
The new videos incorporate modern elements including using a live moderator and animated on-screen graphics.

In FY20, the Maryland Judiciary produced a 30-second promotional video about the video library to use for advertising and outreach. The promotional video plays continuously at Maryland Motor Vehicle Administration locations statewide and ran on Maryland Public Television during the second half of FY20.
MARYLAND COURT HELP APP

Maryland Court Help is a free mobile app that brings together tools and resources to help Marylanders use the courts, find local resources, and explore legal help options.

In FY19, work began on a programming overhaul to increase functionality and mobile responsiveness. The newly designed and renamed Maryland Court Help app rolled out in FY20. The new design features contrasting colors to aid in accessibility as well as large icons and text for easy viewing.

Figure 74. Maryland Court Help App - FY20

New features include interactive maps to find and get directions to circuit and District Courts, Maryland law libraries, and Maryland Court Help Centers.

Figure 75. Maryland Court Help App - Map - FY20
COURTTV

CourtTV connects court users statewide to timely information, messages, directions, and legal resources.

CourtTV monitors are located in high-traffic areas in courts and court offices statewide. Digital screens attract attention and help courts disseminate information about programs, services, and resources.

![Figure 76. CourtTV Monitor in District Court for Montgomery County - FY20](image)

Content is managed by a central server in Annapolis and may be pushed out to all jurisdictions simultaneously or customized to include jurisdiction-specific programs and services.
FUTURE INITIATIVES

Videos. During FY20, production began on three new series for the video library. All are expected to debut in FY21. The topics are:

- **Need an Interpreter?** - This two-part series will cover how to request and work with a court interpreter. Videos will be produced in six languages: English, Spanish, French, Chinese, Korean, and Russian.

- **Domestic Violence** - This six-part series will cover how to obtain a domestic violence protective order. The videos will cover how to request an order, what to expect at court hearings, safety planning, and more. Videos will be produced in English and Spanish.

- **Mediation** - This four-part series will explore what mediation is, how to find a mediator, how to participate, and what happens after mediation is over. The Judiciary’s Mediation and Conflict Resolution Office (MACRO) is collaborating on the project.

Maryland Court Help App. Next year, Michigan Legal Help and the Michigan Advocacy Program will audit the user experience as a part of their Graphic Advocacy Project. The audit will guide development of user-friendly and accessible tools and design items for Maryland Court Help 3.0.

Webinars. Each year, Maryland Court Help Center staff develop webinars on topics that are relevant to self-represented litigants. New topics are in the works for FY21.

CourtTV. Additional CourtTV installations are planned for FY21. Staff are developing playlists with deeper customization based on jurisdiction, location, and local program offerings.
Document Assembly. The first document assembly interviews will be posted in FY21. This set will include interviews on Small Claims, Replevin, Detinue, Bad Faith Insurance Claims, Child Custody, and Fee Waivers. Work is in progress to develop additional interviews.
PROGRAM COSTS

District Court Help Centers
Funding for the DCHCs is provided by the District Court of Maryland. In FY20, staffing costs totaled $2.2 million. Office space, supplies, technology, and software are provided separately and are not included in this figure.

Remote Services Center
Staffing for remote services is funded jointly by the District Court and the Administrative Office of the Courts. In FY20, expenditures were just over $1.9 million. Office space, supplies, technology, and software are provided separately and are not included in this figure.

Family Law Help Centers
Family Law Help Centers are funded by grants from the Administrative Office of the Courts. Grants are distributed by Juvenile and Family Services and are allocated by each individual circuit court. In FY20, FLCHC expenditures totaled $2.2 million. Of that, 67% was spent on personnel costs.

In Howard and Calvert Counties, grant funds are not used to support help center services. These counties staff help centers with volunteer attorneys in partnerships with local bar associations.

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>EXPENDITURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Court Help Centers</td>
<td>$2,242,033</td>
</tr>
<tr>
<td>Remote Services Help Center</td>
<td>$1,964,025</td>
</tr>
<tr>
<td>Family Law Court Help Centers</td>
<td>$2,248,509</td>
</tr>
</tbody>
</table>
Maryland Thurgood Marshall State Law Library

The state law library budget was $3.7 million in FY20. This figure excludes funds budgeted for the Maryland Code and database access for judges.

Circuit Court Law Libraries

Maryland circuit court law libraries are not funded uniformly. Annual budgets include a combination of appropriations from county budgets, membership dues, appearance fees, criminal fines and forfeitures, and miscellaneous sources.

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>EXPENDITURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anne Arundel County</td>
<td>$180,000</td>
</tr>
<tr>
<td>Baltimore County</td>
<td>$250,000</td>
</tr>
<tr>
<td>Carroll County</td>
<td>$91,000</td>
</tr>
<tr>
<td>Charles County</td>
<td>$62,000</td>
</tr>
<tr>
<td>Howard County</td>
<td>$56,000</td>
</tr>
<tr>
<td>Montgomery County</td>
<td>$223,000</td>
</tr>
<tr>
<td>Prince George’s County</td>
<td>$220,000</td>
</tr>
</tbody>
</table>
APPENDIX

Walk-In Court Help Centers – By County

**District Court Help Center**
**Family Law Help Center**
**All Civil Help Center**

Due to the ongoing COVID-19 pandemic, many court help centers are open by appointment only. Others are assisting by remote service only. Call ahead to confirm hours and service delivery method.

**Allegany County**

**Family Law Help Center**
Courthouse Annex
59 Prospect Square
Cumberland, MD 21502
Tuesdays: 12:30 p.m. to 4:00 p.m.
Telephone appointments only. Contact: Allegany Law Foundation at (301) 722-3390.

**Anne Arundel County**

**District Court Help Center**
George M. Taylor Multi-Service Center
7500 Gov. Ritchie Highway, Room 205
Glen Burnie, MD 21061
Daily: 8:30 a.m. - 4:30 p.m.

**Family Law Help Center**
8 Church Circle, Suite 303
Annapolis, MD 21401
Daily: 8:30 a.m. - 4:30 p.m.
Contact: Kim Klein, (410) 222-1153.

**Baltimore City**

**District Court Help Center**
Civil Division
501 East Fayette Street, 3rd Floor
Baltimore, MD 21202
Daily: 8:30 a.m. - 4:30 p.m.

**Family Law Help Center**
Courthouse East
111 N. Calvert Street, Room 114
Baltimore, MD 21202
Daily: 9:00 a.m. - 4:00 p.m.
Morning session sign-up: 8:30 a.m.
Afternoon session sign-up: 1:00 p.m.
Telephone and email only 8:30 a.m. - 4:30 p.m., Monday - Friday.
Call (410) 396-6925 or email ccbaltcity.pro.se@mdcourts.gov.

**Baltimore County**

**District Court Help Center**
District Court in Baltimore County
1 Rolling Cross Road, 2nd Floor
Catonsville, MD 21228
Daily: 8:30 a.m. - 4:30 p.m.

Family Law Help Center
401 Bosley Ave., Room 101, First Floor Towson, MD 21204

Monday - Thursday: 8:30 a.m. - 4:30 p.m., Closed 12:00 p.m. - 1:00 p.m.
Fridays: 8:30 a.m. - 4:30 p.m., Closed 12:00 p.m. - 12:30 p.m.

Call (410) 887-3446 & leave a message or email baltcoselfhelp@mdcourts.gov.

Calvert County

Family Law Help Center
175 Main Street
Prince Frederick, MD 20678

Wednesdays: 12:30 p.m. - 2:30 p.m.

All Civil Help Center
First Thursday every month: 9:00 a.m. – 11:00 a.m.

Appointments only. Call Margie Moore at (410) 535-1600, ext. 2516.

Caroline County

Family Law Help Center
Circuit Court
109 Market St.
Denton, MD 21629

Mondays: 9:00 a.m. - 12:00 p.m.
Limited to five in waiting area. Any more are asked to come back later.

Caroline Public Library
100 Market Street, 2nd Floor
Denton, MD 21629

Third Thursday of the month: 6:00 p.m. - 7:30 p.m.

Library currently closed. Contact: Mary Bartholomy at (410) 479-5735.

Carroll County

Family Law Help Center
Courthouse Annex
55 North Court Street, Suite 208
Westminster, MD 21157

Wednesdays 1:00 p.m. - 4:00 p.m. and Thursdays 9:00 a.m. - 12:00 p.m.

Call (410) 386-2751, first come, first served.

Family Law for the People Seminar
First Wednesday of the month 4:00 - 7:00 p.m.

Appointment only. Call (410) 386-2751 or email powel.welliver@mdcourts.gov.

Family Navigator – Forms Only
Monday - Friday 8:30 a.m. to 2:00 p.m.

Contact (410) 386-2734 or justin.seidler@mdcourts.gov.

Cecil County

Family Law Help Center
Circuit Court for Cecil County
129 East Main Street, Room 205
Elkton, MD 21921

Mondays: 11:00 a.m. - 3:00 p.m.
Wednesdays: 12:00 p.m. - 4:00 p.m.
Thursdays: 8:00 a.m. - 9:00 a.m.
Fridays (REMOTE ONLY): 9:00 a.m. - 11:00 a.m.

**Charles County**

**Family Law Help Center**
Circuit Court  
200 Charles Street  
La Plata, MD 20646

Civil and Family: Monday through Thursday 10:00 a.m. - 2:00 p.m.
Telephone appointment only. Call Jennifer Murphy at (301) 932-3278.

**Dorchester County**

**District Court Help Center**
310 Gay Street  
Cambridge, MD 21613

Fridays: 8:30 a.m. - 4:30 p.m.  
Closed 12:00 p.m. - 1:00 p.m.

**Family Law Help Center**
Dorchester County Circuit Court  
206 High Street, Room 101  
Cambridge, MD 21613  
Mondays 12:00 p.m. - 3:30 p.m.  
Wednesdays 9:00 a.m. - 12:30 p.m.  
Telephone only. Call Jessica Milligan-Ross at (410) 228-1395.

**Frederick County**

**All Civil Help Center**
Circuit Court for Frederick County  
100 West Patrick Street, Lower Level  
Frederick, MD 21701

Daily 8:30 a.m. - 4:30 p.m.

**Family Law Help Center**
Appointment only. To make an appointment, text (301) 834-2627 or call Mondays, Wednesdays, and Fridays from 9:00 a.m. - 11:00 a.m. and 3:00 p.m.- 5:00 p.m. More remote services may be available. Visit www.frederickcountymd.gov/SelfHelp for more information. Contact: Colby S. Hall at (301) 600-2023.

**Garrett County**

**Family Law Help Center**
Circuit Court  
203 S. 4th Street  
Oakland, MD 21550

Daily 8:30 a.m. - 3:30 p.m.

Appointment only. Call Melissa Buskirk at (301) 334-7602

**Harford County**

**Family Law Help Center**
Circuit Court  
20 W Courtland St., Level A  
Bel Air, MD 21014

Monday - Friday 9:00 a.m. - 12.00 p.m.  
(on-site by appointment only)  
Monday - Friday 12.00 p.m. - 4.00 p.m.  
(remote)

Call Samrin Khwaja at (410) 638-4916.

**Howard County**

**Family Law Help Center**
Howard County Circuit Court  
8360 Court Avenue  
Ellicott City, MD 21043
Mondays & Wednesdays 9:00 a.m. -
12:00 p.m.
Appointment only. Contact Sandy
Brewer at (410) 313-2135 or
sandy.brewer@mdcourts.gov.

All Civil Help Center
Howard County Circuit Court
8360 Court Avenue, Law Library
Ellicott City, MD 21043
First three Tuesday mornings of each
month 9:00 a.m. - 12:00 p.m.
Appointment only. Contact: Sandy
Brewer at (410) 313-2135 or
sandy.brewer@mdcourts.gov.

Kent County
Family Law Help Center
Kent County Circuit Court
103 N. Cross Street, 2nd Floor
Chestertown, MD 21620
In-Person: Tuesdays 9:00 a.m.-12:00
p.m.
Remote: Thursdays 9:00 a.m. - 12:00
p.m.
Call Lori Jacobs at (410) 810-1059.

Montgomery County
Family Law Help Center
Montgomery County Circuit Court
50 Maryland Avenue
South Tower, 1st Floor, Room 1500
Rockville, MD 20850
Daily 8:30 a.m. - 4:00 p.m.
Assistance in multiple languages by
appointment only. Call (240) 777-9079.

Prince George's County
District Court Help Center
Bourne Wing, Room 069B
14735 Main Street
Upper Marlboro, MD 20772
Daily: 8:30 a.m. - 4:30 p.m.

Family Law Help Center
Family Division Information Center—No
legal advice
14735 Main Street, Room M0415 Upper
Marlboro, MD 20772
Daily 8:30 a.m. - 4:30 p.m.
Call (301) 780-8000, ext. 6. Assistance is
available in Spanish.

Paralegal Unit—No legal advice
Circuit Court for Prince George's County
14735 Main Street, Room M0416 Upper
Marlboro, MD 20772
Daily 8:30 a.m. - 4:30 p.m.
Assistance is available in Spanish by
appointment only. Call: (301) 780-8028.

Family Law Clinic - Advice
14735 Main Street, Room 2435
Upper Marlboro, MD 20772
Monday - Thursday 8:30 a.m. - 4:00 p.m.
and Friday 8:30 a.m. - 12:00 p.m.
18 time slots each day. 20 minute
meetings. Contact: Community Legal
Services of Prince George’s County, Inc.
at (240) 391-6370.
Family Law Orientation - Legal advice
Every third Wednesday - Virtual
6:30 p.m. - 8:30 p.m.
Register: (301) 780-8000, ext. 6 or SRLORegistration@co.pg.md.us.

Family Law Orientation (Spanish) - No legal advice
Every third Wednesday - Virtual
10:30 a.m. - 12:00 p.m.
Register: (301) 780-4840 or SRLORegistration@co.pg.md.us.

Latino Legal Access Program
Langley Park Multi-Service Center
1401 University Blvd East, Suite G-1
Hyattsville, MD 20783
Monday, Wednesday, Thursday, Friday from 9 a.m. to 4 p.m.

Worker's Rights Clinic
Tuesday 9:00 a.m. to 2:00 p.m.
Assistance available in multiple languages. Contact: Community Legal Services of Prince George’s County, Inc. at (240) 391-6370.

Queen Anne’s County
Family Law Help Center
Circuit Court for Queen Anne’s County
200 North Commerce Street, Suite 114
Centreville, MD 21617
Monday - Friday: 9:00 a.m. - 12:00 p.m.
Assistance provided via phone or via videoconferencing. Call Elisa Dickens at (410) 758-1773, ext. 5128.

Somerset County
Family Law Help Center
Somerset County Circuit Court Annex
30513 Prince William Street
Princess Anne, Maryland 21853
Tuesdays: 9:00 a.m. - 12:00 p.m.
Appointment Only. Call Helen Webster at (410) 621-7582.

St. Mary’s County
Family Law Help Center
Circuit Court
41605 Courthouse Drive
Leonardtown, MD 20650
Wednesdays: 10:00 a.m. - 12:00 p.m.
First and last Friday of the month: 10:00 a.m. - 12:00 p.m.
Telephone only. Wednesdays from 10 a.m. to 12 noon and the first and last Friday of every month from 10 a.m. to 12 noon. Call (240) 309-4130.

Family Law Self Help Legal Clinic is NOT being held at the Lexington Park Library. You may call and speak with a lawyer on the first and last Tuesday of every month from 12 noon to 2 p.m. Call Linda J. Grove at (301) 475-7844, ext. 4110.

Talbot County
Family Law Help Center
Circuit Court
11 North Washington St., South Wing
Easton, MD 21601
Mondays: 9:00 a.m. - 12:00 p.m.
Appointment only. Call (410) 770-6806 or (410) 819-9876.
Washington County

District Court Help Center
36 W. Antietam Street, 2nd Floor
Hagerstown, MD 21740
Mondays: 8:30 a.m. - 4:30 p.m.
Closed 11:30 a.m. - 12:30 p.m.

Family Law Help Center
TEMPORARY LOCATION CHANGE
County Administration Building
100 West Washington Street
Room 1301
Hagerstown, MD 21740
Thursdays: 8:00 a.m. to 1:00 p.m.
Appointment only. To schedule, visit:
Contact Amie Spigler at (240) 313-2580.

Wicomico County

District Court Help Center
201 Baptist Street, 2nd Floor
Salisbury, MD 21740

Daily: 8:30 a.m. - 4:30 p.m.

Family Law Help Center
101 North Division St.
Salisbury, MD 21803
Mondays: 9:00 a.m. - 12:00 p.m.
Thursdays: 1:00 p.m. - 4:00 p.m.
Appointment only. Contact: Meredith Kushner at (410) 334-3110.

Worcester County

Family Law Help Center
Circuit Court for Worcester County
One West Market Street, Room 101
Snow Hill, MD 21863
Mondays: 9:30 a.m. - 3:30 p.m.
Appointment only. Contact: Family Services Division at (410) 632-5638.

Pro Se Guardianship Assistance Clinic
Third Wednesday of every month: 9:30 a.m. - 2:30 p.m.
Appointment only. Contact Family Services Division at (410) 632-5638.
Law Libraries

**Staffed Law Library**

**Not Staffed**

Due to the ongoing COVID-19 pandemic, some libraries may not be open during regular hours. Others are assisting by remote service. Please call ahead to confirm before visiting a library in-person.

---

**Thurgood Marshall State Law Library**

Staffed Law Library

361 Rowe Blvd.
Annapolis, MD 21401

Monday, Wednesday, Friday: 8:00 a.m. - 4:30 p.m.
Tuesday, Thursday: 8:00 a.m. - 9:00 p.m.
Saturday: 9:00 a.m. - 4:00 p.m.

Contact: (410) 260-1430

**Circuit Court for Baltimore County Law Library**

Staffed Law Library

County Courts Building
401 Bosley Avenue
Towson, MD 21204

Monday - Friday: 8:30 a.m. - 4:30 p.m.

Contact: (410) 887-3086

---

**Circuit Court for Allegany County Law Library**

Open to the public, not staffed

30 Washington Street
Cumberland, MD 21502

Monday - Friday: 8:30 a.m. - 4:30 p.m.

Contact: (301) 777-5925

---

**Baltimore Bar Library**

Staffed Law Library

100 N. Calvert St, Room 618
Baltimore, MD 21202

Monday - Thursday: 8:30 a.m. - 8:00 p.m.
Friday: 8:30 a.m. - 5:00 p.m.
Saturday: 10:00 a.m. - 5:00 p.m.

July and August
Monday - Thursday: 8:30 a.m. - 6:00 p.m.
Saturday: 10:00 a.m. - 1:00 p.m.

Contact: (410) 727-0280
<table>
<thead>
<tr>
<th>Circuit Court for Calvert County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Staffed</td>
</tr>
<tr>
<td>175 Main Street</td>
</tr>
<tr>
<td>Prince Frederick, MD 20678</td>
</tr>
<tr>
<td>Monday - Friday: 8:30 a.m. - 4:00 p.m.</td>
</tr>
<tr>
<td>Contact: (410) 535-1600, ext. 2730.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Caroline County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Staffed</td>
</tr>
<tr>
<td>109 Market Street</td>
</tr>
<tr>
<td>Denton, MD 21629</td>
</tr>
<tr>
<td>Monday - Friday: 8:30 a.m. - 4:30 p.m., by appointment or prior arrangement</td>
</tr>
<tr>
<td>Contact: (410) 479-2303</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Carroll County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffed Law Library</td>
</tr>
<tr>
<td>200 Willis Street</td>
</tr>
<tr>
<td>Westminster, MD 21157</td>
</tr>
<tr>
<td>Monday - Friday: 8:30 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Contact: (410) 386-2672</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Cecil County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Staffed</td>
</tr>
<tr>
<td>129 E. Main Street, 2nd Floor</td>
</tr>
<tr>
<td>Elkton, MD 21921</td>
</tr>
<tr>
<td>Contact: (410) 996-5325</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Charles County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffed Law Library</td>
</tr>
<tr>
<td>200 Charles Street</td>
</tr>
<tr>
<td>La Plata, MD 20646</td>
</tr>
<tr>
<td>Monday - Friday: 8:00 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Contact: (301) 932-3322</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Dorchester County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Staffed</td>
</tr>
<tr>
<td>206 High Street</td>
</tr>
<tr>
<td>Cambridge, MD 21613</td>
</tr>
<tr>
<td>Monday - Friday: 8:30 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Contact: (410) 228-6300</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Frederick County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Staffed</td>
</tr>
<tr>
<td>100 West Patrick Street</td>
</tr>
<tr>
<td>Frederick, MD 21701</td>
</tr>
<tr>
<td>Monday - Friday: 8:00 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Contact: (301) 600-1993</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Garrett County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Staffed</td>
</tr>
<tr>
<td>203 South 4th Street</td>
</tr>
<tr>
<td>Oakland, MD 21550</td>
</tr>
<tr>
<td>Contact: (301) 334-1934</td>
</tr>
<tr>
<td>Circuit Court for Howard County</td>
</tr>
<tr>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Public Law Library</td>
</tr>
<tr>
<td>Staffed Law Library</td>
</tr>
<tr>
<td>8360 Court Avenue</td>
</tr>
<tr>
<td>Ellicott City, MD 21043</td>
</tr>
<tr>
<td>Contact: (410) 313-2135</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Kent County Public Law Library</th>
<th>Circuit Court for Somerset County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open to the public, not staffed</td>
<td>Staffed Law Library</td>
</tr>
<tr>
<td>103 North Cross Street</td>
<td>30512 Prince William Street</td>
</tr>
<tr>
<td>Chestertown, MD 21620</td>
<td>Princess Anne, MD 21853</td>
</tr>
<tr>
<td>Monday - Friday: 8:30 a.m. - 4:30 p.m.</td>
<td>Monday - Friday: 8:30 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Contact: (410) 778-7440</td>
<td>Contact: (410) 621-7581</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Montgomery County Law Library</th>
<th>Circuit Court for St. Mary's County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffed Law Library</td>
<td>Not Staffed</td>
</tr>
<tr>
<td>50 Maryland Ave Room N-3420</td>
<td>41605 Court House Drive</td>
</tr>
<tr>
<td>Rockville, MD 20850</td>
<td>Leonardtown, MD 20650</td>
</tr>
<tr>
<td>Monday - Friday: 8:00 a.m. - 5:30 p.m.</td>
<td>Monday - Friday: 8:30 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Contact: (240) 777-9120</td>
<td>Contact: (301) 475-7844, ext. 4165.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circuit Court for Prince George's County Law Library</th>
<th>Circuit Court for Talbot County Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffed Law Library</td>
<td>Not Staffed</td>
</tr>
<tr>
<td>14375 Main Street, Room M1400</td>
<td>11 N. Washington Street</td>
</tr>
<tr>
<td>Upper Marlboro, MD 20772</td>
<td>Easton, MD 21601</td>
</tr>
<tr>
<td>Monday - Friday: 8:30 a.m. - 4:30 p.m.</td>
<td>Monday - Friday: 8:00 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td>Contact: (301) 952-3438</td>
<td>Contact: (410) 770-6801</td>
</tr>
</tbody>
</table>
Circuit Court for Washington County
Law Library
Not Staffed
24 Summit Avenue, Room 116
Hagerstown, MD 21740
Monday - Friday: 8:30 a.m. - 4:30 p.m.
Contact: (240) 313-2570

Circuit Court for Wicomico County
Law Library
Not Staffed
P.O. Box 4074
Salisbury, MD 21803
Contact: (410) 749-6513

Circuit Court for Worcester County
Law Library
Not Staffed
1 West Market Street, Room 228
Snow Hill, MD 21863
Monday - Friday: 8:30a.m. - 4:30 p.m.
Contact: (410) 632-0600