



Legal Information Service Policy

Purpose This policy defines the information service the Law Library staff will provide to patrons in accordance with the Vision and Mission Statement of the San Diego County Public Law Library. The guidelines set forth below are intended to ensure that all library users receive high level of service without violating ethical rules on the unauthorized practice of law outlined by the American Bar Association, the California State Bar, and the California Business and Professions Code.

Effective date September 23, 2009

Guidelines The Law Library will provide information service to support the legal research needs of its users by facilitating their access to and use of its collection. Towards this end, the Library staff will:

1. Provide research guides and finding aids to legal materials in its collection.
2. Offer instructions on how to use the library's print and online legal materials.
3. Offer suggestions to use library materials on specific topics to help patrons with their legal research.
4. Answer questions relating to the library's holdings on a particular subject and will suggest alternative sources outside its collection.
5. Read, verbatim and without interpretation, brief quotations from a text over the phone if the patron has a citation.
6. Assist patrons in locating legal information sources not available in its collection.
7. Give priority in responding to requests from patrons in the library over those received by telephone or email.
8. Provide information about bar association lawyer referral services and other legal service providers in San Diego County.
9. Keep the legal community informed about its collection developments, services, and new programs and policies.
10. Seek to enhance its collection of materials designed for use by laypersons seeking legal information.



Policy regarding unauthorized practice of law

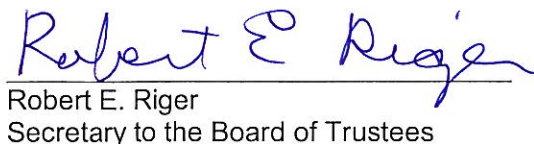
The ethical and legal implications surrounding the unauthorized practice of law prevents Library staff from offering any information that may be construed as providing legal advice. For this reason, Library staff will not:

1. Perform in-depth research for any patron.
2. Answer a question that involves application of the law to a particular situation.
3. Advise a patron on the status of the law on a particular issue.
4. Recommend that a patron contact a particular attorney.
5. Explain legal procedure, court rules or jurisdiction.
6. Interpret any legal text or documents
7. Instruct a patron on how to select, use, draft, or fill out a particular legal form or document.
8. Perform any tasks that staff determines to be inconsistent with this policy.

This Legal Information Service Policy has been approved by the San Diego County Public Law Library Board of Trustees at a regular meeting on September 23, 2009.

A handwritten signature in blue ink, reading "Julia C. Keely".

Judge Julia Craig-Keely
President of the Board of Trustees

A handwritten signature in blue ink, reading "Robert E. Riger".

Robert E. Riger
Secretary to the Board of Trustees