



# Maryland State Law Library Highlights, FY2017

*Maryland's First Legal Resource*

Maryland State Law Library  
Robert C. Murphy Courts of Appeal Building  
361 Rowe Boulevard, Annapolis, Maryland 21401  
Reference: 410.260.1430  
Email: [lawlibrary@mdcourts.gov](mailto:lawlibrary@mdcourts.gov)  
Website: [www.mdcourts.gov/lawlib](http://www.mdcourts.gov/lawlib)

**Hours of Operation**  
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.

## Library Profile

The State Law Library, Maryland's oldest law library, supports the research activities of the Maryland Judiciary. The Library offers its services and collections to other government entities, the legal community, and the public. In addition to a significant number of legal materials, the Library's collections include Maryland state agency publications, Maryland history, and federal government documents. Staffed by 20 full-time and part-time, professional and paraprofessional employees, the Library stands ready to serve users from all walks of life.

## The Library's Mission

The Maryland State Law Library, a court-related agency of the Maryland Judiciary, serves the needs of Maryland's government and citizens by building and preserving collections of legal information resources, promoting access to these collections, and creating educational opportunities that enhance the understanding of legal information.

## Library Highlights

These Library Highlights provide updates on Maryland State Law Library collections, staffing, initiatives, and accomplishments throughout the year.

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### Library Staff

Steven P. Anderson, Director  
Shirley Aronson, State Publications Librarian (part-time)  
Scott Ashlin, Technical Services Assistant  
Maureen Della Barba, Reference Assistant  
James G. Durham, Deputy Director  
Debra Haines, Library Aide (part-time)  
Deborah Judy, Maryland Collections Librarian  
Sara Marks, Fiscal Services Coordinator  
Catherine McGuire, Head of Reference and Outreach  
Jessica Mundy, Head of Collection Management  
David Pantzer, People's Law Library Web Content Coordinator  
Susan Ritter, Administrative Assistant  
Elizabeth Simmons, Research Librarian (part-time)  
Chi Song, Discovery Services Librarian  
Jessie Tam, Head of Technical Services  
Cindy Terry, Collection Management Specialist  
Tanya Thomas, Research Librarian (part-time)  
Ed Wisenbaler, Federal Documents Assistant (part-time)

### Library Committee

Hon. Mary Ellen Barbera, Chief Judge, Court of Appeals  
Hon. Clayton Greene, Jr., Court of Appeals  
Hon. Peter B. Krauser, Chief Judge, Court of Special Appeals  
Hon. Deborah Sweet Eyler, Court of Special Appeals  
Pamela Harris, State Court Administrator  
Bessie Decker, Clerk, Court of Appeals  
Susan Zuhowski, Esq.  
Steve Anderson, Director, State Law Library

### People's Law Library Fellows

Cole Pototsky  
Paisley Park

### Library Volunteers

Yelitza Conover  
Luis Gomez  
Patricia Lesley  
J. Jeffrey Ross



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### **Building and Preserving Collections**

In addition to traditional collections of print and microform materials, the Library manages an expanding collection of digital content. The Library works independently and with its Chesapeake Project partners, Harvard University, Georgetown University, and the Virginia Supreme Court Library, to collect and digitally preserve state government publications.

#### **Digital Collections**

October 2016 saw the completion of the upload and incorporation into the Library's scanned collections, <http://mdlaw.ptfs.com/portal/index.html>, of Maryland Legislative Council Materials from 1939 through 1975. These materials now join Judicial Conference Proceedings, Judiciary Administrative Orders, Rules Committee Materials, Task Force Reports, Transactions of the Maryland State Bar Association in ready digital access for the Library's population.

#### **Special Collections**

Six historical maps received special treatment. Four were conserved; all six were archivally framed. The six maps will be hung for public display in the coming fiscal year.

#### **Database Subscriptions and Access**

The Library added several databases to its diverse collection, including DSM-5 (Diagnostic and Statistical Manual of Mental Disorders, available for in-library & Judiciary use), CALI (Center for Computer-Assisted Legal Instruction, for Judiciary staff), and Criminal Justice Abstracts, Psychology & Behavioral Science, and SocINDEX (available for in-library & Judiciary use).

Genealogy and history collection materials were augmented with the addition of an Ancestry.com subscription (in-library use only), and access to ProQuest's African-American Heritage.

#### **Digital Books**

The LexisNexis Digital Library, constituting a collection of 17 Maryland-based titles in 22 volumes, was made available to judges, law clerks, and other staff of the state Judiciary. Comprising titles already available in print in the Library's collection, the eBook versions of these titles are now available via the Judiciary network for in-office use.

### **Promoting Access**

The Library continues to expand digital access to materials through the Library catalog and to augment its collection of scanned collections. These efforts increase the Library's efficiency and make Maryland legal information and history readily accessible and available to researchers of Maryland law both near and far.

#### **UELMA**

Library staff, including Director of the Library, Steve Anderson, and Discovery Services Librarian, Chi Song, together with others from the Law Library Association of Maryland (LLAM) informed the Maryland General Assembly about proposed state legislation to implement UELMA, the Uniform Electronic Legal



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Material Act, [www.uniformlaws.org/Act.aspx?title=Electronic%20Legal%20Material%20Act](http://www.uniformlaws.org/Act.aspx?title=Electronic%20Legal%20Material%20Act) . The legislation successfully passed, and was signed into law on May 4, 2017, by Maryland Governor Hogan.

After Maryland's UELMA passage, American Association of Law Libraries (AALL) President Ron Wheeler recognized LLAM's efforts in securing passage of the Act in Maryland. In a letter to LLAM President Julia Viets, Wheeler praised LLAM's advocacy efforts and extended special appreciation to LLAM members Steve Anderson, Joan Bellistri, Mary Jo Lazun, and Chi Song, for their work in promoting UELMA (<https://llamonline.org.files.wordpress.com/2017/06/uelma-thank-you-llam.pdf>).

### **Maryland AskUsNow!**

The Maryland State Law Library celebrated 14 years as a member of the Maryland AskUsNow! cooperative in March 2017. A member for specialized resources, the Library assisted the service through follow-up to the live chat sessions conducted by public library members. In 2010, the Library began providing live chat assistance six hours a week. In March 2017, after a review of the time invested in live chat provision versus the number of sessions received live, the Library returned to its prior role as a follow-up specialist.

### **Reference Statistics Summary**

The Library responded to almost 9,000 reference requests over the fiscal year. While the total number of requests declined from FY2016, the percentage of lengthier questions increased, meaning the staff was investing more time per question in FY2017 than in prior years.

Of the total requests, 63% were asked by members of the general public, a continuation of the growth in percentage from prior years. Inquiries by telephone and in person continued a steady decline, while those received via email continued a steady increase, with almost half of all requests received by email, up from only 30% in FY2011.

As reference statistics only measure those patrons who interact with the staff, a look further at Library visitors and website usage gives a fuller picture of the role the Library plays in the information needs of Marylanders. The number of visitors to the Library was close to 30,000, up from just over 10,000 in FY2004; and the number of website hits, a minimal 134,000 in FY2004, was in this fiscal year over 1.5 million. This figure does not even include the number of hits from the People's Law Library (see *People's Law Library* subsection below). The Library's reach, therefore, extends beyond reference activity, into a more general provision of online legal information.

### **Digital Access**

The Library completed the embedding of online access links in the Library's catalog to out-of-copyright materials in the Library's Maryland History and Maryland documents collections.

The Library contributed to specialized collections from two major vendors. Parts of the collection of African American history books were loaned to Hein for scanning and inclusion in the HeinOnline database; and older microfilmed volumes of the Daily Record, Maryland Republican, Virginia Gazette, Annapolis Evening Capital and Maryland Gazette newspapers were loaned to NewspaperArchive for scanning and ingestion into various news databases. These loans will ensure broader accessibility and permanent digital archiving of these important materials.



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### Website Updates

The Library's Gateway to Maryland Law webpage, a long-standing resource for researchers seeking links to free Maryland primary law materials, was augmented this year by the addition of links to law review publications from the law schools at University of Baltimore and University of Maryland. The new Maryland Law Reviews & Journals page, [www.lawlib.state.md.us/researchtools/mddigitallawjournals.html](http://www.lawlib.state.md.us/researchtools/mddigitallawjournals.html), organizes access to these publications through links to multiple locations and formats, including free web resources.

### People's Law Library

The People's Law Library (PLL), a legal information resource managed by the State Law Library, grew considerably. PLL usage had repeated "biggest months yet," with August 2016 pageview statistics, at 239,699, an all-time high.

In December 2016, the site marked its 20<sup>th</sup> anniversary, and celebrated by increasing its alternate language content. Lingo-Tek, a cloud-based translation management system, was implemented and used by trained volunteer translators to convert English articles on many topics into Spanish, French, Korean and Chinese. Highlights of the Spanish translation efforts include the translation of all employment law section articles, the Powers of Attorney article, and added translations of Maryland statutory POA forms.

New content in English included:

- Legal issues when your child turns 18
- Buying or selling a used car in Maryland: Private sale
- Co-signing a loan: risks and benefits
- Funeral scams and Bad Faith options to watch out for
- Changing the sex listed on your Maryland birth certificate
- Access to court records: requests and motions
- Subpoenas: do I need one, and how can I use one under Maryland law?
- Time limit for filing a will with the Register of Wills in a Maryland county
- Unrelated Business Income Tax
- Limited Representation and Limited Appearances
- Fundraising in Maryland? What you need to know about filing requirements in Maryland
- Forming a limited liability company (LLC) in the State of Maryland
- How to form a benefit corporation in Maryland
- Proving a fact in court
- Overview of Maryland whistleblower laws
- Calculating child support in split custody cases
- Montgomery County earned sick and safe leave
- Responsibilities of landlords in Montgomery County

FY2017 is the year in which the PLL went "behind bars," with site content bundled in HTML files onto flash drives and sent to the Eastern Correctional Institution for use by facility residents. PLL staff followed up with a presentation at the Maryland Library Association/Delaware Library Association (MLA/DLA) Annual Conference on the role of libraries in re-entry, spreading information to the wider library community about the availability of the PLL in HTML format for other facilities.



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FY2017 is also the year in which the PLL Web Content Coordinator, David Pantzer, and Joanna Shapiro, a Frederick County-based attorney, published via a license from Creative Commons, the *Maryland Custody & Divorce Client Notebook*, [www.peoples-law.org/workbook](http://www.peoples-law.org/workbook), to help clients navigate a family law case from start to finish. Assistance was provided in the project from groups including the Circuit Court of Frederick County, the Frederick County Circuit Court Law Library, the Bar Association of Frederick County, and the Maryland State Bar Association Section on Delivery of Legal Services. The *Notebook* helps to keep papers and evidence organized in a single location, helps identify key issues and evidence related to the case, and provides a calendar and journal to aid in organization. Following the publication of the *Notebook*, Mr. Pantzer provided multiple information sessions to help train others in its uses and application, including sessions at the Limited Scope Conference (October 2016), Partners for Justice Conference (May 2017), for the Frederick County Bar Association, for the Legal Aid Bureau Family Law Task Force, and for personnel at the Circuit Courts of Frederick County, St Mary's County, and Prince George's County.

### Creating Educational Opportunities

The Library continued its mission activities in education through hosted information events for the law library community, augmentation of Library web resources, exhibitions designed to educate on Library collections and Court landmark events. Library staff developed, presented and participated in a number of training sessions for the Judiciary, the bar, the public and many other specialized groups within the Library's community.

#### Library Events

The Library hosted two events for the Law Library Association of Maryland (LLAM) during the year. *Understanding Autism Spectrum Disorder (ASD) in the Library Setting*, on March 28, 2017, offered participants an understanding of ASD. Speakers Trish Kane and Neal Lichter of Pathfinders for Autism, [www.pathfindersforautism.org](http://www.pathfindersforautism.org), discussed common misconceptions about ASD and used experiential exercises to provide participants with things to consider and strategies for working with and assisting individuals with ASD.

In May 2017, the Library hosted a *Cataloging Roundtable Discussion*, led by the Library's Head of Technical Services, Jessie Tam. Participants brought their challenges, questions, and experiences to the program for group discussion and assistance.

#### Website Updates

Added to the Library's website is a new collection of pages, *Legal Reference for Public Libraries*, providing overviews to helpful tips, lessons, and resources for public library staff on handling legal reference ( [www.lawlib.state.md.us/audiences/publiclibraryreference.html](http://www.lawlib.state.md.us/audiences/publiclibraryreference.html) ). The collection will be continually updated with new resources. The current collection includes modules on The Legal Reference Interview; Legal Information vs. Legal Advice; Evaluating Legal Information Websites; Finding Legal Forms; and Choosing and Making Referrals.

#### Library Exhibits

The Library presents exhibits on a variety of topics related to law, Maryland history, the Library collections and more. FY2017 highlights included:



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The *Maryland Court of Special Appeals (COSA) 50th Anniversary* was celebrated in 2017. The exhibit included typewritten remarks of Chief Judge of the Court of Special Appeals, Robert C. Murphy, delivered at the opening of the first day of the first session of the Court; the commemorative plaque presented by the Maryland State Bar Association on the Court's 35th anniversary; an original Program, "A Celebration of the 50th Anniversary of the Court;" and photographs of former and present COSA judges as well as newspaper and bar journal articles.

*National Celebration of Pro Bono*, sponsored by the American Bar Association's Standing Committee on Pro Bono and Public Service, is held at the end of October every year. The Library's exhibit sought to highlight the increasing need for pro bono services nationally and in Maryland. Maryland legal services award winners and key statistics of pro bono activities were also highlighted. A companion exhibit, *When You Need Legal Help in Maryland*, was displayed in conjunction, with highlights of key resources for Marylanders, including the Maryland Courts Self-Help Center, web resources (People's Law Library of Maryland and Maryland.FreeLegalAnswers.org), and the Maryland Judiciary's Maryland Law Help app. The display also included a copy of "Public Legal Information as Common Ground for the Justice Community," by David Pantzer, Web Content Coordinator for the People's Law Library, which was featured in *2016 Trends in State Courts*.

Other exhibits covered National Constitution Day and Citizenship Day, and National Library Week.

### **Library Tours**

Library staff regularly provide tours of the Library collections and facility for new judges, law clerks, and other judicial staff. More formal tours are scheduled and provided for students at law schools, undergraduate programs, and community college legal services programs. Additionally, FY2017 included several program and tour combinations for the Youth Leadership Program, as well as tours of the Audubon Birds of America elephant folio engravings for art students and bird watchers.

### **Library Staff Presentations, Programs and Webinars**

Education is a core tenet of the Library's mission and philosophy. Library staff provide brief on-demand informational sessions for Judiciary staff on legislative and regulatory history. More formal, longer sessions, on the Library's collection, databases and services are provided at the Judicial Institute and Judicial College throughout the year. In FY2017, Library staff also provided specialized trainings for institutions outside of the Judiciary.

- Legal Reference for Public Libraries, Carroll County Public Library
- Digital Library Training for Judicial Law Clerks
- Legal Reference for Public Libraries, Anne Arundel County Public Library
- Maryland Legislative History and Research, University of Baltimore Law School

Also this year, the Library's Deputy Director, James Durham, served as a judge at the 22<sup>nd</sup> Annual Department of Juvenile Services Oratorical Contest in November 2016.

The People's Law Library and its Web Content Coordinator, David Pantzer, were the focus of requests for, and delivery of, numerous presentations, trainings, and information sessions. In addition to those detailed above in the *Providing Access* section, the following were provided:





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- On the topic of Clear Writing, Mr. Pantzer instructed groups at the Legal Aid Advocacy Program, the Maryland Department of Education, and the University of the District of Columbia's David A. Clark School of Law Clinic.
- For assistance and recruitment purposes, Mr. Pantzer informed groups about the PLL at the Civil Rights Commission, University of Baltimore Pro Bono Connection, Maryland Office of the Attorney General Pro Bono Fair, and at the University of Maryland College Park, where language students learned about translation opportunities associated with the site. Opportunities for PLL Fellowships were exhibited at the University of Maryland Public Service Job Fair.
- In June 2017, Mr. Pantzer engaged in a multi-meeting interagency effort to improve the Landlord-Tenant information sections of the PLL, hosted at the Maryland Office of the Attorney General.

Library staff also exhibited the Library's services at several conferences and fairs, including the Maryland Judiciary's Professionalism Courses for New Admittees; and provided multiple orientations focused on the Library's digital collections to District, Circuit and appellate court law Clerks.

Staff professional participation has included membership in many professional organizations and attendances at multiple meetings and conferences.

- Law Library Association of Maryland (LLAM)
- American Association of Law Libraries (AALL)
- Maryland Library Association (MLA)
- Asian American Law Librarians Caucus
- Potomac Technical Processing Librarians (PTPL)
- Federal Depository Librarians Conference (FDLC)
- Maryland State Publications Depository & Distribution Program (SPDDP)
- Digital Preservation Best Practices Exchange Conference
- Computers in Libraries Conference
- Maryland Interlibrary Loan Conference (MAILL)
- National Legal Aid & Defender Association (NLADA)
- ContentDM Users Group
- Technology Initiative Grants Conference (TIG)
- Maryland Partners for Justice
- Maryland Digital Newspaper Conference
- Maryland Court Service Center Advisory Work Group
- Legal Information Preservation Alliance (LIPA)/Chesapeake Digital Preservation Group (CDPG)

Staff leadership positions included:

- Steve Anderson, Chair of the American Association of Law Libraries (AALL) Nominations Committee; member, National Conference on Copyright of State Legal Materials Special Committee
- James Durham, President of the Law Library Association of Maryland (LLAM); Secretary-Treasurer of the Government Law Libraries Special Interest Section (GLL-SIS) of AALL; member, Special Committee on the Body of Knowledge of AALL



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- ❑ Catherine McGuire, Chair of the Education Committee, Legal Information Services to the Public Special Interest Section (LISP-SIS) of AALL; member, University of Maryland MLIS program Advisory Committee
- ❑ Jessica Mundy, member, Professional Development Panel, Maryland Library Association (MLA); member, Steering Committee of the Technical Services Division, Maryland Library Association (MLA).
- ❑ Dave Pantzer, Board member, Pro Bono Resource Center of Maryland (PBRC); Chair, Pro Bono Coordinating Council (PBCC), Vice-Chair, Section of Delivery of Legal Services, Maryland State Bar Association (MSBA); Language Access Task Force, PLL
- ❑ Chi Song, member, Awards Committee, Government Law Libraries Special Interest Section (GLL-SIS) of AALL; grant recipient, AALL Annual Meeting Grant; Treasurer, Executive Board, Law Library Association of Maryland (LLAM); member, Government and Vendor Relations Committee, Law Library Association of Maryland (LLAM)
- ❑ Jessie Tam, member, Nomination Committee, Asian-American Law Librarians Caucus; member, AALL Technical Services Special Interest Section (TS-SIS) Cataloging Committee

### Publications by Library Staff

Steve Anderson, *ROI for Government Law Libraries*, in *DEFINING ROI: LAW LIBRARY BEST PRACTICES* (American Association of Law Libraries, 2016).

James Durham, *Masculinity at Work: Employment Discrimination Through a Different Lens* by Ann C. McGinley (book review). *Law Library Journal* 109:1 (2017), p. 158.

Dave Pantzer, *People's Progress: Looking Backward and Forward After 20 Years*. *Maryland Bar Journal*, Vol. 49, No. 6 (November/December 2016).

Dave Pantzer, *Public Legal Information as Common Ground for the Justice Community*, in 2016 *TRENDS IN STATE COURTS* (National Center for State Courts, 2016).

Joanna Shapiro and Dave Pantzer, *The Maryland Custody and Divorce Client Notebook*. *MSBA Bar Bulletin* (May 9, 2017).

### Special Awards

Library Director Steve Anderson was named the 2017 recipient of the Mersky Spirit of Law Librarianship Award (<https://tarltonapps.law.utexas.edu/slla/>). The award recognizes individual law librarians engaged in significant acts of charitable work or community or social service. Director Anderson was recognized for his work with the Howard County Early Onset and Newly-Diagnosed Parkinson's Disease Support Group and community outreach activities addressing quality of life issues for people living with Parkinson's [mdcourts.gov/media/news/2017/pr20170802.html](http://mdcourts.gov/media/news/2017/pr20170802.html).

### Comments from Library Patrons

- What a find!!! You've opened a big door of understanding. It's time for me to shut down for the night but I cannot before saying how grateful I am for your diligence and determination. Wow.
- Thank you again for the information. You are always most helpful. Awesome job. Thanks.
- I appreciate the assistance I get from you and your colleagues.
- Thank you very much! I love you law librarians!



- Thank you so much. You saved a 66 year old fellow state employee, who has trouble driving, from the drive down to the library, (though I do enjoy the library itself, getting there, and parking, are not easy!).
- Your research was very helpful and much appreciated. Thank you!
- Whomever answered my email, you're awesome and your parents are awesome for having given birth to and raised you. Your efforts were very helpful and informative. I feel more knowledgeable after having read your response to my email. May an angel appear in your bedroom every night and sing you lullaby songs while it gently strokes your hair until you fall asleep.
- Thank you so much! This is exactly what I was looking for - super helpful. And I couldn't have been more grateful for your generosity and helpfulness on the phone. Law Librarians really can solve all problems.
- Thank you so kindly for being openly available to the general public.
- YEAAAA!! This is it. You guys are brilliant. Thanks so much.
- Thank you! Greatly appreciated.
- I love the MD State Law Library...the staff is smart, friendly and attentive.
- This is a tremendous help. Thank you so much.
- Thank you very much for your excellent and efficient response. This is very much appreciated.
- This is exactly what I was looking for! Thank you very much for sending this over; it is very helpful.
- I couldn't believe how quick the response was and the helpfulness. You may have saved my case.
- Thank you very much for forwarding the Maryland Register! I really appreciate you copying the adoption notice as well. Enjoy your weekend!
- Thank you for your assistance. The information you have provided has been very helpful.
- THANK YOU SO MUCH, [librarian]. Til now I've gathered little bits and pieces as I'm learning what resources are available to those researching family histories. Admit I was flagging a bit but your assistance has helped to add much to a personal profile of an ancestor my brother and I have been trying to tease out for weeks. I'm not only interested in names and dates but in all biographical information that I can find, and you have filled in quite a bit for us. Thanks also for your suggestions about my own local resources some of which I've contacted with little to show for it.
- Thank you for your quick response, the State of Maryland has been a great help to me while I try to get this situation worked out. I have been working with DMV and Traffic court to find my resolution. I was lucky enough to have it all work out.
- A librarian named [librarian] was quite helpful and courteous to me over phone, and has supplied me with information I requested. Very pleasant, thanks!
- Thank you for your assistance and providing this helpful response.
- I found even more material than I originally needed
- EXTREMELY helpful and I do thank you as always if I may ... may your budget NEVER be cut, always increased ...
- Thank you! You all are amazing!!
- Thank you so much for your very prompt response. So kind of you and very helpful indeed.
- Thank you very much! I appreciate your help and generosity.

- Thank you so much! I'll reach out to DLS for assistance. Thanks for the referral and the quick reply.
- This is one of the best legal libraries I ever visited in my life. It reminded me of my junior high school when at 7th grade I actually love my school librarians more than I like the books. Keep up this excellent library with the most wonderful librarians, staffs and collections. Truly.
- As I said before this was extremely helpful and truly appreciated.
- Many thanks to [librarian], she was very helpful in educating me, giving some tips, and giving important links to help me in my legal research.
- Thanks so much for your help. I greatly appreciate it!
- You guys are great! Thank you!
- Thanks so much for the assistance and for pushing the research even further! This has been above and beyond the call of duty, especially on the day before a three-day weekend. I look forward to seeing what Mr. Smith has to say at the Colorado history website.
- Thanks for the information you sent. It looks to be very helpful. I will read it carefully.
- Great! Thank you very much! I really appreciated your help!
- Wow; thank you! That's a big help.
- I found even more material than I originally needed. I called and the staff, [librarians], were outstanding! [Librarian] found so much for me! Incredible! [Librarian] found the deed and emailed it to me with prior deed which was mentioned in the one I asked for! Fantastic! Thank you!
- Thank you for getting back to me, I was able to access the report over the weekend through my alumni login on my law school library's website. Looks like I'll have to find another excuse to come down and see everyone.
- Thank you for following up. We have decided not to send the link at this time. We have actually decided to refer the issue back to one of our subcommittees for an examination of those questions and the rule itself. It does not need to be online, however, as it is part of the Rules, so I really appreciate your effort.
- I don't know who you are, but you are the best. I figured I wouldn't get this for a day or two. Thank you!
- Thank you. We really appreciate your efforts and kindness.
- Thank you very much for your research!
- Yes, that definitely what I needed. Sorry, I couldn't find it before but this is much more helpful and easier to read and interpret. Thanks.
- Excellent, thank you for the quick response.
- I was pleasantly surprised as someone responded to my email in 20 minutes!!! with USEFUL INFORMATION!!! WOW!!
- While they were not able to answer my question, they gave such valuable research information. I am very pleased with the response.
- I got help on a Saturday, can't really improve on that. Maryland law is way too complicated. So relieved there was someone there to help me.
- Thank you so much for your prompt response. This is helpful and I will consider the options for moving forward.
- Very appreciative!
- Thank you so much for your quick response. I really appreciate it.
- Wonderful, thank you.

- There is a lady that is so helpful and very nice I don't know her name but she has been a God Send.
- Thank you so much for your help, cordiality, and thorough and quick response.
- Your online responses are always fast and helpful. Can't improve on that.
- You have great crew Thank you.
- Thanks so much for all this tremendously helpful information. I will get to work on it!
- All received! Thank you very much for your help today!
- The librarian was awesome and extremely helpful.
- Thank you so much for all your assistance. It is very much appreciated. Have a wonderful day.
- I recently worked with [librarian] in the MD Law Library on a rather tedious and complex research issue dealing with old COMAR and Environmental regulations. Not only was [librarian] extremely efficient, attentive, and wonderful to work with, she went above and beyond in explaining to me the nuances of her search and research, and aided a great deal in helping me understand and grasp what we were dealing with. It was a pleasure working with you, and I cannot tell you how much I appreciate your time, energy, and efforts.
- Your library's services are excellent, thanks to your staff. Especially many thanks to your librarian -- her knowledge, expertise, logic, and her willingness to help and solve my information / research problems are exceptional. I do not exaggerate, I am using 3 others libraries. The result is: when other libraries cannot find information, or solve my problems -- I call your library. And Voila! - my problems solved. Again, many thanks for your help and attention.
- As one who has come to the Law Library many times, I can only comment that your law librarians are extremely help full. They are also extremely patient with Pro Se individuals who believe their civil rights have been justified. Basically, your law librarians are the ONLY source of professional law help once one gets beyond the Circuit Court appeal. Thank you for allowing us the humble privilege of continuing our pursuit of justice!
- I love this service and am very grateful that you have it, I have referred several people and have found it very helpful. Thank you for all you do!
- My hero of the day.
- The State Law Library Staff is Awesome.
- Keep up great work.
- Thanks for the thorough research in your last email.
- Thank you for your prompt response!
- Thank you so very much. You went above and beyond! I appreciate it.
- Many, many thanks for providing me with the links and resources to research this challenge. Bless you and thank you for your service!
- I appreciate everything you and your other providers have done for the live chat service! You provided wonderful assistance on complex questions. I am very happy we still have you in a referral capacity.
- Thank you so much for responding. I really, really appreciate the additional information.
- All of this information was great! Thank you so much for your time. I will give our patron these web links and they can go through and read the information themselves. Again, thank you!
- Thank you so much for the pro-bono help and I will continue to use the Law Library as your assistance is greatly appreciated and of significant value.
- I go to this library more than once a year but less than one or two times per month. I estimate that I use this library 4-6 times per year. The survey did not provide an accurate response for

this level of usage. Also, I have perused the genealogy materials and found them quite interesting. That was not the reason I went to the library but is kind of my guilty pleasure there when I have time.

- Thank you so much for all of your work – the state law library continues to be exceedingly helpful to me in so many ways!
- That's it! Perfect! Many thanks for this superb help.
- You already have excellent, professional and knowledgeable staff. [Librarian] was awesome answering my questions and referring me to websites.
- You are awesome as always!!!!
- [Librarian], again, thank you so very much for all your time and efforts.
- Just what I needed....thank you!
- Millions thanks to your librarians. Their expertise and knowledge that provided to me -- was a major factor that the circuit court and appeal court ruled in my favor. I do not know what I can do without your intelligent librarians.
- Thank you so much for all of your help with these so late in the day yesterday. Very much appreciated!
- Thanks so much for your response. I appreciate you taking the time to help answer my question.
- Thanks For Giving Much More Information Than I Ask For & Prompt Service...Much Appreciated
- This was perfect, thank you!
- Thank you so much for your assistance. This is really helpful for our needs.
- Bless you.
- Thank you for your assistance with this. I actually found that one of the other DOJ Libraries had the 4th Circuit instructions for 2002, so I'm set with those! I'll send what you found to the patron at least as a starting place.
- Thank you very much for your professional and prompt response. I have not had this kind of service from a public place in a long time. Bravo!
- This is incredible. I can't thank you enough for your fast and thorough response. Please let me know if I can add you to the acknowledgments section of the book. Otherwise I will credit the law library generally. Thank you again.
- Thanks for your fast reply, this was exactly what I was looking for.
- Hey that's great! Please tell everyone they have my gratitude.