

GUIDELINES FOR MISSOURI COURT CLERKS & COURT STAFF

Court Clerks & Staff May	Court Clerks and Staff May Not
Encourage pro se litigants to be informed about their legal rights; provide information about pro bono legal services; low cost legal services and lawyer referral services	Provide legal advice, including but not limited to: recommend a specific course of action, perform legal research for litigants, interpret how the law would apply in a specific situation, predict the outcome of a particular case strategy or action
Provide appropriate court approved forms & instructions, provide information about court approved forms, and answer questions to assist person in filling in blanks on court approved forms, record info provided by pro se on approved forms, check court approved forms for completeness, and provide appropriate aid and services for individuals who are illiterate or who have disabilities to extent required by ADA	Recommend any specific course of action; whether to file a pleading; recommend specific content or phrasing for a pleading or recommend specific types of claims or arguments to assert in pleadings or objections to pleadings
Define commonly used terms	Advise on how a particular term or definition applies it to a specific situation
Provide resources for locating statutes, court rules and local rules	Interpret statutes or rules or advise whether or not a particular statute/rule applies in a specific situation
Provide docketed case information	Provide information that must be kept confidential by statute, court rule or case law
Provide general information about court process, practice and procedure, and facilitate the setting of hearings	Recommend specific techniques for presenting evidence, specific questions to ask witnesses, objections to raise at trial, whether to settle or appeal, or compute deadlines specified by statute or court rule
Provide information about mediation and required educational programs and community services	