



Conference of Maryland Court Law Library Directors Strategic Initiatives

Promote Accountability and Public Trust

The Maryland Judiciary holds itself to the highest standard of excellence. It establishes public trust through accountability and transparency. The Conference will:

- Promote excellence in court libraries throughout the Maryland Judiciary.
- Maximize timely and accurate access to public information.
- Enhance public knowledge about the law and legal resources.
- Use plain language to make legal information relatable and easy to understand.
- Be responsive to community needs and evolving expectations.

Improve Access to Justice

The Maryland Judiciary strives to ensure equal access to justice. The Judiciary provides services and programs that facilitate access to and understanding of court functions. The Conference will:

- Promote accessibility to legal information through court libraries.
- Provide resources for self-represented litigants to access and navigate the court system.
- Support Judiciary and community programs to assist court users.
- Use innovative technology to facilitate legal research.
- Identify and reduce barriers to accessing justice.
- Continue to develop safety resources and protocols to maintain a secure environment for court library staff and users.
- Expand educational programs for the Judiciary's workforce on access-related issues.

Foster a Healthy, Diverse, and Productive Workforce

The Maryland Judiciary values its workforce. To provide the highest quality of service to the public and stakeholders, it is a priority to hire and retain a healthy, diverse, and productive workforce. The Conference will:

- Foster workforce advancement by providing educational opportunities and career-path development.
- Prioritize the physical security of its workforce.
- Listen and be responsive to the needs of its workforce.
- Communicate changes, updates, and opportunities to its workforce efficiently and effectively.
- Provide its workforce the necessary skills and knowledge to excel and adapt to evolving job requirements.
- Leverage technology to support the needs of its workforce.
- Review policies and procedures to promote a healthy, diverse, and productive workforce.

Encourage a Service-Oriented Approach to Library Operations

The Maryland Judiciary is committed to innovative, service-oriented operations to provide prompt, efficient, and just resolution of cases. The Conference will:

- Establish statewide court library standards while maintaining flexibility to meet community needs.
- Encourage stakeholder feedback to improve court library operations.
- Promote use of best practices to manage court libraries.
- Modernize communication to make legal information understandable for court library users.

Use Technology Effectively and Responsibly

The effective and responsible use of technology is an integral component of efficient and forward-looking court operations. The Conference will:

- Promote digital literacy and the appropriate use of technology.
- Embrace technological innovation to enhance information accessibility and improve court library operations.
- Improve efficiency and productivity through the use of secure access to information and services.
- Maintain secure data and information systems to protect private and confidential information.
- Adapt to changing technological needs of the Judiciary and court library users.
- Enhance access to and quality of legal information.



CORE VALUE STATEMENTS

RULE OF LAW

Recognize that all persons, including the government, are accountable under the law; evenly enforce rights and responsibilities based in law with reasoned decisions made through publicly accessible processes.

IMPARTIAL AND INDEPENDENT

Deliver justice free from external influences, pressures, and control; maintain autonomy as a co-equal branch of government.

EQUAL JUSTICE

Embody fairness through the equal and impartial treatment of all people; administer justice without bias or favoritism; ensure that court processes are accessible to all.

DIVERSITY AND RESPECT

Treat all people with dignity and respect; strive for a workforce that reflects the diversity of the public it serves; deal fairly, courteously, and patiently with all.

EXCELLENCE

Adhere to the highest standards of performance, ethics, accountability, and service; implement best practices, innovative programs, and technology that meet current and future needs.

SERVICE

Provide the highest quality of services in a timely manner to all who access the court system; help court users successfully navigate the court system efficiently and effectively; foster a culture of continuous improvement focused on solution-oriented outcomes.

COLLABORATIVE

Work with stakeholders to advance the Judiciary's mission; communicate openly with the public and stakeholders to promote public trust and confidence in the Judiciary; seek opinions and ideas from diverse perspectives to build strategies and solve problems.