



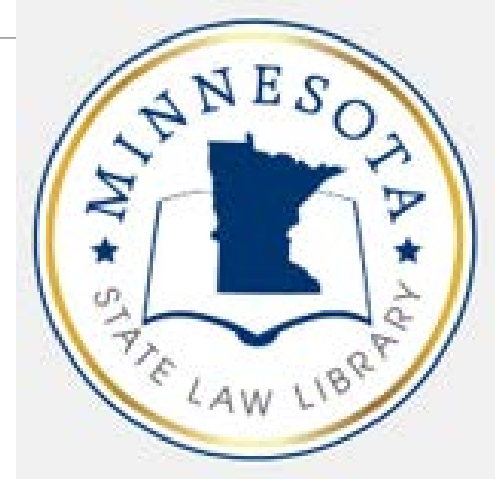
Providing Access to Justice through LiveChat

PRESENTED BY THE MINNESOTA STATE LAW LIBRARY

Introductions

[Minnesota State Law Library](#)

- Reference librarians and legal resources



[LawHelpMN.org](#)

- Chat interface and legal resources



What is LiveChat and what is it not?

- Online help for people seeking legal information
- We do not provide legal advice
- We do provide legal information and referrals

LawHelp.org powered by probono.net English Spanish / Español Other Languages... Text size: A A A

Helping low-income people solve legal problems
Safety Alert

Understand Your Legal Issue Find Legal Help Search

Understand your legal issue, solve your problem

Choose a topic below to find resources including general information, your legal rights, the law and courts, legal forms and more.

Family
Divorce (Dissolution)
Custody and Parenting Time
Child Support
[More issues >](#)

Housing
Evictions
Repairs, Condemnations and Lock-outs
Public Housing, Section 8 and Other Housing Programs
[More issues >](#)

Consumer and Debt
Debt Collection and Garnishment
Mortgages and Foreclosures
Representing Yourself in Small Claims Court
[More issues >](#)

Need help finding information?
Click here to chat with a live person.

[Click Here](#) for Free Do-It-Yourself Legal Forms.

Need Legal Advice or a Clinic? [Click Here.](#)

[Click Here](#) to Contact Legal Aid.

Whom do we help?

- Anyone with a legal issue
 - People getting divorced
 - People being evicted
 - People trying to get custody of a child
- Mostly, people who are unable to afford an attorney

What help do we provide?

- Legal Referrals, for example, our [County Sheets](#)
- Legal information, for example, our [Legal Guides](#)
- Information provided by government agencies, for example, the [MN Attorney General](#).
- Contact information for [self-help centers](#), social services, courts, or law enforcement.

Some questions we have received:

1. Can tenants make a dining room into a bedroom?
2. What do I need to do so that my sister can take care of my kids?
3. What choices do I have if I don't want to sign a non-compete clause for employment at an online university?
4. How long will a mortuary keep the ashes if I don't pay for the cremation?
5. Can the county cut off food stamps when a single mother of four increase hours at a part-time job?
6. Is domestic abuse training required for a license renewal for cosmetologists in MN?
7. In a recognition of parentage case, who pays for the follicle test when the father is on Medicaid?

Challenges

- Deciphering what the person really needs.
- Having it understood that we really cannot give legal advice.
- Keeping the person online while looking for information.
- Getting contact information when follow-up is needed.

Strategies that help

- Having tools at the ready –
 - Basic reference skills
 - Country referral sheets
 - Legal topics guides
 - LawHelpMN page
- Canned chats – we have responses that auto-fill when we type a # and a letter:
 - Automatic disclaimer: Hello. I can help you find information about the law, but I can't tell you what to do or give you legal advice. Don't tell me anything you want to keep private. The other side in your case can contact LiveHelp for help, too. If they do, we'll help him or her, too. If all of that is okay with you, type "YES."
 - #no answer – Are you okay with the above disclaimer? I cannot help you if you don't answer it. Please type YES or NO.
 - #help – How can I help you?
 - #wait – Please wait while I look for information for you.

How does it help?

- We provide resources that may be helpful in finding an answer.
- Sometimes the question is clearly answered in the information we send.
- Providing a referral is providing help.
- Legal information is valuable!

Thank you!

Feel free to contact us:

AskaLibrarian@courts.state.mn.us

mn.gov/law-library

LiveChat through Lawhelpmn.org

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