

**Thank you for volunteering for the LSU Law Clinic Help Desk! Below you should find everything you need to get started.**

You have signed on to take inquiries from the general public and direct them to the information they are looking for. To be clear, you cannot give out legal advice. You are only directing people to where they themselves can find information. You cannot give people your interpretation of the law. You cannot “sum up” a statute. If someone asks, you merely say, “I cannot give out any legal advice. I’m sorry.” For liability purposes, there is a form on the next page we need you to sign. Please do so and bring it to your first shift.

To direct people, you will be using Lawhelp.org a good deal. I suggest spending some time looking around the website to become familiar with it. You can also forward people who are looking for legal assistance to the appropriate agencies. We have compiled a database to guide you in this. A good deal of this volunteer work is figuring out where you need to go yourself. Sometimes you will be stumped. Ms. Brenda Salassi is a great source of information. If you just cannot find something, ask her about it.

Whenever you get to the desk, sign on to the computer using your lawcenter username and password. Then sign on to the gmail account [lsulawclinicdesk@gmail.com](mailto:lsulawclinicdesk@gmail.com). The password is lexpublica. There you will find any email inquiries. Click on the Documents tab on the top of the page, which will open a new tab on your browser. There you will see documents that we have saved for you to use, including a spreadsheet of local agencies and the legal aid they provide. The other is named Desk Log. Every time you take an inquiry, please put it into this log. Also, do not gchat on this account. You may do homework on your own computer, but we ask that you only use the clinic desk computer for legal inquiries.

If you sit for your entire shift and never get a question, that’s fine. You can still claim all your pro bono hours. If you have any questions, please ask Ms. Brenda or myself. I hope you enjoy this pro bono opportunity.

Thanks again,  
Caitlin Casselman  
PILS Pro Bono Chair  
[cpcasselman@gmail.com](mailto:cpcasselman@gmail.com)  
337.967.1063

LSU Law Clinic Help Desk  
Professionalism Agreement

As a volunteer for the LSU Law Clinic Help Desk, I understand the importance of maintaining confidentiality regarding the information I receive in my role as a volunteer. Except with the consent of both the inquirer and the Desk's Supervisor, I promise not to disclose to any other person any information I receive in my role as a volunteer for the Desk regarding anyone who seeks assistance through the program. If I have any questions regarding confidentiality, I will consult with the Desk's Supervisor before divulging information to any other person.

As a volunteer, I also understand the importance of not giving legal advice as a student. By signing this form, I certify that I will not give any opinions nor give my interpretation of law in response to any inquiry. I promise that as a volunteer at the desk, I will only direct inquirers to sources of information such as lawhelp.org or refer inquirers to other agencies that will meet their needs.

Signature \_\_\_\_\_

Date \_\_\_\_\_ .