

ORANGE COUNTY PUBLIC LAW LIBRARY

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ANNUAL REPORT 2016-2017

ORANGE COUNTY PUBLIC LAW LIBRARY

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MISSION STATEMENT

The Orange County Public Law Library is a state chartered comprehensive public library, the purpose of which is to provide reference materials and research services on state, federal and international statutes, case law and supporting materials to the general public and legal community of Orange County, California.

The Library emphasizes the provision of quality levels of traditional service and technological alternatives to meet the present and projected needs of its patrons.

The Library is dedicated to maintaining and improving the high standards of its services through its skilled and knowledgeable staff.

ORANGE COUNTY PUBLIC LAW LIBRARY

2016-2017

MAJOR EVENTS

Due to the estimated 550 homeless people living in the Civic Center (with several hundred camped on the Plaza of the Flags immediately adjacent to the Library entrance), personal security and building security issues were the major concern of the Library staff throughout this fiscal year. Many of these individuals refuse to follow Library rules, resulting in problems for other patrons, staff, guard and custodian. Even with the presence of a full-time security guard, vandalism (water thefts from back flow riser, trash stuffed in toilet), sanitation issues (urine in elevator and bookstacks, blood splatter in restroom), drug use in the public restrooms (multiple syringes found each week), verbal and physical altercations between patrons, or threatening behavior toward staff and guard occurred daily throughout the year. Sanitation issues were improved when four hours daily of day porter service was added in April, 2017, and we are grateful to the Board of Supervisors for approving this contract to support a safe and healthy environment for staff and the public. Our efforts to maintain the Law Library as a place for legal research rather than a daytime shelter for transients has been aided by ongoing assistance from officers of both the Sheriff-Coroner Department and the Santa Ana Police Department, and we appreciate their support.

Financial concerns were the other major focus of the Library staff this fiscal year. The funding situation for California's county law libraries continues to be quite precarious. Sharply escalating expenses have collided with deep declines in filing fee income. Our library is no exception to the statewide situation. The number of case filings on which we received a filing fee increased 6.64% this year, following a 3.96% decline in FY2015-2016, an 8.0% decline in FY2014-2015, a 10.15% decline in FY2013-2014, a 7.85% decline in FY2012-2013 and a 13.01% decline in FY2011-2012. California statutes strictly limit the types of income available to county law libraries, and there is no statutory provision permitting county law libraries to adjust the distribution amount they receive, as inflation and extraordinarily high charges from legal publishing companies erode the purchasing power of all county law libraries in California. We continue to experience an income loss due to changes in jurisdiction level of small claims cases. Beginning in 2012, the maximum amount of damages which may generally be sought in small claims cases increased to \$10,000 from the prior amount of \$7,500. A case filed for \$9,000 damages now brings just \$2 in filing fees to the Law Library, while formerly such a case resulted in \$70 in filing fees for our Library.

The Library staff continues working cooperatively with Superior Court's Self-Help Centers staff to provide access to legal information to self-represented litigants and other members of the general public. The Library provides a collection of 27 Nolo Press books to each of the five Self-Help Centers. We are also working with U.S. District Court staff on providing legal information assistance to self-represented litigants in federal court.

We continued to make improvements in the technology available to patrons and staff. We continued a long-term project to add catalog records for the titles for which we have electronic access, so that all catalog users can easily determine the formats in which we have specific titles. Our public computers provide each patron up to two hours per day of computer time, utilizing time-out software that provides a five-minute warning before the end of the two-hour period, so that the user can finish up and save the work being done.

Technology enables us to provide services outside our Santa Ana location. We responded to 146 questions submitted on our "Ask A Librarian" email reference service on our website. This is an extension of our telephone and in-person legal reference service and adheres to our Reference Policy, which prohibits the staff from giving legal advice or doing anything that might constitute the unauthorized practice of law. People may email reference questions to us, and our reference staff will respond within two working days. In addition, along with staff from nine other California county law libraries and the California State Law Library, our staff participates in providing real time virtual legal reference through the Question Point Reference Program. Using chat software, a reference librarian guides the patron asking a reference question to relevant web sites. To ask a legal reference question, click the Ask The Law Librarian link on the Self-Help Site at the California courts website, www.courts.ca.gov/selfhelp.htm. Our participating staff answered 1,188 questions this year, and we are pleased to be part of this project.

Staff conducted a patron survey on ten consecutive operating days in November, 2016. The responses align with staff anecdotal observations of our patrons and their Library usage. 52% were non-attorneys; over 90% were researching a civil matter; and database usage and print usage were evenly split. 92% were satisfied/very satisfied with staff assistance, and multiple respondents wrote favorable comments about the staff.

The Orange County Public Law Library staff continued its outreach program to inform people about our services. Our aim is to broaden exposure about the Law Library to a wide market (county agencies, the general public, judges, students, paralegals and lawyers.) We are an Associate Member of the Santiago Library System,

a cooperative network of public libraries in Orange County, which provides us with additional opportunities to make connections with public librarians, informing them of our services so they can refer their patrons to our Library when appropriate and helping them learn the legal materials within their own collections. We participated in the Orange County Bar Association's *Bridging The Gap* programs for new lawyers on July 16, 2016, and February 11, 2017.

BOARD OF TRUSTEES

The Orange County Public Law Library is governed by a seven-member Board of Trustees. The Board's attention, support and dedication have made possible a productive year for the Law Library. The members of the Board are during this year were:

Judge Julian W. Bailey (elected February 22, 2017)
Judge Jacki C. Brown
Judge William Claster
Judge Craig L. Griffin
David Hesseltine, Esq.
Professor Linda Kawaguchi
Judge Jamoa A. Moberly (resigned February 21, 2017)
Judge Glenn R. Salter

At the beginning of this fiscal year, the officers were:

President	Judge William Claster
Vice-President	Judge Craig L. Griffin
Secretary	Judge Glenn R. Salter

Officers as of January 2017 are:

President	Judge Craig L. Griffin
Vice-President	Judge Glenn R. Salter
Secretary	David Hesseltine, Esq.

Committees in 2016 were:

Finance:	Judge Griffin, Chair Judge Brown Judge Moberly
Personnel:	Judge Salter, Chair Mr. Hesseltine Professor Kawaguchi

Committees in 2017 are:

Finance:

Judge Salter, Chair
Judge Bailey
Judge Brown
Judge Moberly

Personnel:

Mr. Hesselstine, Chair
Judge Claster
Professor Kawaguchi

Major actions of the Board were:

- conducted the annual review of the investment policy, the LAIF account, and the County Treasury account
- established revised salary range for non-represented managers
- considered timeline for Library Director recruitment process
- approved special holiday hours for the final week of December 2016
- authorized prepayment of FY2017-2018 employer contribution to OCERS, realizing a 4.50% discount
- approved \$1,500,000 payment to OCERS toward unfunded accrued actuarial liability
- conducted a mid-year budget review
- established FY2017-2018 salaries for non-represented employees
- approved payment of CWCAP charges for FY2016-2017
- adopted 2017-2020 Memorandum of Understanding with OCEA
- changed Library hours to close on Saturdays, effective July 1, 2017
- adopted the FY2017-2018 retirement rates
- adopted the FY2017-2018 Budget
- reinstated employer contribution to Library's 401a Plan

The Board held a joint meeting with the staff in December, at which Employee Service Recognition pins were presented to:

Patricia Trujillo	Fifteen years
Lu Nguyen	Twenty years
Brenda Suh	Twenty-five years
Mora Prestinary	Thirty years

The calculations for these awards are made on the total number of hours an employee has worked (whether as a part-time or full-time employee), figured at the full-time equivalent rate.

STAFF

The operation of a law library requires the combined efforts of many talented and energetic people. We are fortunate to have a fine staff here:

Director	Maryruth Storer
Public Services Librarian	Molly Solazzo
Systems/Technical Services Librarian	Scott Enke
Reference Librarians	Lu Nguyen
	Mora Prestinary
Administrative Assistant	Kelsey Chrisley
Network Technician	Phuong Ha
Budget Assistant/Technical Services Coordinator	Brenda Suh
Catalog Assistant	Victoria Garrott-Collins
Circulation Assistant	Patricia Walter
Reference Assistant	Patricia Trujillo
Serials Assistant	Debra White
Documents Assistant	Michele Dulson
Evening Supervisor	Juan Gomez
Saturday Supervisor	Diane Whitaker
Library Assistant	Elizabeth Harmon

A comparison of FY2015-2016 and this year as to employees and their compensation is as follows:

Professional Support Extra Help	2015-2016		2016-2017	
		5.00	\$520,992	5.00
	10.73	612,629	11.00	653,079
	0.00	0.00	0.00	0.00
	15.73	\$1,133,621	16.00	\$1,199,487

In FY2012-2013 we laid off part-time employees and extra help. We were open 57 hours each week in FY2016-2017, and the loss of these employees has strained our ability to staff those hours.

Eleven acquisitions lists and three issues of the newsletter *Transcript* were produced and made available in the Library and on our website. Staff prepared seven bibliographies/research guides: *AI Applications in the Legal Profession*, *Constitution Day, 14th Amendment*, *Guidelines for Small Claims Court*, *Lawyers in Film*, *Legal Writing Briefs, Letters & Memos*, and *U.S. Citizenship Tools*, and twelve bibliographies/research guides were updated: *California Judges Benchbooks*, *Benchguides & Handbooks*, *Foreclosures*, *Free Sources for Codes & Regulations on the Internet*, *Full-Text Online Law Reviews & Journal*, *Law Office Technology*, *New Leaf/Sealing Records*, *Public Law Center*, *Public Record Searching*, *Searching California Legislative History*, *Self-Help Centers*, *Suing Government agencies in California/Tort Claims Act*, and *Web Sources for Copyright, Patent & Trademark Law*.

Staff attended various workshops and meetings this year to learn new resources and upgrade their skills. Unfortunately our budget situation precluded us from supporting staff in attendance at all programs that would have benefited them, but some staff attended some programs at their personal expense. Sessions attended by several staff included:

- Internet Librarian Conference: Scott Enke and Molly Solazzo
- Mental Health First Aid USA: Lu Nguyen, Mora Prestinary, Molly Solazzo and Diane Whitaker

Brenda Suh attended the Innovative *Advanced Authority Control* webinar.

Maryruth Storer attended only the Spring meeting of the Council of California County Law Librarians (CCLL) in Sacramento (as a family matter prevented her from attending the Fall Meeting), and CCLL's 2017 Legislative Day. She attended the 2016 Annual Meeting of the American Association of Law Libraries (AALL), the 2017 Self

Represented Litigation Network Springboard Conference, and the Southern California Association of Law Libraries 45th Annual Institute *ConLaw Conundrum: Constitutional Law & Challenges in Today's Environment*.

She serves as the parliamentarian of Califa, a statewide nonprofit organization that provides services to libraries, attending three Board meetings this year. She maintained her certification as a Deputy Purchasing Agent by attending required training sessions and passing the recertification exam. She attended the Southern California Association of Law Libraries business meeting and four meetings of the Santiago Library System Executive Committee.

She was selected to receive the American Association of Law Libraries Hall of Fame Award at the 2017 AALL Annual Meeting in Austin. The Hall of Fame Award was established in 2009 to recognize those members whose contributions to the profession and service to the Association have been significant, substantial and long-standing.

BUDGET

The income and expenses for this year are summarized in Exhibit A. General income totaled \$2,717,012 while operating expenses totaled \$2,348,222. Compared to the previous fiscal year, these figures represent a 0.78% increase in general income and an 5.82% decrease in operating expenses. An additional expense this year was a \$1,500,000 payment to the Orange County Employees Retirement System toward the unfunded actuarial accrued liability. Court filing fees constituted 99.28% of our general income this year. Capital income was \$30,952, a 68.75% increase from the previous year, and capital expenses were \$98,980, a 552.30% increase from the previous year. Capital expenses included a cost-sharing project with the County of Orange to replace the original roof on the portion of the building built in 1970.

The Library Services income is from overdue books fines and book replacement charges for books lost in circulation. The Fee-Based Services income is from conference room rentals and document delivery charges. The Miscellaneous Revenue items include a donation from Elder Law Section of the Orange County Bar Association (\$1,649), publisher refunds (\$1,486), used books sales (\$915), and copier/printing commission (\$2,139) from Quality Copying Inc. (the vendor servicing the copy machines, Internet printing station, microfiche printers and rental typewriter.) Patrons made 52,274 copies from print resources (a 20.25% decrease from the previous fiscal year) and 14,002 copies from electronic resources (a 11.22% increase), even though many of the subscription databases permit patrons to email or download search results, which results in patrons not paying for paper prints.

Monthly filing fee receipts are extremely erratic, which complicates budgeting. We began the year projecting a budget deficit of \$170,411, yet due to our cost cutting throughout the year and income being better than projected, we ended the fiscal year with an operating budget surplus of \$368,790. In the past seven years, our income has

declined 33.82%. At the beginning of that decline, Superior Court total filings were fairly stable while Law Library filing fee receipts were declining, so county law librarians attributed much of the decline in filing fee receipts to fee waivers. Then Superior Court total filings declined statewide, further contributing to the decline in filing fee receipts. Now the statewide decline in Superior Court total filings has slowed, so we are hopeful that filing fee receipts will be more stable in FY17-18.

COLLECTION

The Collection Statistics chart, shown as Exhibit C, tallies the volumes and costs for various categories of materials. The grand total for all volumes and volume equivalents is now 379,875, a 0.29% increase in collection size over the previous year. This year we spent \$523,755 for materials and binding, a 14.26% decrease from the previous year, reflecting the many subscriptions cancellations we have made. In subsequent years, our collection size will reflect some of the cancellations made in recent years, as we remove treatises, statutes and loose-leaf services from the shelves when they are no longer being updated.

Price increases in legal materials continue to increase at a rate often substantially higher than the general inflation rate. We have negotiated a substantial discount from "list price" for many volumes from Thomson Reuters (West). The staff monitors price increases closely and reviews titles for possible cancellations on an ongoing basis. This year we saved \$3,416 returning standing order items (without completely canceling the subscriptions to future updates).

Our collection costs include \$1,217 for Nolo Press books for Superior Court's five Self-Help Centers.

With our declining revenue, this year we continued the reduction of collection purchases, following these general guidelines:

- cutting all second copies
- cutting all regional reporters (available on Westlaw)
- cutting academic law reviews (available on HeinOnline and Westlaw)
- Cutting digests except California (available on Westlaw)
- cutting state statutes except California (available on Westlaw)
- cutting Shepards Citations except California (available on Lexis and also have Keycite on Westlaw)

We are initially eliminating duplication of intellectual content – both in quantity and formats. These collection cuts will inconvenience our users. We are making them to preserve other content, so that we can provide as much distinct content as possible to users. While individual items might have a relatively low price, we still must consider cancellation as we look to the aggregate savings we need to achieve.

We are very grateful to those patrons who donated to us this year. The donors and their contributions are listed in Exhibit D.

CONCLUSION

We have had a busy year, serving 42,253 patrons at our Civic Center location and in addition providing service to inmates at the Orange County Jails. Our website is another method through which our staff provides service to the public at large. Throughout the year, staff has worked very hard to continue to provide our patrons with public access to legal information, which is the Orange County Public Law Library's continuing objective. The staff's ongoing efforts are challenged by the realities of budget reductions (fewer staff to provide service, fewer new materials available to use in research and fewer hours for patrons to come to the Library), as well as by the security issues resulting from the behavior of some patrons. Yet we continue our efforts, because people continue to come searching for legal information they need.

The California State Senate passed Senate Resolution 83 in August, 2016, resolving "that the Senate commends county law libraries throughout the state for the essential services they provide, recognizes August 17, 2016, as County Law Library Day in California, and urges individuals and institutions to observe this day with appropriate notice and ceremony so that Californians may achieve a better understanding and a deeper appreciation of the vital role of California's county law libraries in accessing and delivering justice to the people of the State of California," noting that free and equal access to law-related information is a cornerstone of a democratic and open society, and that California's county law libraries are an essential component of the justice system.

Founded in 1891, the Orange County Public Law Library has now provided county residents with access to legal information during three centuries. The staff looks forward to continuing this long tradition of service to society.

**Budget Summary
FY 2016-2017**

Income from Operations	Estimate 2016-2017	Actual FYTD	% of Est.
Interest (on Cash)	\$ 5,180	6,647	1.28
Court Filing Fees	2,429,000	2,697,418	1.11
Library Services	3,000	3,353	1.12
Fee-Based Services	1,400	3,237	2.31
Miscellaneous Revenue	6,045	6,357	1.05
Outlawed Check Charges	0	0	0.00
	2,444,625	\$ 2,717,012	1.11
Expenses for FY 2016-2017	Budget 2016-2017	Actual FYTD	% of Budget
Salaries	\$ 1,166,873	1,161,001	0.99
Retirement	352,570	267,267	0.76
Optional Benefit Plan	11,500	11,500	1.00
Employee Group Insurance	186,609	184,971	0.99
Accrued Salary & Benefits (Acct'g Purposes)	n.a.	0	0.00
Telephone	13,893	11,772	0.85
Insurance	43,123	40,506	0.94
Maintenance-Equipment	41,643	38,293	0.92
Building Maintenance	1,000	0	0.00
Minor Alterations/Improvements	1,000	349	0.35
Memberships	4,605	4,565	0.99
Miscellaneous Expense	4,950	0	0.00
Office Expense	17,413	8,792	0.50
County Publishing Services	266	295	1.11
Periodicals	369,521	309,780	0.84
Postage	650	324	0.50
Minor Equipment Control	9,080	3,373	0.37
Professional Services	7,625	3,951	0.52
Databases	129,849	127,008	0.98
Collection Agency Fees	0	0	0.00
Contracts	38,156	37,264	0.98
CWCAP	27,000	26,716	0.99
County IT Charges	2,814	2,434	0.86
Rent-Lease Service Equipment	402	401	1.00
Books	155,507	86,967	0.56
Freight, Mileage, etc.	15,332	13,407	0.87
Transportation, Meetings	13,655	7,285	0.53
	\$ 2,615,036	\$ 2,348,222	0.90
CAPITAL INCOME			
6610 Interest (on Reserve)	\$ 23,600	\$ 30,952	1.31
CAPITAL EXPENDITURES			
4000 Equipment	\$ 7,174	\$ 12,304	1.72
4800 Building Project	\$ 86,676	\$ 86,676	1.00

FINANCIAL STATEMENT : CIRCULATION

JULY 2016-17

REGISTRATIONS: 61	ANNUAL DUES/FEEES	0							
DEPOSITS									
\$ 6,400.00		\$0.00						\$ 6,400.00	
CANCELLATIONS: 17	ABANDONED ACCOUNTS	3							
REFUNDS	REFUNDS			FORFEITED ACCOUNTS	2				
\$ 1,651.00	\$	105.00						\$ 1,756.00	
FINES COLLECTED	FINES TO TRANSFER								
	CANCELED		\$ 49.00						
	ABANDONED		\$ 195.00						
	FORFEITED		\$ 100.00						
\$ 2,174.00	TOTAL		\$ 344.00					\$ 2,518.00	
BOOKS LOST AND PAID	UNPAID LOST BOOKS	5							
2	REPLACEMENT COST \$506.90								
\$159.09	TRANSFER FROM FORFEITED			\$100.00				\$ 259.09	
*****	*****	*****	*****	*****	*****	*****	*****	*****	*****
RECAPITULATION : 1/1/74 - 6/30/17									
Fines Transferred		Fines Collected		Books Paid				CUMULATIVE TOTALS	
\$ 40,252.41	\$	323,455.64		\$ 48,899.48				\$ 412,550.53	FY 74 -16
\$ 344.00	\$	2,174.00		\$ 259.09				\$ 2,777.09	FY 16-17
\$ 40,596.41	\$	325,629.64		\$ 49,158.57				\$ 415,327.62	Grand Total
Refundable Deposits									
Total Deposits		Total Refunds		Total Transfers				CUMULATIVE TOTALS	
\$ 761,683.05	\$	344,346.05		\$ 311,994.79				\$ 103,767.21	FY 1/74-6/16
\$ 6,400.00	\$	1,756.00		\$ 444.00				\$ 4,200.00	FY 16-17
\$ 768,083.05	\$	346,102.05		\$ 312,438.79				\$ 107,967.21	Grand Total

5 attorney special refunds: \$ 500.00
 2 resident special refunds: \$ 200.00

ORANGE COUNTY PUBLIC LAW LIBRARY
COLLECTION STATISTICS
2016-2017

	2015-2016 NET CHANGE	2015-2016 GRAND TOTAL	2016-2017 ADDED	2016-2017 CANCELLED*	2016-2017 WITHDRAWN	2016-2017 TOTAL	GRAND TOTAL	2016-2017 COSTS	TOTAL
VOLUMES:									
Main Library	151	153,478	1,000		(897)	103 (inc. bindery)	153,581		386,831.99
DEPOSITORY:									
Federal									
Volumes	572	9,978	1269		(525)	744	10,722		
Items	157	30,882	266		0	266	31,148		
Treatise Titles	54	4,535	407		(12)	395	4,930		
Periodical Titles	0	160	20		0	20	180		
State									
Volumes	58	4,913	120		(42)	78	4,991		
Items	0	11,441	0		0	0	11,441		
Treatise Titles	23	2,044	39		(1)	38	2,082		
Periodical Titles	2	294	6		(20)	(14)	280		
COMMERCIAL BINDERY: (vols)									1,553.31
			47						
NON-BOOK MATERIAL:									
Audiotapes	0	336	0		0	0	336		
Videotapes	0	72	1		0	1	73		
Microfiche	922	1,177,900	1036		0	1,036	1,178,936		
Vol. Eqv.++		196,317					196,489		
Microfilm	0	4,165	0		0	0	833		
Vol. Eqv.++		9,927					4,165		
Ultrafiche	0	9,927					9,927		
CD-ROM	57	1,781	165		(151)	14	1,795		
Diskettes	(1)	894	0		(12)	(12)	882		
DVD	2	39	1		0	1	40		
Audio CD	24	1,539	14		(10)	4	1,543		
Online subscriptions	0	12	0		0	0	12		711.85
Weblink		2				0	2		127,008.08
									537.25
TITLES:									
Treatises	224	22,424	268		(107)	161	22,585		
Periodicals	(7)	928	1		(3)	(2)	926	(31,497.63)	
Loose-leaf	85	2,760	14		0	14	2,774	(6,800.89)	
Continuations (unbd)	0	1,888	0		0	0	1,888	(230,562.04)	
Continuations (bd)	1	143	0		(1)	(1)	142	(43,380.35)	
Audiotapes	0	123	0		0	0	123	(41,603.40)	
Videotapes	0	54	1		0	1	55		
Microfiche***	2	2,454	0		0	0	2,454		
Microfilm	0	13	0		0	0	13		
Ultrafiche	0	38	0		0	0	38		
CD-ROM	0	264	1		0	1	265		
Diskettes	0	48	0		(1)	(1)	47		
DVD	1	23	0		0	0	23		
Audio CD	14	483	12		(2)	10	493		
Shepard's Citators (new titles volumes)	0	196	0		0	0	196		(4,495.10)
						Volumes: 169,294			
						Fiche smv: 196,489			
						Ultrafiche: 9,927			
						Film smv: 4,165			
						2016-2017			
						TOTAL	379,875		523,755.30

* Cancelled titles are not deducted from title count.

***FY92 Annual Report and following includes general, federal and state depository fiche titles. ++SMV calculated on year-end figure.

**Gifts & Donations
2016-2017**

Christine Baumgartner

\$23.00 cash donation

Elder Law Section, Orange County Bar Association

Albert J. Rasch, Chair

\$1,649.00 cash donation

Orange County Grand Jury

Theda Kaelina, Administrator

2015-2016 Orange County Grand Jury Final Report

2014-2015 Orange County Grand Jury Report Responses

Jean M. Priefer

California Compensation Cases volumes 1-74 with Master Index volumes 1911-2003

Workers Compensation Laws of California volumes 1988, 1992-94, 1997-2003, 2005,
2007, 2009-10

PUBLIC SERVICES STATISTICS

A FIVE YEAR COMPARISON

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
PATRONS:	45,475	47,551	50,053	42,076	42,253
PHONE CALLS:	1,111	1,076	947	876	854
REFERENCE:					
Ref. Desk	10,365	10,432	9,857	8,651	8,298
Email	106	102	128	80	146
24/7	961	1,439	1,544	1,398	1,188
CIRCULATION:					
Main	4,062	4,243	4,162	3,327	2,421
Jail	1	0	0	2	0
Judicial	7	10	10	4	5
RESERVES	0	1	3	9	5
OVERDUE NOTICES	95	91	88	117	60
FINE NOTICES	46	47	41	37	48
REGISTRATIONS:	118	81	78	88	66
Registered	65	44	60	55	36
Resident	30	31	18	29	25
Official	16	6	0	4	5
Judicial	7	0	0	0	0
CANCELLATIONS	26	13	21	19	23
CONFERENCE ROOMS:					
Room A	21	16	18	23	41
Room B	16	7	8	15	15
TOURS	9	5	4	1	1
No. of Persons	89	39	25	3	1
INTERLIBRARY LOAN:					
Requested: Books	0	1	0	0	1
Photocopies	1	1	0	3	0
Loaned: Books	7	3	2	7	4
Photocopies	4	2	18	1	1
MICROFORMS USED	14	59	11	68	36
CLASSES	0	0	0	0	0
Participants	0	0	0	0	0

Memorandum

To: Maryruth Storer

From: Scott Enke

Date: July 12, 2017

Re: Technical Services Department Report of Selected Activities FY 2016 - 2017

SYSTEM RECORDS AND CATALOGING: Technical Services staff created 7,523 item records, 83 check-in records, 467 authority records, and 465 order records. During FY 2016-2017, there were 4,102 new bibliographic records into our catalog database system.

The breakdown by format of new bibliographic records is:

	<u>NON-DEPOSITORY</u>	<u>FEDERAL DEPOSITORY</u>	<u>STATE DEPOSITORY</u>
TREATISES	282	407	39
SERIALS	1	0	0
MICROFICHE	0	1036	0
CD	1	0	0
AUDIO CD	12	0	0
DVD	1	0	0
DATABASE	0	0	0
ELECTRONIC RECORDS	1,730	593	0

BOOK REPAIR, REPLACEMENTS AND MISSING PAGES:

- Book repair: 29 volumes were repaired.
- Items replaced due to worn/defective material, and bringing lapsed titles up to date: 31 items were replaced at a total cost of \$3,279.53.
- Missing pages replaced: A total of 131 missing pages were replaced from 12 volumes. All pages were requested and received from publishers.

	<u>FY 12/13</u>	<u>FY 13/14</u>	<u>FY 14/15</u>	<u>FY 15/16</u>	<u>FY 16/17</u>
Pages replaced-	758	443	610	618	131

CANCELLATIONS: The Library's Collection Development Committee routinely reviews loose-leaf and update services and other subscriptions the Library receives. The review is carried out in light of cost considerations and patron use.

FY 2016-2017 title cancellations are: 2 monographs, 1 continuation, 5 loose-leaf subscriptions, and 1 periodical.

IN-HOUSE BINDING: During FY 2016-2017, Technical Services staff bound 23 volumes.

U.S. GOVERNMENT DEPOSITORY selection rate is 10.72% of all documents offered.

BARCODING PROJECT: 200 barcodes added from 40 bibliographic records.

OVERHAUL PROJECT: Work on floor five was completed October 2016. This included the creation of 176 electronic resource records and the revision of 225 (counterpart) print records. In total, 4,964 volumes were reviewed. Technical Services is currently working on floor four. To date, 802 records have been reviewed. This includes the creation of 26 e-Records, 338 call number changes, and 56 items being declared missing.

Database Usage Statistics

Usage statistics for EBSCO (FY2016-2017)

<i>Month</i>	<i>Sessions</i>	<i>Searches</i>	<i>Total Full Text</i>	<i>PDF Full Text</i>	<i>Abstract</i>
Jul '16	58	116	205	204	116
Aug '16	27	80	51	51	45
Sep '16	19	37	16	16	13
Oct '16	37	66	85	85	43
Nov '16	61	107	205	205	88
Dec '16	59	124	201	201	101
Jan '17	63	153	238	236	96
Feb '17	81	198	309	309	125
Mar '17	54	137	204	188	186
Apr '17	53	143	243	238	149
May '17	46	130	457	457	128
Jun '17	30	104	127	125	56
<i>Total</i>	<i>588</i>	<i>1,395</i>	<i>2,341</i>	<i>2,315</i>	<i>1,146</i>

Usage statistics for FastCase (FY2016-2017)

<i>Month</i>	<i>Total Transactions</i>	<i>Total Logins</i>	<i>Documents Viewed</i>
Jul '16	15	10	7
Aug '16	82	14	31
Sep '16	600	14	546
Oct '16	645	27	482
Nov '16	644	27	483
Dec '16	70	12	49
Jan '17	120	10	28
Feb '17	93	4	54
Mar '17	5	4	2
Apr '17	299	8	207
May '17	102	31	34
Jun '17	151	26	80
<i>Total</i>	<i>2,826</i>	<i>187</i>	<i>2,003</i>

Usage statistics for HeinOnline (FY2016-2017)

Month	Hits	Articles	Visits	Pages	Searches
Jul '16	2,388	224	57	208	64
Aug '16	5,953	590	119	352	540
Sep '16	4,359	294	53	230	109
Oct '16	3,697	497	69	188	41
Nov '16	1,262	76	35	54	11
Dec '16	1,380	143	24	88	18
Jan '17	649	175	24	13	54
Feb '17	875	140	23	36	29
Mar '17	3,931	299	47	195	45
Apr '17	1,996	79	19	131	71
May '17	3,053	545	22	128	84
Jun '17	4,061	549	44	205	58
Total	33,604	3,611	536	1,828	1,124

Usage statistics for LexisNexis (FY2016-2017)

Month	Matthew Bender Service	Lexis Legal Services**	Shepard's Services	Lexis Advance**
Jul '16	\$1,013.26	\$748.20	\$208.15	N/A
Aug '16	\$1,442.78	\$871.66	\$183.99	N/A
Sep '16	\$1,059.69	\$1,038.80	\$508.95	N/A
Oct '16	\$1,139.39	\$1,064.39	\$199.62	N/A
Nov '16	\$1,160.42	\$1,570.67	\$31.42	N/A
Dec '16	\$1,263.88	\$1,242.81	\$149.11	N/A
Jan '17	\$493.81	\$2,056.96	\$82.87	N/A
Feb '17	\$942.36	\$478.66	\$443.71	N/A
Mar '17	\$1,252.69	\$1,347.99	\$148.99	N/A
Apr '17	\$1,584.05	\$872.86	\$218.45	N/A
May '17	\$1,588.16	N/A	\$10.62	\$831.39
Jun '17	\$1,840.72	N/A	\$5.74	\$697.12
Total*	\$14,781.21	\$11,293.00	\$2,191.62	\$1,528.51

*Value of research (in dollars)

**The Lexis Advance service began May 2017. Lexis Legal Services are no longer a separate category whose statistics may be generated.

Usage statistics for OnLAW (FY2016-2017)

Month	Total Connect Time(HH/MM)
Jul '16	1,238:07
Aug '16	659:55
Sep '16	301:23
Oct '16	421:17
Nov '16	497:49
Dec '16	603:09
Jan '17	581:19
Feb '17	634:03
Mar '17	546:52
Apr '17	641:66
May '17	447:80
Jun '17	605:20
Total	7,179:40

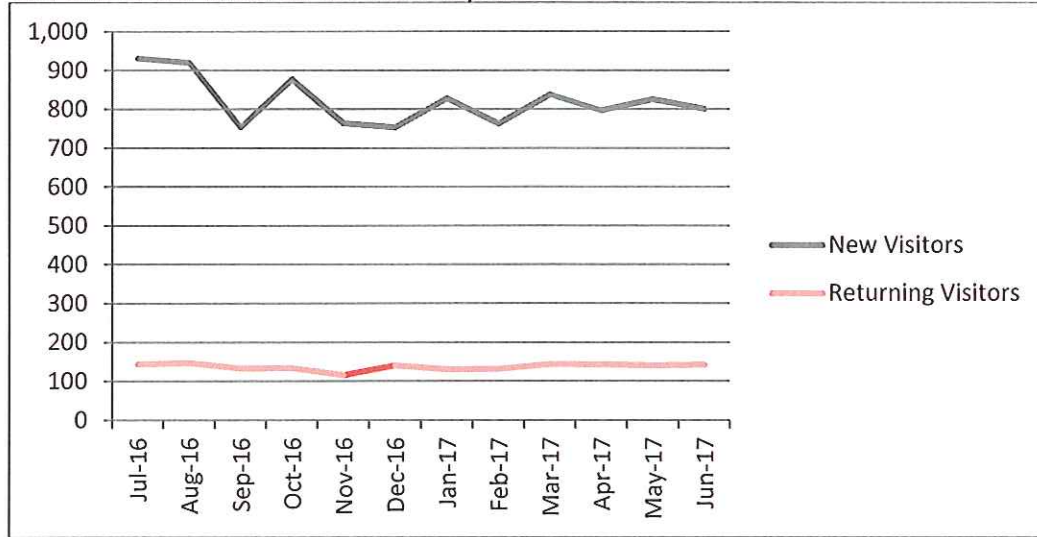
Usage statistics for WestLaw (FY2016-2017)

Month	Transactions-Total	Connect Time
Jul '16	3,480	156:38:52
Aug '16	7,029	174:38:52
Sep '16	6,154	140:20:27
Oct '16	3,895	166:45:02
Nov '16	1,736	92:53:40
Dec '16	2,066	120:25:27
Jan '17	3,274	128:48:06
Feb '17	2,745	115:55:04
Mar '17	2,608	123:38:42
Apr '17	3,113	152:11:43
May '17	2,058	107:47:58
Jun '17	1,974	106:08:41
Total	40,132	1,586:12:34

Website Statistics

Visitors

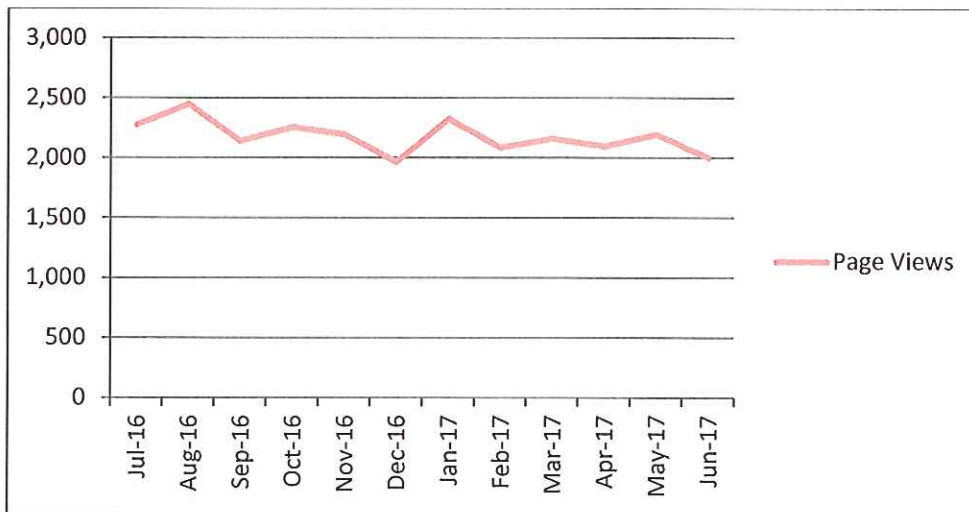
The Visitor Report shows the numbers of new and returning visitors to the site, providing an overview of site traffic for the selected period of time.



Month	New Visitors	Returning Visitors
Jul '16	931	144
Aug '16	920	147
Sep '16	754	133
Oct '16	877	134
Nov '16	764	116
Dec '16	753	141
Jan '17	828	131
Feb '17	763	132
Mar '17	838	144
Apr '17	797	143
May '17	825	141
Jun '17	801	142
Total	9,851	1,648

Page Views

This report shows the number of times the Web site's pages have been accessed within the given time frame.



Month	Page Views
Jul '16	2,275
Aug '16	2,449
Sep '16	2,140
Oct '16	2,256
Nov '16	2,195
Dec '16	1,967
Jan '17	2,324
Feb '17	2,086
Mar '17	2,160
Apr '17	2,097
May '17	2,195
Jun '17	2,001
Total	26,145