

ORANGE COUNTY PUBLIC LAW LIBRARY



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ANNUAL REPORT 2017-2018

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

2017-2018

MAJOR EVENTS

So much can change over the course of a year! Library staff began this year dealing with the challenges of several hundred people camping in the Plaza of the Flags, just outside our front entrance. On a daily basis, we had vandalism, sanitation issues, drug use in the public restrooms, verbal and physical altercations between patrons, and threatening behavior toward staff and our security guard. After a July 13 safety incident (a release of some type of chemical in a public restroom, resulting in several staff becoming ill), a Vulnerability Assessment by the Orange County Intelligence Assessment Center recommended steps for increased security. During the overnight hours on August 17 and August 31, large glass exterior walls (8 feet and 9.5 feet high) were shattered by unknown individuals. As a temporary measure, the front door of the Library was closed on August 24, leaving the ground floor entrance from the parking lot for public use. There was an immediate improvement inside the Library: fewer people came in only for use of restrooms and electricity, so people conducting legal research were better able to concentrate and use our legal resources. Unfortunately, staff still had to contend with mice in work areas and sanitation issues (human waste and hypodermic needles) immediately adjacent to the building. Several recommendations from the Vulnerability Assessment were implemented over the fall months. In early April, the Plaza of the Flags was cleared of campers, and we re-opened the Library's main entrance on April 16. Throughout the year, Library staff appreciated the ongoing assistance from officers of both the Sheriff-Coroner Department and the Santa Ana Police Department.

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 has decreased 30.97% since FY2009-2010. 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. After years of requests to the California Legislature, county law librarians are pleased that the Budget Act of 2018 (SB840) appropriates \$16,500,000 "to County Law Libraries to backfill the decline in civil filing fee revenue." This one-time allocation is welcome, but ongoing support is needed so that county law libraries will be assured that they will be

able to continue to provide ongoing access to legal information to all residents of California.

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 150 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 1,252 questions this year, and we are pleased to be part of this project.

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 15, 2017, and February 10, 2018.

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
Judge Jacki C. Brown
Judge William Claster
Michael D. Franco, Esq. (appointed January 23, 2018)
Judge Craig L. Griffin
David Hesselstine, Esq. (term ended December 31, 2017)
Professor Linda Kawaguchi
Judge Glenn R. Salter

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

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

Officers as of January 2018 are:

President	Judge Glenn R. Salter
Vice-President	Judge Jacki C. Brown
Secretary	Judge Julian W. Bailey

Committees in 2017 were:

Finance:	Judge Salter, Chair Judge Bailey Judge Brown
Personnel:	Mr. Hesselstine, Chair Judge Claster Professor Kawaguchi

Committees in 2018 are:

Finance:	Judge Claster, Chair Judge Griffin Mr. Franco
Personnel:	Judge Brown, Chair Judge Bailey Professor Kawaguchi
Search:	Professor Kawaguchi, Chair Judge Claster Judge Griffin

Major actions of the Board were:

- conducted the annual review of the investment policy, the LAIF account, and the County Treasury account
- received the audit for FY2015-2016 and FY2016-2017
- revised the General Regulations & Rules of Conduct to include provision that only devices reasonably used for legal research (laptops, tablets and cell phones) could be charged at designated electrical outlets
- authorized Board President to send letter of concern regarding Civic Center conditions to the County Board of Supervisors, Santa Ana City Council, and Civic Center Authority
- received Vulnerability Assessment conducted by Orange County Intelligence Assessment Center, and authorized two additional card access control points within Law Library Building
- considered timeline for Library Director recruitment process
- approved special holiday hours for the final week of December 2017
- authorized prepayment of FY2018-2019 employer contribution to OCERS, realizing a 4.50% discount
- approved \$1,537,530 payment to OCERS toward unfunded accrued actuarial liability
- conducted a mid-year budget review
- established FY2018-2019 salaries for non-represented employees
- approved payment of CWCAP charges for FY2017-2018
- adopted Governance Resolution
- appointed Brendan E. Starkey as next Law Library Director
- adopted the FY2018-2019 retirement rates
- adopted the FY2018-2019 Budget

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

Molly Solazzo	Fifteen years
Debra White	Fifteen years
Patricia Walter	Twenty 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	Diane Whitaker
Serials Assistant	Debra White
Documents Assistant	Michele Dulson
Evening Supervisor	Juan Gomez
Library Assistant	Elizabeth Harmon

A comparison of FY2016-2017 and this year as to employees and their compensation is as follows:

	2016-2017		2017-2018	
Professional	5.00	\$546,408	5.00	\$536,910
Support	10.73	653,079	10.02	591,491
Extra Help	0.00	0	0.00	0
	16.00	\$1,199,487	15.02	\$1,128,402

Note that FY2016-2017 had 2,160 paid hours per employee compared to the standard 2,080 paid hours in FY2017-2018. At the beginning of FY2017-2018, we did not fill the Saturday Supervisor position when it was vacant, due to our closing on Saturdays beginning July 1, 2017.

Eleven acquisitions lists and three issues of the newsletter *Transcript* were produced and made available in the Library and on our website. Staff prepared eight bibliographies/research guides: *California Firearms Law, DACA Kids, Employee Rights, Fight Your Ticket, Illustrations in Government Publications, Legal Citations Manuals on the Internet, Pets & the Law, and Separation of Powers*, and ten bibliographies/research guides were updated: *California Attorney Legal Malpractice Sources, Foreclosures, Free Sources for Cases on the Internet, Free Sources for Codes & Regulations on the Internet, Immigration Law & Forms, Law Office Technology, Legal Writing: Briefs, Letters & Memos, Prisoners Rights Organizations, Social Media, and Suing Government Agencies California Tort Claims Act.*

Staff attended various workshops and meetings this year to learn new resources and upgrade their skills. Sessions attended by several staff included:

Internet Librarian Conference: Scott Enke, Mora Prestinary and Molly Solazzo

Maryruth Storer attended the Fall and Spring meetings of the Council of California County Law Librarians (CCCLL) in Sacramento and CCCLL's 2018 Legislative Day. She attended the 2017 Annual Meeting of the American Association of Law Libraries (AALL), where she received AALL's Hall of Fame Award, which recognizes those members whose contributions to the profession and service to the Association have been significant, substantial and long-standing. She attended the 2018 2nd Annual Self Represented Litigation Network Conference *Designing & Engaging 100% Access to the Civil Justice Ecosystem*. Throughout this year she served as Chair of the Law Librarians Working Group of the Self-Represented Litigation Network (SRLN), which is the only non-profit organization supporting justice system professionals focused on the question of how best to reform ALL aspects of the legal system (courts, legal aid, the bar and non-legal partners) so that self-represented litigants experience the courts (and

indeed the legal system) as a consumer oriented environment guided by the principles of equal protection and due process. SRLN is a resource center that provides toolkits, evaluation, implementation guidance and thought leadership; it is a network that connects and supports reform minded leaders throughout the country; and offers a geospatial data and analysis hub for the civil justice space.

She attended the Southern California Association of Law Libraries (SCALL) 46th Annual Institute *Employment Law* and the SCALL Business Meeting, where she received the Albert O. Brecht Lifetime Achievement Award. She serves as the parliamentarian of Califa, a statewide nonprofit organization that provides services to libraries, attending six Board meetings this year. She maintained her certification as a County of Orange Deputy Purchasing Agent by attending required training sessions. She attended two meetings of the Santiago Library System Executive Committee.

She received CCCLL's Distinguished Service Award "for her extraordinary service, significant contributions, and lasting impact on California's county law libraries, and for always demonstrating the highest level of dedication and commitment to expanding access to justice." At the end of this year, she was notified that she would receive the Bethany J. Ochal Award for Distinguished Service to the Profession from the Government Law Libraries Special Interest Section of AALL, which is named for her predecessor at this Library.

BUDGET

The income and expenses for this year are summarized in Exhibit A. General income totaled \$2,834,242 while operating expenses totaled \$2,264,889. Compared to the previous fiscal year, these figures represent a 4.31% increase in general income and an 3.55% decrease in operating expenses. An additional expense this year was a \$1,537,530 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 \$44,514, a 43.82% increase from the previous year, and capital expenses were \$231,722, a 134.09% increase from the previous year. Capital expenses included a cost-sharing project with the County of Orange to complete safety upgrades in the elevator in 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 (\$1,580), publisher refunds (\$826), used books sales (\$810), and copier/printing commission (\$2,639) from Quality Copying Inc. (the vendor servicing the copy machines, Internet printing station, microfiche printers and rental typewriter.) Patrons made 33,021 copies from print resources (a 36.83% decrease from the previous fiscal year) and 11,361 copies from electronic resources (a 11.22% decrease), as 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 surplus of \$179,905, 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 \$569,353. In the past eight years, our income has declined 30.97%. 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 continue to be stable in FY18-19.

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 381,227, a 0.36% increase in collection size over the previous year. This year we spent \$538,356 for materials and binding, a 2.79% increase 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 \$319 returning standing order items (without completely canceling the subscriptions to future updates), and we saved \$701 by cancellations. With bulk purchase discounts, we saved \$10,361 from list prices.

Our collection costs include \$666 for new editions of 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 Shepard's 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 37,371 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.

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 2017-2018**

Income from Operations	Estimate 2017-2018	Actual FYTD	% of Est.
Interest (on Cash)	\$ 3,280	7,840	2.39
Court Filing Fees	2,689,435	2,813,705	1.05
Library Services	3,300	2,697	0.82
Fee-Based Services	1,650	3,652	2.21
Miscellaneous Revenue	5,800	6,163	1.06
Outlawed Check Charges			
	<u>\$ 2,703,465</u>	<u>\$ 2,834,242</u>	<u>1.05</u>

Expenses for FY 2017-2018	Budget 2017-2018	Actual FYTD	% of Budget
Salaries	\$ 1,148,379	1,147,707	1.00
Retirement	266,953	158,883	0.60
Optional Benefit Plan	11,500	11,500	1.00
Employee Group Insurance	177,009	178,006	1.01
Accrued Salary & Benefits (Acct'g Purposes)	n.a.	0	0.00
Telephone	14,100	13,007	0.92
Insurance	44,556	39,586	0.89
Maintenance-Equipment	46,740	30,610	0.65
Building Maintenance	3,300	1,650	0.50
Minor Alterations/Improvements	10,550	17,393	1.65
Memberships	4,640	4,550	0.98
Miscellaneous Expense	5,520	3,247	0.59
Office Expense	12,228	11,977	0.98
County Publishing Services	464	709	1.53
Periodicals	352,355	315,939	0.90
Postage	400	317	0.79
Minor Equipment Control	16,400	13,818	0.84
Professional Services	14,550	14,947	1.03
Databases	129,150	125,866	0.97
Collection Agency Fees	0	0	0.00
Contracts	35,963	34,018	0.95
CWCAP	20,358	20,345	1.00
County IT Charges	3,141	2,176	0.69
Rent-Lease Service Equipment	421	401	0.95
Books	171,743	96,551	0.56
Freight, Mileage, etc.	14,820	14,141	0.95
Transportation, Meetings	18,320	7,549	0.41
	<u>\$ 2,523,560</u>	<u>\$ 2,264,889</u>	<u>0.90</u>

CAPITAL EXPENDITURES

4000	Equipment	\$ 13,655	\$ 8,081	0.59
4800	Building Project: Elevator	\$ 223,641	\$ 223,641	1.00

FINANCIAL STATEMENT : CIRCULATION
JULY 2017-18

REGISTRATIONS: 48	ANNUAL DUES/FEES	0							
DEPOSITS									TOTALS
\$ 5,000.00	\$	0.00						\$	5,000.00
CANCELLATIONS: 13	ABANDONED ACCOUNTS	5		FORFEITED ACCOUNTS	4				
REFUNDS	REFUNDS								
\$ 1,400.00	\$	238.00						\$	1,638.00
FINES COLLECTED	FINES TO TRANSFER								
	CANCELED	\$	0.00						
	ABANDONED	\$	262.00						
	FORFEITED	\$	200.00						
\$ 2,253.00	TOTAL	\$	462.00					\$	2,715.00
BOOKS LOST AND PAID	UNPAID LOST BOOKS	3							
3	REPLACEMENT COST \$364.39								
\$253.38	TRANSFER FROM FORFEITED			\$300.00				\$	553.38
*****	*****	*****	*****	*****	*****	*****	*****	*****	*****
RECAPITULATION : 1/1/74 - 6/30/18									
Fines Transferred		Fines Collected		Books Paid					CUMULATIVE TOTALS
\$ 40,596.41	\$	325,629.64		\$ 49,158.57				\$	415,327.62
\$ 462.00	\$	2,253.00		\$ 553.38				\$	3,268.38
\$ 41,058.41	\$	327,882.64		\$ 49,711.95				\$	418,596.00
									Grand Total
Refundable Deposits									
Total Deposits		Total Refunds		Total Transfers					CUMULATIVE TOTALS
\$ 768,083.05	\$	346,102.05		\$ 312,438.79				\$	107,967.21
\$ 5,000.00	\$	1,638.00		\$ 762.00				\$	2,600.00
\$ 773,083.05	\$	347,740.05		\$ 313,200.79				\$	110,567.21
									Grand Total

4 attorney special refunds: \$ 400.00
1 resident special refunds: \$ 100.00

ORANGE COUNTY PUBLIC LAW LIBRARY
COLLECTION STATISTICS
2017-2018

	2016-2017 NET CHANGE	2016-2017 GRAND TOTAL	2017-2018 ADDED	2017-2018 CANCELLED*	2017-2018 WITHDRAWN	2017-2018 TOTAL	GRAND TOTAL	2017-2018 COSTS	TOTAL
VOLUMES:									
Main Library	103	153,581	1,224		(621)	603 (inc. bindery)	154,184		407,897.10
DEPOSITORY:									
Federal									
Volumes	744	10,722	1172		(555)	617	11,339		
Items	266	31,148	158		(142)	16	31,164		
Treatise Titles	395	4,930	323		(4)	319	5,249		
Periodical Titles	20	180	6		(1)	5	185		
State									
Volumes	78	4,991	105		(25)	80	5,071		
Items	0	11,441	0		0	0	11,441		
Treatise Titles	38	2,082	36		0	36	2,118		
Periodical Titles	(14)	280	0		0	0	280		
COMMERCIAL BINDERY: (vols)									1,065.59
			29						
NON-BOOK MATERIAL:									
Audiotapes	0	336	0		0	0	336		
Videotapes	1	73	2		(7)	(5)	68		
Microfiche	1,036	1,178,936	307		0	307	1,179,243		1,890.82
Vol. Eqv. ++		196,489					196,541		
Microfilm	0	833	0		0	0	833		
Vol. Eqv. ++		4,165					4,165		
Ultrafiche	0	9,927				0	9,927		
CD-ROM	14	1,795	140		(93)	47	1,842		545.17
Diskettes	(12)	882	0		0	0	882		
DVD	1	40	0		(3)	(3)	37		
Audio CD	4	1,543	32		0	32	1,575		546.24
Online subscriptions	0	12	0		0	0	12		125,865.68
Weblink		2				0	2		545.00
TITLES:									
Treatises	161	22,585	302		(93)	209	22,794	(36,729.98)	
Periodicals	(2)	926	0		(3)	(3)	923	(5,728.31)	
Loose-leaf	14	2,774	50		(1)	49	2,823	(230,604.71)	
Continuations (unbd)	0	1,888	0		0	0	1,888	(51,459.67)	
Continuations (bd)	(1)	142	0		(1)	(1)	141	(42,602.88)	
Audiotapes	0	123	0		0	0	123		
Videotapes	1	55	2		0	2	57		
Microfiche***	0	2,454	0		0	0	2,454		
Microfilm	0	13	0		0	0	13		
Ultrafiche	0	38	0		0	0	38		
CD-ROM	1	265	0		(1)	(1)	264		
Diskettes	(1)	47	0		0	0	47		
DVD	10	493	28		0	28	521	(2,863.70)	
Audio CD	0	196	0		0	0	196		
Shepard's Citators (new titles volumes)									
					Volumes:	170,594			
					Fiche smv:	196,541			
					Ultrafiche:	9,927			
					Film smv:	4,165			
					2017-2018	381,227			538,355.60
					TOTAL				

* 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
2017-2018**

Elder Law Section, Orange County Bar Association

Michelle Lepich, Esq., Chair

\$1,580.26 cash donation

Michael A. Hackard, Esq.

The Wolf at the Door: Undue Influence and Elder Financial Abuse

Orange County Grand Jury

Theda Kaelina, Administrator

2016-2017 Orange County Grand Jury Final Report

PUBLIC SERVICES STATISTICS

A FIVE YEAR COMPARISON

	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
PATRONS:	47,551	50,053	42,076	42,253	37,371
PHONE CALLS:	1,076	947	876	854	688
REFERENCE:					
Ref. Desk	10,432	9,857	8,651	8,298	5,955
Email	102	128	80	146	150
24/7	1,439	1,544	1,398	1,188	1,252
CIRCULATION:					
Main	4,243	4,162	3,327	2,421	2,140
Jail	0	0	2	0	0
Judicial	10	10	4	5	10
RESERVES	1	3	9	5	4
OVERDUE NOTICES	91	88	117	60	56
FINE NOTICES	47	41	37	48	38
REGISTRATIONS:					
Registered	81	78	88	66	57
Resident	44	60	55	36	32
Official	31	18	29	25	16
Judicial	6	0	4	5	5
	0	0	0	0	4
CANCELLATIONS	13	21	19	23	17
CONFERENCE ROOMS:					
Room A	16	18	23	41	24
Room B	7	8	15	15	18
TOURS					
No. of Persons	5	4	1	1	0
	39	25	3	1	0
INTERLIBRARY LOAN:					
Requested: Books	1	0	0	1	2
Photocopies	1	0	3	0	0
Loaned: Books	3	2	7	4	0
Photocopies	2	18	1	1	0
MICROFORMS USED	59	11	68	36	7
CLASSES					
Participants	0	0	0	0	0
	0	0	0	0	0

Memorandum

To: Maryruth Storer

From: Scott Enke

Date: July 17, 2018

Re: Technical Services Department Report of Selected Activities FY 2017-2018

SYSTEM RECORDS AND CATALOGING: Technical Services staff created 11,591 item records, 74 check-in records, 230 authority records, and 394 order records. During FY 2017-2018, there were 9,415 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	352	323	36
SERIALS	0	6	0
MICROFICHE	0	2,146	0
CD	0	0	0
AUDIO CD	28	0	0
VHS	2	0	0
DATABASE	0	0	0
ELECTRONIC RECORDS	3,982	2,540	0

BOOK REPAIR, REPLACEMENTS AND MISSING PAGES:

- Book repair: 11 volumes were repaired.
- Items replaced due to worn/defective material, and bringing lapsed titles up to date: 39 items were replaced at a total cost of \$11,557.48.
- Missing pages replaced: A total of 394 missing pages were replaced from 5 volumes. All pages were requested and received from publishers.

	<u>FY 13/14</u>	<u>FY 14/15</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>
Pages replaced-	443	610	618	131	394

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 2017-2018 title cancellations are: 3 loose-leaf subscriptions.

IN-HOUSE BINDING: During FY 2017-2018, Technical Services staff bound 26 volumes.

U.S. GOVERNMENT DEPOSITORY selection rate is 10.86% of all documents offered.

BARCODING PROJECT: 63 barcodes added from 33 bibliographic records.

OVERHAUL PROJECT: Technical Services is currently working on floor four. To date, 1,432 records have been reviewed. This includes 539 call number changes, 1,354 titles being re-cataloged, and 48 items being declared missing.

Database Usage Statistics

Usage statistics for EBSCO (FY2017-2018)

<i>Month</i>	<i>Sessions</i>	<i>Searches</i>	<i>Total Full Text</i>	<i>PDF Full Text</i>	<i>Abstract</i>
Jul '17	71	144	245	204	116
Aug '17	62	87	544	51	45
Sep '17	53	125	288	16	13
Oct '17	27	76	82	85	43
Nov '17	43	108	196	205	88
Dec '17	91	149	221	201	101
Jan '18	54	127	514	236	96
Feb '18	35	77	159	309	125
Mar '18	75	3,445	1,598	188	186
Apr '18	43	1,509	3,278	238	149
May '18	52	71	213	457	128
Jun '18	53	83	300	125	56
Total	659	6,001	7,638	2,315	1,146

Usage statistics for FastCase (FY2017-2018)

<i>Month</i>	<i>Total Transactions</i>	<i>Total Logins</i>	<i>Documents Viewed</i>
Jul '17	17	6	1
Aug '17	121	17	54
Sep '17	108	13	51
Oct '17	131	27	69
Nov '17	63	8	29
Dec '17	217	13	154
Jan '18	125	17	60
Feb '18	4	3	0
Mar '18	204	23	128
Apr '18	70	6	36
May '18	142	7	87
Jun '18	63	9	45
Total	1,265	149	714

Usage statistics for HeinOnline (FY2017-2018)

<i>Month</i>	<i>Hits</i>	<i>Articles</i>	<i>Visits</i>	<i>Pages</i>	<i>Searches</i>
Jul '17	1,046	187	22	46	73
Aug '17	2,760	233	32	155	28
Sep '17	2,047	116	48	102	14
Oct '17	2,772	178	35	126	21
Nov '17	1,410	97	35	69	52
Dec '17	1,420	24	30	43	169
Jan '18	1,282	52	23	103	46
Feb '18	713	28	22	57	5
Mar '18	1,055	42	31	81	19
Apr '18	1,321	64	29	118	20
May '18	1,414	57	31	117	8
Jun '18	2,253	76	28	196	47
Total	19,493	1,154	366	1,213	502

Usage statistics for LexisNexis (FY2017-2018)

<i>Month</i>	<i>Matthew Bender Service</i>	<i>Shepard's Services</i>	<i>Lexis Advance</i>
Jul '17	\$1,930.98	\$327.32	\$444.56
Aug '17	\$1,462.86	\$20.34	\$871.35
Sep '17	\$1,828.64	\$11.50	\$694.00
Oct '17	\$2,281.98	\$4.06	\$389.41
Nov '17	\$2,174.55	\$7.00	\$381.02
Dec '17	\$2,186.90	\$2.52	\$417.08
Jan '18	\$1,259.22	\$14.63	\$907.64
Feb '18	\$1,862.95	\$4.81	\$739.38
Mar '18	\$2,316.06	\$2.88	\$379.76
Apr '18	\$2,632.65	\$1.47	\$179.75
May '18	\$2,275.11	\$6.27	\$344.25
Jun '18	\$2,279.04	\$5.60	\$306.54
Total*	\$24,490.24	\$408.40	\$6,054.74

*Value of research (in dollars)

Usage statistics for OnLAW (FY2017-2018)

Month	Total Connect Time(HH/MM)
Jul '17	371:29
Aug '17	277:37
Sep '17	169:55
Oct '17	368:05
Nov '17	182:56
Dec '17	366:22
Jan '18	358:17
Feb '18	155:07
Mar '18	187:49
Apr '18	588:19
May '18	233:19
Jun '18	666:59
Total	3,934:06

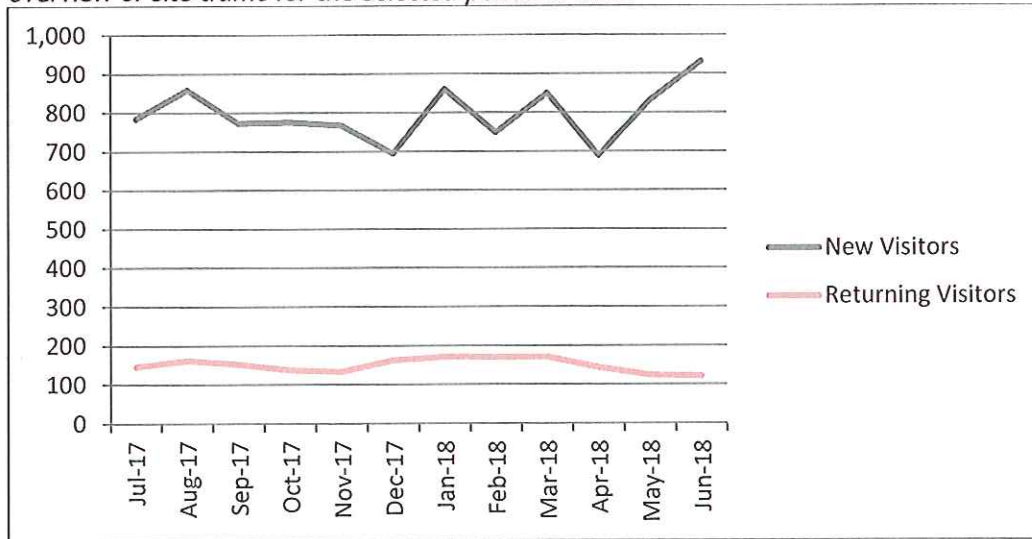
Usage statistics for WestLaw (FY2017-2018)

Month	Transactions-Total	Connect Time
Jul '17	1,527	88:20:01
Aug '17	2,445	129:08:16
Sep '17	1,389	78:00:24
Oct '17	1,455	74:20:12
Nov '17	2,811	102:54:20
Dec '17	2,090	103:02:04
Jan '18	1,987	102:22:42
Feb '18	1,839	83:15:08
Mar '18	2,862	134:38:08
Apr '18	2,512	138:06:22
May '18	2,663	113:15:55
Jun '18	3,057	101:35:23
Total	26,637	1,248:58:55

Website Statistics

Visitors

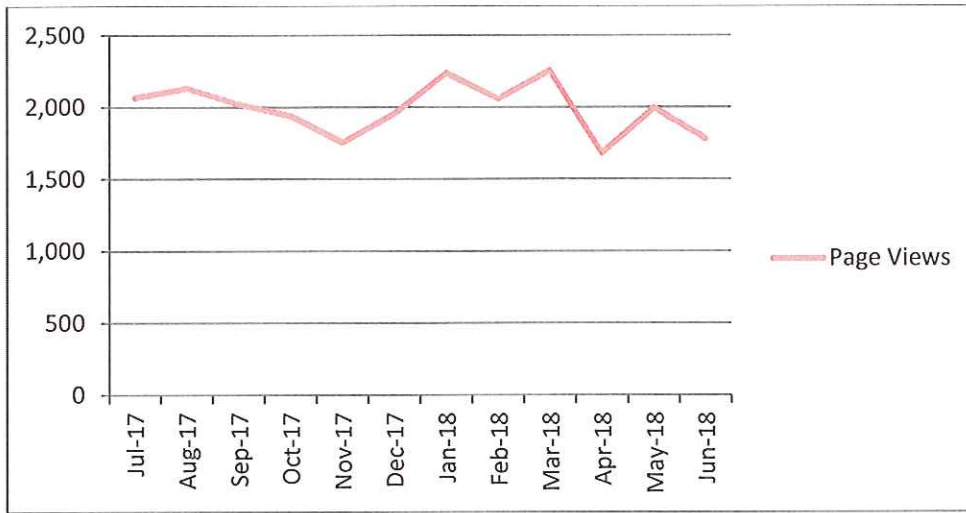
The Visitor Report shows the numbers of new and returning visitors to the site, providing an overview of site traffic for the selected period of time.



Month	New Visitors	Returning Visitors
Jul '17	784	146
Aug '17	859	162
Sep '17	773	152
Oct '17	775	137
Nov '17	767	133
Dec '17	695	162
Jan '18	861	171
Feb '18	749	170
Mar '18	850	170
Apr '18	689	143
May '18	831	123
Jun '18	932	121
Total	9,565	1,790

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 '17	2,065
Aug '17	2,132
Sep '17	2,022
Oct '17	1,939
Nov '17	1,755
Dec '17	1,956
Jan '18	2,236
Feb '18	2,059
Mar '18	2,254
Apr '18	1,681
May '18	1,994
Jun '18	1,783
Total	23,876