

Second Judicial District Court Washoe County Law Library

AGENDA

A meeting has been scheduled for the Law Library Board of Trustees on Wednesday, September 6, 2017, at 5:00 PM in the Robert Z. Hawkins Boardroom in the Washoe County Law Library. The library is located in room 101 on the first floor of the Courthouse at 75 Court Street, Reno, Nevada 89501.

NOTE: Items on the agenda may be taken out of order; combined with order items, removed from the agenda; moved to the agenda of another later meeting; or may be voted on in a block. Items with a specific time designation will not be heard prior to the stated time, but may be heard later.

The Robert Z. Hawkins Boardroom is accessible to the disable. If you require special arrangements for the meeting, call the Law Library t (778) 328-3250, at least twenty-four hours prior to the meeting.

<u>Time Limits.</u> Public comments are welcomed during the Public Comment periods for all matters, whether listed on the agenda or not, and are limited to three minutes per person. Additionally, public comment of three minutes per person will be heard during individual action items on the agenda. Persons are invited a submit comments in writing on the agenda items and/or attend and make comment on that item at the Board meeting. Persons may not allocate unused time to other speakers.

The Board of Trustees can deliberate or take action only if a Responses to Public genda properly posted prior to the meeting. During the public een listed on an ment period, speak address matters listed or not listed on the published agenda. The n Meeting Law loes not expressly prohibit responses to public comments by the Board of Τ'n ees. Howeve responses from Board members to unlisted public comment topics could deliberati on a matter without notice to the public. On the advice of legal counsel and and has notice of all matters the Board of Trustees will consider, Board of Trustees may choose not to respond to public comments, except to correct factual inaccuracies, ask for staff action or to ask that a matter be listed on a future agenda. The Board of Trustees may do this either during the public comment item or during the following item: "Board Comment - Limited to Announcements or Issues for Future Agendas".



Second Judicial District Court Washoe County Law Library

Supporting documentation for agenda items provided to the Law Library Board of Trustees is available to members of the public at the Law Library located at 75 Court Street, First Floor, Room 101, Reno, Nevada 89501, and online at www.washoecourts.com. Ms. Entity Reed, Self Help Center and Law Library Program Manager, is the person designated by the Law Library Board of Trustees to respond to requests for supporting materials. Ms. Reed is located at the Second Judicial District Court and may be reached by telephone at (775) 325-6625 or by email at emilto:emilto

The agenda will be:

5:00 PM

- 1. Roll Call
- 2. Public Comments
- 3. Approval of Minutes from Board Meeting of May 3, 2017*
- 4. Update regarding the Law Lorary arcluding Lawyer in the Library Update 2017 statistics on volunteers, attendance, and topics covered; Law Library Statistics for 2017, including statistics on number of patrons and usage; update on vehicle title, new employee update, update regarding statutory guardianship filing fee changes
- 5. Discussion and update of Lawyer in the Library volunteer regruitment by members of the Board and library staff, including a compercial for recruitment*
- 6. Discussion and direction regarding annual Lawyer in the Library ecognition luncheon*
- 7. Road Comment Limited to Announcements or Issues for Future Agendas
- 8. Public Comments
- 9 Adjournment

The agenda for this meeting has been posted at the following locations: Washoe County Library (301 S. Center St.), Law Library (Washoe County Courthouse, 75 Court Street, Room 101), Second Judicial District Court (Washoe County Courthouse, 75 Court Street/South Virginia Street), Washoe County Administration Building (1001 E. 9th Street), online at the Nevada Public Notice Website (https://notice.nv.gov/) and https://www.washoecourts.com/index.cfm?page=library&td=main.

^{*}Denotes items for possible action.

LAWYER IN THE LIBRARY PROGRAM FOR FAMILY, GENERAL & PROBATE PROGRAM

<u>FAMILY LAW</u> JANUARY –JULY 2017

MONTH	ATTORNEY	# OF PEOPLE WHO	# OF PEOPLE
11211111	MITOR EI	ATTENDED	TURNED AWAY
JAN. 3, 2017	Kaitlyn Miller	7	0
JAN. 10, 2017	Bonnie Mahan	10	0
JAN. 17, 2017	James Conway & Doug Rands	10	0
JAN. 24, 2017	Tehan Slocum & Gary Silverman	17	0
JAN. 31, 2017	Tamatha Schreinert & Travis Clark	15	0
FEB. 7, 2017	Graeme Reid	14	2
FEB. 14, 2017	Caryn Sternlicht & Stephen	12	0
	Scheerer		
FEB. 21, 2017	Bryan Carpenter & Stephen	11	0
	Scheerer		
FEB. 28, 2017	Travis Clark	12	3
MAR. 7, 2017	Travis Clark	11	4
MAR. 14, 2017	Jill Whitbeck	9	
MAR. 21, 2017	Muriel Skelly	10	
MAR. 28, 2017	Caryn Sternlicht	8.	0
APRIL 4, 2017	Andriea Aden & Lauren Berkich	16	0
APRIL 11, 2017	Sandra Unsworth	8	0
APRIL 18, 2017	Jonathan King & Gary Silverman	18	0
APRIL 25, 2017	Caryn Sternlicht & Danielle	16	0
,	Christenson		
MAY 2, 2017	Muriel Skelly	7	0
MAY 9, 2017	Alison Colvin & Andriea Aden	13	0
MAY 16, 2017	Travis Clark & Melissa Extine	43	0
MAY 23, 2017	Aaron Bushur & Danielle	16	0
	Christenson		
MAY 30, 2017	Alexander Morey	9	0
JUNE 6, 2017	Gary Silverman & Bonnie Mahan	18	0
JUNE 13, 2017	Danielle Christenson and Brin	14	0
	Grieve		
JUNE 20, 2017	Tamatha Schreinert and Andriea	13	0
	Aden		
JUNE 27, 2017	Tenan Slocum and Brian Carpenter	20	0
JULY 11, 2017	Tamara Reid	16	0
JULY 18, 2017	Kaitlyn Mille	7	3
JULY 25, 2017	Grzeme Reld & Linda Daykin	16	0
]		
TOTAL	7	366	12

Total Assisted 366

Total Family Law Turned Away – 12

<u>GENERAL LAW</u> JANUARY – JULY 2017

	ATTORNEY	# OF PEOPLE WHO ATTENDED	# OF PEOPLE TURNED AWAY
JAN. 4, 2017	Patricia Phair	10	0
JAN. 11, 2017	Jennifer Richards	6	0
JAN. 18, 2017	Joe Gorman & Brian Davenport	15	0
JAN. 25, 2017	Adam McMillen	7	0
FEB. 1, 2017	Madelyn Shipman	11	0
FEB. 8, 2017	John Samberg	10	0
FEB. 15, 2017	Bryce Alstead	12	0
FEB. 22, 2017	Jennifer Richards	13	0
MAR. 1, 2017	Patricia Phair	10	0
MAR. 8, 2017	Richard Cornell	11	2
MAR. 15, 2017	Leah Wigren	14	
MAR. 22, 2017	Kevin Karp	13	0
MAR. 29, 2017	Jennifer Richards	13	4
APRIL 5, 2017	John Samberg	1	0
APRIL 12, 2017	Pete Cladianos	5	
APRIL 19, 2017	No Program	0	0
APRIL 26, 2017	Sara Robinson	12	0
MAY 3, 2017	Adam Hosmer-Henner	10	0
MAY 10, 2017	Jennifer Richards	8	0
MAY 17, 2017	John Samberg	14	0
MAY 24, 2017	Roger Harada	10	0
MAY 31, 2017	Richard Cornell	5	0
JUNE 7, 2017	Madelyn Shipman	12	3
JUNE 14, 2017	James Conway	13	0
JUNE 21, 2017	Richard Cornell	10	3
JUNE 28, 2017	Jennifer Richards	11	2
JULY 5, 2017	Linda Daykin	8	0
JULY 12, 2017	Richard Cornell	2	8
JULY 19, 2017	Kevin Karp	8	0
JULY 26, 2017	Richard Williamson	9	0
JUL 1 20, 2017		290	22

<u>PROBATE LAW</u> JANUARY – JULY 2017

MONTH	ATTORNEY	# OF PEOPLE	# OF PEOPLE
		WHO	TURNED AWAY
		ATTENDED	
JAN. 18, 2017	Michelle Rafferty & James Puzey	5	0
FEB. 15, 2017	Brian Davenport	2	0
MAR. 15, 2017	Natalie Reed & Brian Davenport	10	0
APRIL 2017	No Program	0	0
MAY 17, 2017	Joe Gorman	2	0
JUNE 20, 2017	Debra Nicholson and Jack Grellman	7	0
JULY 19, 2017	Jack Grellman & Danielle	5	0
	Christenson		
			0
			0
TOTAL		31	0

Total Assisted – 31

Total Probate Law Turned Away - 0

MONTHLY STATISTICS FOR APRIL 2017

VISITS

GENERAL PUBLIC	TIME OF DAY	ATTORNEYS/LP	TIME OF DAY
Morning	198	Morning	14
Late morning	378	Late morning	20
Afternoon	339	Afternoon	18
Late afternoon	238	Late afternoon	8
Evening	332	Evening	8
VISITS	1485	VISITS	68
			TOTAL VISITS 1553

REFERRED BY-GENERAL PUBLIC

REFERRING AGENCY	COUNT
Court	2
Internet	0
Friend	0
Social Agency	0
NLS	0
WLS	0
TOTAL REFERRALS	2.

USAGE

1	GE				
	ELECTRONIC	COUNT			
	Circulation of Books	6			
	Inhouse Usage	157			
	Westlaw Searches	0			
	EBSCO	2			
	Internet/Contexte	132			
	Email-Ask a Librarian	0			
	TOTAL ELECT. USAGE	297			

25

0

33

0

0

2

77

823

REFERENCE-ATTORNEYS/LEGAL PROFSSIONALS

REFERENCE-GENERAL PUBLIC

REFERENCE-GENERAL FUBLIC		REFERENCE-ATTORNETS/LEGAL F.	
REFERENCE QUESTIONS	COUNT	REFERENCE QUESTIONS	COUNT
Adoption/Term. Parental Rights	4	Adoption/Term. Parental Rights	0
Answers-Family	8	Answers	0
Oppositions/Objections	6	Oppositions/Objections	0
Changing/Correcting Birth Record	1	Changing/Correcting Birth Record	0
Child Custody	21	Child Custody	
Child Support	10	Child Support	0
Divorce/Annulment/Separation	37	Divorce/Annulment/Separation	0
Domestic Violence/TPO/EPO	13	Domestic Violence/TPO(EPQ	0
Family Court Packets/Procedures	43	Family Court Packets/Procedures	V 0
Grandparents Rights/Visitation	1	Grandparents Rights/Visitation	0
Guardianship-Adults/Minors	21	Guardianship-Adults/Mhors	
Name Change-Adults/Minors	11	Name Change-Adults/Minors	0
Motions/Notice/Emergency	12	Motions/Notice/Emergency	0
Paternity	2	Paternity	0
Administrative Law/Judicial Review	1	Administrative Law/Judisial Review	0
Answers-Civil	3	Answers-Civil	0
Appeals	0	Appeals	0
Bankruptcy	1	Bankruptcy	1
Business/Commercial	1	Business/Commercial	0
Civil Complaints/Petitions	5	Civil Complaints Petitions	0
Civil Procedure-State/Federal	0	Civil Procedure-State/Federal	0
Civil Rights/Constitutional Law	0	Civil Rights/Constitutional Law	0
Contract	0	Contract	0
Criminal Law/Defense	6	Criminal Law Defense	0
Disability/ADA	0	Disability/ADA	0
Employment/Labor	0	Employment/Labor	0
Immigration	_0	Immigration	0
LGBTO Rights	10	GBTQ Rights	0
Landlord/Tenant Law	3	Landlord/Tenant Law	0
Medical	0	Medical	0
Military/Veterans' Rights	0	Military/Veterans' Rights	0
Personal Injury/Damages	3	Personal Injury/Damages	0
Probate/Wills/Estate Planning		Probate/Wills/Estate Planning	0
Real Estate/Foreclosure	4	Real Estate/Foreclosure	0
Rogue Title	5	Rogue Title	0
Sealing of Criminal Records		Sealing of Criminal Records	0
Spanish Speaking	18	Spanish Speaking	0
Taxation	0	Taxation	0
Worker's Compensation	0	Worker's Compensation	0
Library Catalog/Circulation	3	Library Catalog/Circulation	3
Copier Use Change	188	Copier Use/Change	13
Internet/Contests	100	Internat/Contents	25

REFERENCE-PHONE CALLS

Internet/Conte

Westlaw

Other

TOTAL

Lawyer in the Libra

Copies of Court Records

Referrals to Other Services

GENERAL PUBLIC	COUNT	ATTONEY/LP	COUNT
TOTAL	141	TOTAL	38
		TOTAL PHONE CALLS	179

Internet/Contexte

Westlaw

Other

TOTAL

Lawyer in the Library Referrals

Copies of Court Records

Referrals to Other Services

TOTAL REF. QUESTIONS

107

91

17

25

37

746

PARTICIPANTS	COUNT	PARTICIPANTS TURNED AWAY	COUNT
Lawyer in the Library-Family	58	Lawyer in the Library-Family	0
Lawyer in the Library-General	28	Lawyer in the Library-General	0
Lawyer in the Library-Probate	0	Lawyer in the Library-Probate	0
TOTAL ATTENDANCE	86	TOTAL TURNED AWAY	0

MONTHLY STATISTICS FOR MAY 2017

VISITS

GENERAL PUBLIC	TIME OF DAY	ATTORNEYS/LP	TIME OF DAY
Morning	225	Morning	13
Late morning	345	Late morning	27
Afternoon	468	Afternoon	20
Late afternoon	428	Late afternoon	11
Evening	200	Evening	7
VISITS	1666	VISITS	78
			TOTAL VISITS 1744

REFERRED BY-GENERAL PUBLIC

REFERRING AGENCY	COUNT
Court	0
Internet	0
Friend	0
Social Agency	0
NLS	0
WLS	0
TOTAL REFERRALS	0

USAGE

1	GE				
	ELECTRONIC	COUNT			
	Circulation of Books	20			
	Inhouse Usage	122			
	Westlaw Searches	1867			
	EBSCO	1			
	Internet/Contexte	72			
	Email-Ask a Librarian	7			
	TOTAL ELECT. USAGE	2089			

REFERENCE QUESTIONS	COUNT	REFERENCE QUESTIONS	COUNT
Adoption/Term. Parental Rights	9	Adoption/Term. Parental Rights	0
Answers-Family	4	Answers	0
Oppositions/Objections	3	Oppositions/Objections	0
Changing/Correcting Birth Record	1	Changing/Correcting Birth Record	0
Child Custody	14	Child Custody	
Child Support	2	Child Support	
Divorce/Annulment/Separation	12	Divorce/Annulment/Separation	0
Domestic Violence/TPO/EPO	4	Domestic Violence/TPO EPQ	0
Family Court Packets/Procedures	28	Family Court Packets/Procedures	_0
Grandparents Rights/Visitation	1	Grandparents Rights Visitation	0
Guardianship-Adults/Minors	11	Guardianship-Adults/Minors	0
Name Change-Adults/Minors	6	Name Change-Adults/Minors	0
Motions/Notice/Emergency	8	Motions/Notice/Emergency	0
Paternity	1	Paternity	0
Administrative Law/Judicial Review	3	Administrative Law/Judicial Review	0
Answers-Civil	3	Answers-Civil	0
Civil Complaints/Petitions	2	Civil Compleints/Petitions	0
Civil Procedure-State/Federal	3	Civil Procedure-State Federa	0
Civil Rights/Constitutional Law	1	Civil Right / Constitutional Law	0
Contract	2	Contract	0
Criminal Law/Defense	3	Criminal Law/Defense	0
Employment/Labor	2	Employment bor	0
LGBTQ Rights	2	LGBTQ Rights	0
Landlord/Tenant Law	5	Landlord/Tenant Law	0
Medical Malpractice	1		
Military/Veterans Rights	1		
Personal Injury/Damages	~2	Personal Injury/Damages	0
Probate/Wills/Estate Planning	8	sobate/Wills/Estate Planning	0
Rogue Title	7	Sogue Title	0
Sealing of Criminal Records	19	Sealing of Criminal Records	0
Spanish Speaking	2	Spanish Speaking	0
Library Catalog/Circulation		Library Catalog/Circulation	17
Copier Use/Change	103	Copier Use/Change	10
Internet/Contexte	6	Internet/Contexte	11
Lawyer in the Library Referrals	53	Lawyer in the Library Referrals	0
Westlaw	22	Westlaw	46
Copies of Court Records	9	Copies of Court Records	0
Referrals to Other Services	10	Referrals to Other Services	0
Other	20	Other	2
TOTAL	451	TOTAL	86
		TOTAL REF. QUESTIONS	537

REFERENCE-PHONE CALLS

REFERENCE-LIOUNG			
GENERAL PUBLIC	COUNT	ATTONEY/LP	COUNT
TOTAL	127	TOTAL	12
		TOTAL PHONE CALLS	139

PARTICIPANTS	COUNT	PARTICIPANTS TURNED AWAY	COUNT
Lawyer in the Library-Family	58	Lawyer in the Library-Family	0
Lawyer in the Library-General	44	Lawyer in the Library-General	0
Lawyer in the Library-Probate	2	Lawyer in the Library-Probate	0
TOTAL ATTENDANCE	104	TOTAL TURNED AWAY	0

MONTHLY STATISTICS FOR JUNE 2017

VISITS

GENERAL PUBLIC	TIME OF DAY	ATTORNEYS/LP	TIME OF DAY
Morning	221	Morning	33
Late morning	267	Late morning	22
Afternoon	432	Afternoon	7
Late afternoon	413	Late afternoon	0
Evening	178	Evening	11
VISITS	1611	VISITS	73
			TOTAL VISITS 1684

REFERRED BY-GENERAL PUBLIC

REFERRING AGENCY	COUNT
Court	0
Internet	0
Friend	0
Social Agency	0
NLS	0
WLS	0
TOTAL REFERRALS	0

USAGE

1	žΕ.	
	ELECTRONIC	COUNT
	Circulation of Books	16
	Inhouse Usage	106
	Westlaw Searches	0
	EBSCO	0
	Internet/Contexte	49
	Email-Ask a Librarian	19
	TOTAL ELECT. USAGE	190

REFERENCE QUESTIONS	COUNT	REFERENCE QUESTIONS	COUNT
Adoption/Term. Parental Rights	5	Adoption/Term. Parental Rights	0
Answers-Family	5	Answers	0
Oppositions/Objections	4	Oppositions/Objections	0
Changing/Correcting Birth Record	2	Changing/Correcting Birth Record	0
Child Custody	21	Child Custody	
Child Support	4	Child Support	
Divorce/Annulment/Separation	47	Divorce/Annulment/Separation	1
Domestic Violence/TPO/EPO	9	Domestic Violence/TPO EPQ	0
Family Court Packets/Procedures	37	Family Court Packets/Procedures	V 0
Grandparents Rights/Visitation	1	Grandparents Rights/Visitation	0
Guardianship-Adults/Minors	28	Guardianship-Adults/Mhors	
Name Change-Adults/Minors	15	Name Change-Adults/Minors	0
Motions/Notice/Emergency	16	Motions/Notice/Emergency	0
Paternity	2	Paternity	0
Administrative Law/Judicial Review	1	Administrative Law/Judhsial Review	0
Appeals	2	Appeals	0
Business/Commercial	0	Business/Commercial	1
Civil Complaints/Petitions	1	Civil Complaints/Perations	0
Civil Procedure-State/Federal	2	Civil Procedure-State/Federal	0
Consumer	1	Consumer	0
Criminal Law/Defense	8	Criminal Law/Defense	1
LGBTQ Rights	2	LGBTQ Rights	0
Landlord/Tenant Law	5	Landlord/Tenant Law	0
Medical Malpractice	0 _	Medical Maluractice	0
Military/Veterans Rights	2	Military/Veterans Rights	0
Paternity	2	Paternity	0
Probate/Wills/Estate Planning	-9	Probate/Wills/Estate Planning	1
Real Estate/Foreclosure	3	Real Estate/Foreclosure	0
Rogue Title	3	Rogue Title	0
Sealing of Criminal Records	7	Sealing of Criminal Records	0
Spanish Speaking	1	Spanish Speaking	0
Library Catalog/Circulation		Library Catalog/Circulation	15
Copier Use/Change	\$7	Copier Use/Change	7
Internet/Contexts	43	Internet/Contexte	6
Lawyer in the Library Referrals	103	Lawyer in the Library Referrals	0
Westlaw	12	Westlaw	56
Copies of Court Records	14	Copies of Court Records	0
Referrals to Other Services	25	Referrals to Other Services	0
Other	56	Other	2
TOTAL	546	TOTAL	90
		TOTAL REF. QUESTIONS	636

REFERENCE

KET EKENCE-			
GENERAL PUBLIC	COUNT	ATTONEY/LP	COUNT
TOTAL	185	TOTAL	6
		TOTAL PHONE CALLS	191

BITT I BITT III BIBITATI			
PARTICIPANTS	COUNT	PARTICIPANTS TURNED AWAY	COUNT
Lawyer in the Library-Family	65	Lawyer in the Library-Family	0
Lawyer in the Library-General	46	Lawyer in the Library-General	8
Lawyer in the Library-Probate	7	Lawyer in the Library-Probate	0
TOTAL ATTENDANCE	118	TOTAL TURNED AWAY	8

MONTHLY STATISTICS FOR JULY 2017

VISITS

GENERAL PUBLIC	TIME OF DAY	ATTORNEYS/LP	TIME OF DAY	
Morning	225	Morning	11	
Late morning	341	Late morning	25	
Afternoon	371	Afternoon	10	
Late afternoon	371	Late afternoon	0	
Evening	128	Evening	10	
VISITS	1436	VISITS	56	
			TOTAL VISITS 1492	

REFERRED BY-GENERAL PUBLIC

REFERRING AGENCY	COUNT
Court	0
Internet	0
Friend	0
Social Agency	0
NLS	0
WLS	0
TOTAL REFERRALS	0

USAGE

JL	
ELECTRONIC	COUNT
Circulation of Books	10
Inhouse Usage	81
Westlaw Searches	1462
EBSCO	0
Internet/Contexte	59
Email-Ask a Librarian	5
TOTAL ELECT, USAGE	1617

REFERENCE-GENERAL PUBLIC REFERENCE-ATTORNEYS/LEGAL PROFSSIONAL

REFERENCE-GENERAL PUBLIC		REFERENCE-ATTORNEYS/LEGAL P	REFERENCE-ATTORNEYS/LEGAL PROFSSIONALS	
REFERENCE QUESTIONS	COUNT	REFERENCE QUESTIONS	COUNT	
Adoption/Term. Parental Rights	9	Adoption/Term. Parental Rights	0	
Answers-Family	5	Answers		
Oppositions/Objections	3	Oppositions/Objections		
Child Custody	26	Child Custody	0	
Child Support	11	Child Support	0	
Divorce/Annulment/Separation	37	Divorce/Annulment/Separation		
Domestic Violence/TPO/EPO	9	Domestic Violence PO/EPO	0	
Family Court Packets/Procedures	14	Family Court Packets/Procedures		
Grandparents Rights/Visitation	1	Grandparents Rights/Wisitation	0	
Guardianship-Adults/Minors	15	Guardianship-Adults/Minors	0	
Name Change-Adults/Minors	10	Name Change-Adults/Minors	0	
Motions/Notice/Emergency	41	Motions/Notice/Emergency	0	
Paternity	2	Paternity	. 0	
Administrative Law/Judicial Review	2	Administrative Law/Yudicial Review	0	
Answers/Civil	2	Answers/Civ.l	0	
Bankruptcy	2	Bankruptcy	0	
Civil Complaints/Petitions	3	Civil Complaints Petitions	0	
Civil Procedure-State/Federal	2	Civil Procedure State/Federal	0	
Civil Rights/Const. Law	1	Civil Rights/Const. Law	0	
Contract	1	Contract	0	
Criminal Law/Defense	4	Criminal Law/Defense	0	
LGBTQ Rights	2	LORTO Rights	0	
Landlord/Tenant Law	3	Landlord/Tenant Law	0	
Paternity	_2	Paternity	0	
Personal Injury/Damages		Personal Injury/Damages	0	
Probate/Wills/Estate Planning	3	Probate/Wills/Estate Planning	0	
Real Estate/Foreclosure	1	Real Estate/Foreclosure	0	
Rogue Title	5	Rogue Title	0	
Sealing of Criminal Records		Sealing of Criminal Records	0	
Spanish Speaking		Spanish Speaking	0	
Library Catalog/Circulation	1	Library Catalog/Circulation	9	
Copier Use/Change	1/8	Copier Use/Change	4	
Internet/Contexte	50	Internet/Contexte	9	
Lawyer in the Library Referrals	45	Lawyer in the Library Referrals	0	
Westlaw	3	Westlaw	48	
Copies of Court Records	5	Copies of Court Records	0	
Referrals to Other Services	16	Referrals to Other Services	0	
Other	60	Other	4	
TOTAL	521	TOTAL	74	
	•	TOTAL REF. QUESTIONS	595	

REFERENCE-PHONE CALLS

GENERAL PUBLIC	COUNT	ATTONEY/LP	COUNT
TOTAL	166	TOTAL	21
		TOTAL PHONE CALLS	187

PARTICIPANTS	COUNT	PARTICIPANTS TURNED AWAY	COUNT
Lawyer in the Library-Family	39	Lawyer in the Library-Family	3
Lawyer in the Library-General	27	Lawyer in the Library-General	8
Lawyer in the Library-Probate	5	Lawyer in the Library-Probate	0
TOTAL ATTENDANCE	71	TOTAL TURNED AWAY	11