

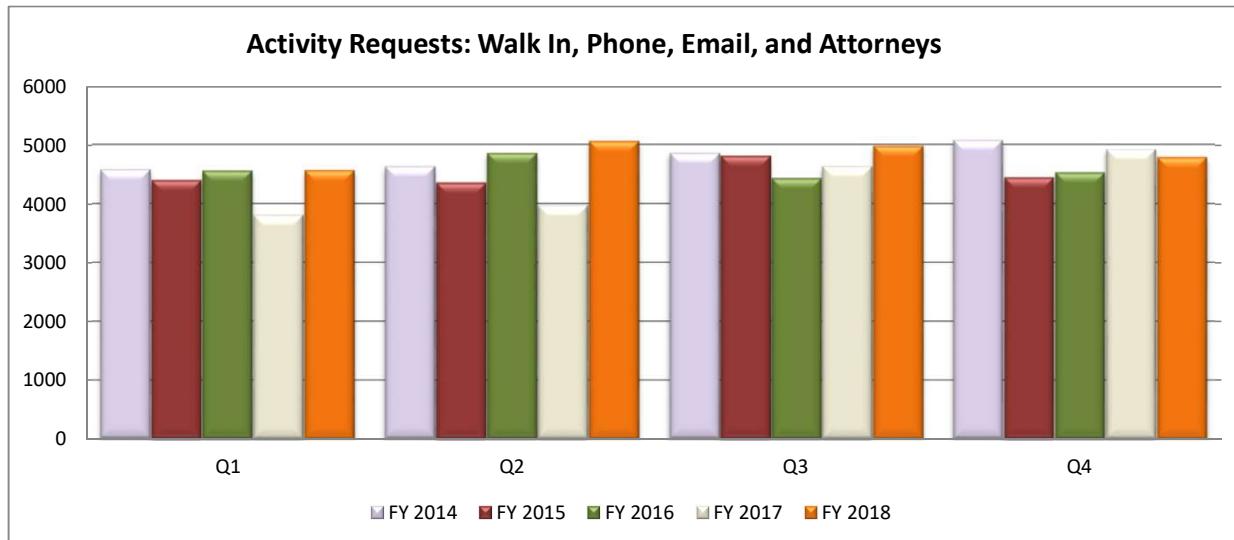
# FY 2018 Law Library Statistics

## Reference Services

The Law Library provides reference services to judges, litigants and the residents of Collin County. Activity is tracked and recorded by the Law Library.

### **Goals & Objectives**

1. Provide prompt research services to library patrons.
2. Provide online and print legal support for judges, litigants and the residents of Collin County to enhance access to current legal information.



	Forms	Copier/Fax/ Phone	Research	Notary	General Questions	Computer	Total
<b>Walk-in Encounters</b>	1505	478	152	477	311	208	<b>3,131</b>
<b>Phone Requests</b>	127	0	1	0	243	0	<b>371</b>
<b>Email Requests</b>	14	0	0	0	16	0	<b>30</b>
<b>Attorney/ Clerk/Court Requests</b>	7	370	248	29	23	577	<b>1,254</b>
<b>4th Quarter Total</b>	<b>1,653</b>	<b>848</b>	<b>401</b>	<b>506</b>	<b>593</b>	<b>785</b>	<b>4,786</b>

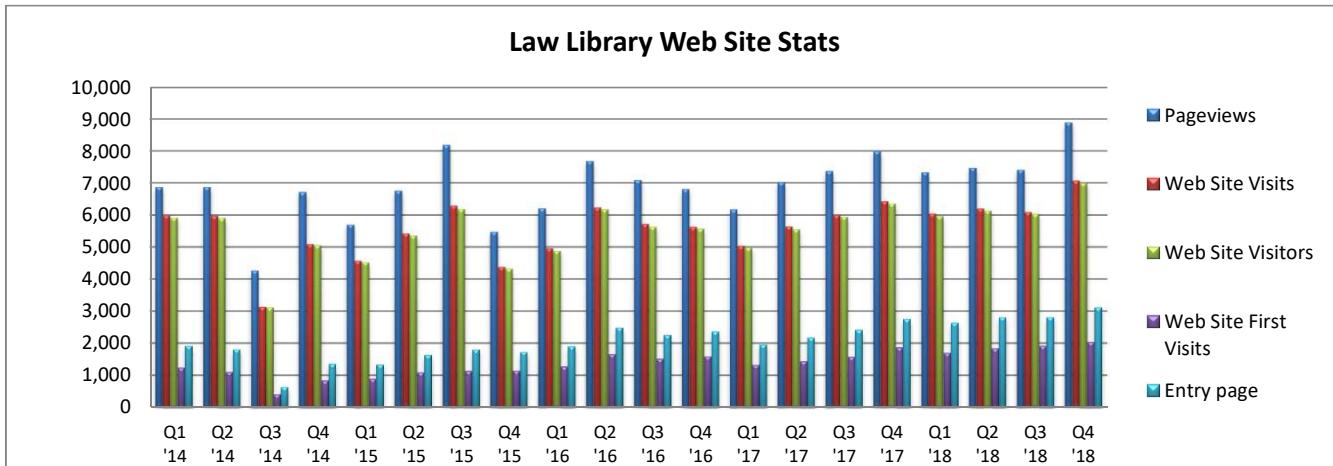
# FY 2018 Law Library Statistics

## Website Activity

Website activity as reported by the Law Library from the Information Technology Department.

### Goals & Objectives

1. Web page is to be updated with the latest information.
2. Question and Answer section should be updated by the 15th of the month at least 90% of the time.



Quarter & Fiscal Year	Pageviews	Web Site Visits	Web Site Visitors	Web Site First Visits	Entry page
Q1 '14	6,877	5,992	5,913	1,240	1,916
Q2 '14	6,876	5,975	5,906	1,108	1,812
Q3 '14	4,266	3,142	3,126	407	636
Q4 '14	6,719	5,091	5,057	841	1,355
Q1 '15	5,704	4,567	4,524	898	1,336
Q2 '15	6,768	5,429	5,363	1,098	1,633
Q3 '15	8,190	6,293	6,189	1,139	1,799
Q4 '15	5,475	4,381	4,326	1,148	1,730
Q1 '16	6,213	4,965	4,885	1,277	1,907
Q2 '16	7,686	6,239	6,180	1,661	2,495
Q3 '16	7,099	5,724	5,633	1,515	2,256
Q4 '16	6,816	5,627	5,576	1,588	2,374
Q1 '17	6,174	5,034	4,978	1,328	1,960
Q2 '17	7,025	5,645	5,560	1,440	2,178
Q3 '17	7,376	6,006	5,948	1,587	2,420
Q4 '17	7,993	6,430	6,361	1,873	2,761
Q1 '18	7,338	6,047	5,961	1,704	2,641
Q2 '18	7,475	6,208	6,142	1,846	2,816
Q3 '18	7,413	6,093	6,031	1,923	2,817
Q4 '18	8,898	7,072	6,997	2,050	3,121

### Definitions:

**Pageviews** – the number of “hits” or times a particular webpage has been viewed overall during the requested time period.

**Visits** – number of unique visitor sessions (until they exit the website or are inactive for 30 minutes) occurred during the requested time period.

**Visitors** – number of unique visitors occurred during the requested time period.

**First Visitors** – the number of visitors that have not been to this webpage for the first time.

**Entry Page** – the number of times that this webpage was the first page that they viewed on our website during a visitor session.