

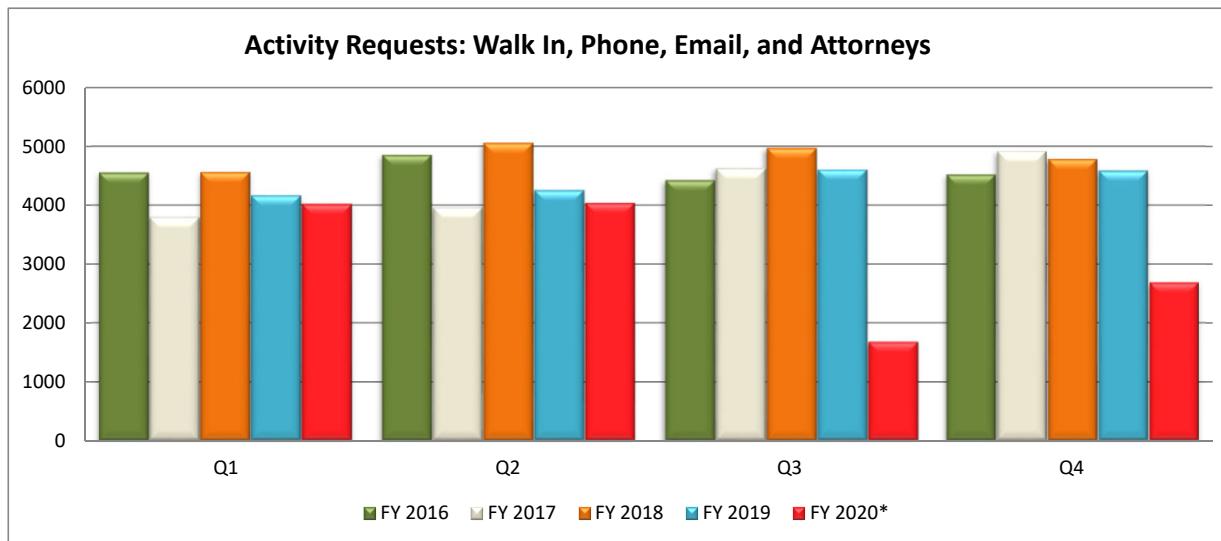
FY 2020 Law Library Statistics

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
Walk-in Encounters	954	171	128	361	288	106	2,008
Phone Requests	103	0	2	0	244	0	349
Email Requests	15	0	0	0	13	0	28
Attorney/Clerk/Court Requests	6	41	115	19	4	116	301
4th Quarter Total	1,078	212	245	380	549	222	2,686

*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19

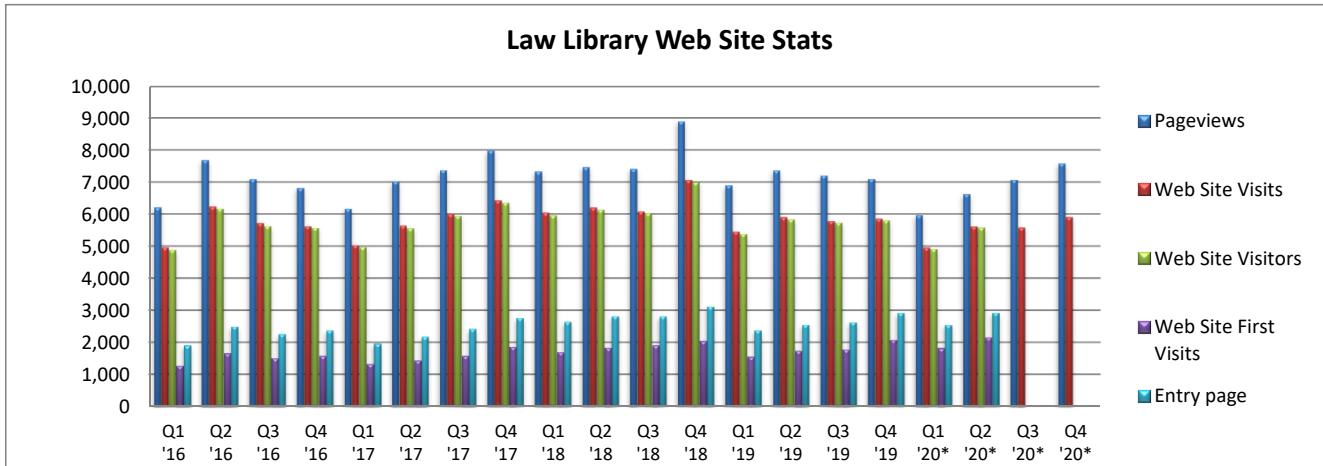
FY 2020 Law Library Statistics

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.



Effective Q3 of FY 2020, all website statistics with the exception of the Pageviews and Web Site Visits are unavailable for reporting. The software used for tracking that information is no longer available.

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.

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