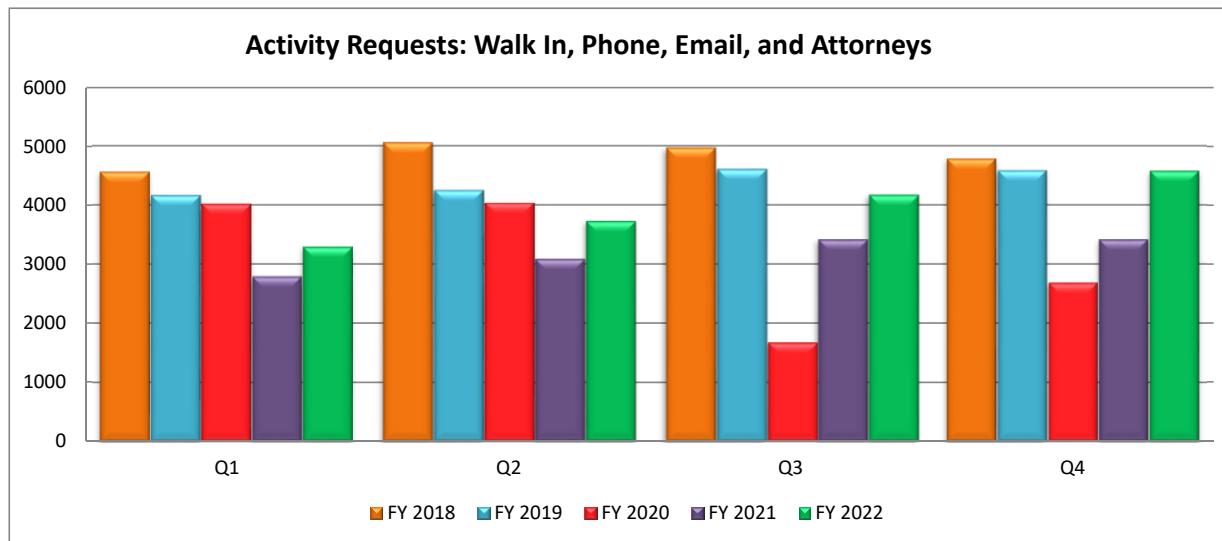# FY 2022 Law Library Statistics

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.

Activity Requests: Walk In, Phone, Email, and Attorneys

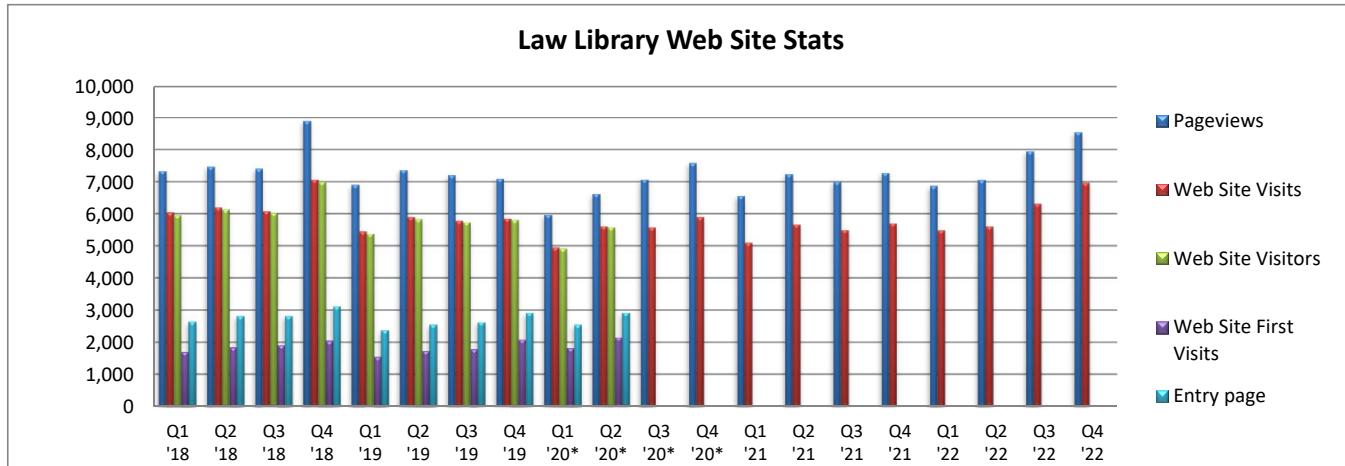|	Forms	Copier/Fax/ Phone	Research	Notary	General Questions	Computer	Total
Walk-in Encounters	1385	363	450	390	851	176	**3,615**
Phone Requests	142	0	0	0	375	0	**517**
Email Requests	32	0	0	0	22	0	**54**
Attorney/ Clerk/Court Requests	4	49	178	7	11	144	**393**
4th Quarter Total	**1,563**	**412**	**628**	**397**	**1,259**	**320**	**4,579**

FY 2022 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.

Law Library Web Site Stats

Quarter & Fiscal Year	Pageviews	Web Site Visits	Web Site Visitors	Web Site First Visits	Entry page
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
Q1 '19	6,907	5,455	5,389	1,553	2,374
Q2 '19	7,371	5,908	5,844	1,740	2,550
Q3 '19	7,212	5,789	5,744	1,791	2,628
Q4 '19	7,102	5,861	5,812	2,083	2,920
Q1 '20*	5,971	4,959	4,916	1,828	2,548
Q2 '20*	6,628	5,617	5,583	2,156	2,919
Q3 '20*	7,078	5,582	NA	NA	NA
Q4 '20*	7,586	5,908	NA	NA	NA
Q1 '21	6,564	5,106	NA	NA	NA
Q2 '21	7,242	5,673	NA	NA	NA
Q3 '21	7,008	5,503	NA	NA	NA
Q4 '21	7,284	5,711	NA	NA	NA
Q1 '22	6,876	5,491	NA	NA	NA
Q2 '22	7,058	5,614	NA	NA	NA
Q3 '22	7,954	6,325	NA	NA	NA
Q4 '22	8,552	6,979	NA	NA	NA

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.