

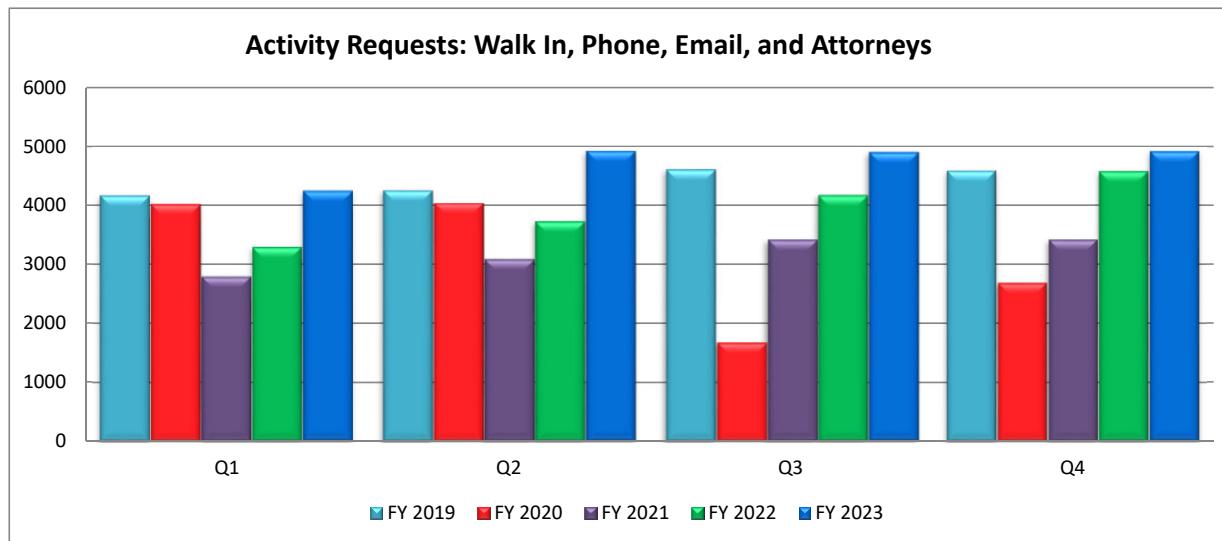
FY 2023 Law Library Statistics

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 | 1258 | 248 | 823 | 339 | 894 | 161 | 3,723 |
| Phone Requests | 1 | 0 | 0 | 0 | 663 | 0 | 664 |
| Email Requests | 35 | 0 | 0 | 0 | 167 | 0 | 202 |
| Attorney/Clerk/Court Requests | 0 | 23 | 158 | 5 | 13 | 128 | 327 |
| 4th Quarter Total | 1,294 | 271 | 981 | 344 | 1,737 | 289 | 4,916 |

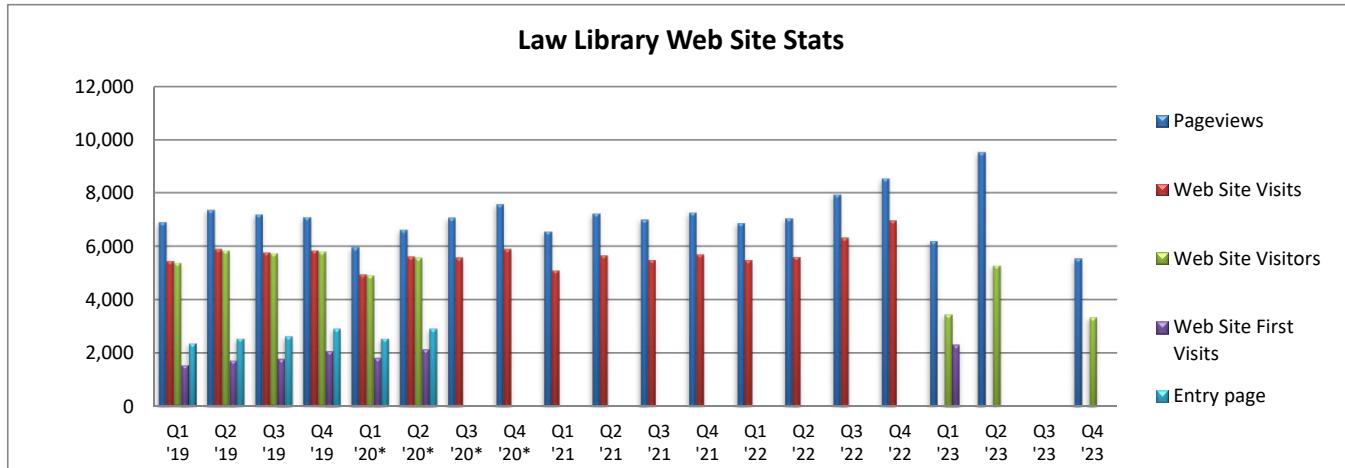
FY 2023 Law Library Statistics

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 '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 |
| Q1 '23 | 6,209 | NA | 3,445 | 2,320 | NA |
| Q2 '23 | 9,533 | NA | 5,290 | NA | NA |
| Q3 '23 | NA | NA | NA | NA | NA |
| Q4 '23 | 5,550 | NA | 3,338 | NA | NA |

Data available for website hits is variable based on the reporting system used. The County has changed reporting systems twice in the last 5 years (Quarter 3 of FY 2020 and Q1 of FY 2023).

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.

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