



ANNUAL REPORT 2015-2016

www.rclawlibrary.org

Riverside County Law Library Board of Trustees
Victor Miceli Law Library— 3989 Lemon Street, Riverside CA 92501
Phone: 951-368-0368 **Email:** lawlibrary.riverside@rclawlibrary.org



Message from the Director



The Riverside County Law Library serves the legal information service needs of its 2.2 million county residents. While county law libraries throughout the state continue to experience declining filing fee revenue, the Riverside County Law Library's commitment to providing its users access to high quality legal collection, services and programs remains strong. On behalf of the Law Library Board of Trustees and staff, I am pleased to present to you this Annual Report of services and accomplishments of the Riverside County Law Library for the fiscal year 2015-2016.

CONTENTS

Message from the Director	2
Overview	3
Facilities	3
Governance	4
Funding Source	4
Financial Statement*	5
Mission Statement	9
Highlights of the Year	9
Service	9
Collection	10
Information Technology & IT Infrastructure	10
Community Engagement	11
Website & Social Media	11
Public Programs & Special Events	12
Collaborations	15
Staff Activities	15
Organizational Chart, 2015-2016	17

Overview

The Riverside County Law Library is the only public law library in the County and serves more than 2.2 million residents. With the current budget of approximately \$1.8 million, the Law Library provides free access to current collection of legal materials, professionally-trained legal information services staff, public education programs, as well as quality continuing legal education classes. The Main library, named after its long-time Board President, the Honorable Victor Miceli, is located in downtown Riverside. The Indio branch is in the first floor of the County Law Building located at 82-995 Highway 111. The Temecula Law Resource Center, a satellite branch with a relatively small print collection and a core collection of electronic legal materials, is located inside the Temecula City Public Library.

The Riverside County Law Library, unlike the typical public library, receives no income from taxes, special bond issues or local government appropriations. It is primarily funded by a small portion of the County's civil court filing fee. It is a County Special District effectively functioning as an independent public agency organized under the California Business & Professions Code Section 6300 et. seq.. It is governed by a seven-member Board of Trustees composed of community judges and attorneys who serve without compensation. The Riverside County Board of Law Library Trustees, through its leadership and strong commitment to public service, makes free and open access to legal information resources, programs and services possible for every citizen in the County.

Facilities



VICTOR MICELI LAW LIBRARY

3989 Lemon Street

Riverside, CA 92501

951-368-0368 | 951-368-0185 (fax)

Lawlibrary.riverside@rclawlibrary.org

- 13,100 sq. ft. (1st floor)
- 4,510 sq. ft. (Mezzanine)
- Seating capacity = 97
- Shelving capacity = 12,700



INDIO BRANCH

82-995 Highway 111, Indio, CA 92201

760-848-7151 | 760-863-2022 (fax)

Lawlibrary.indio@rclawlibrary.org

- 6,573 sq. ft.
- Seating capacity = 61
- Shelving capacity = 4,700 linear feet



TEMECULA LAW RESOURCE CENTER

(a Partnership between the
Riverside County Law Library and
the City of Temecula)

30600 Pauba Road

Temecula, CA 93592

951-693-8902

Lawlibrary.temecula@rclawlibrary.org



Governance

The Riverside County Board of Law Library Trustees is a local public agency existing and functioning pursuant to Chapter 5 of Division 3, Section 6300 et. seq. of the California Business & Professions Code. It governs the Riverside County Law Library in accordance with said provisions of law and is composed of seven members consisting of five judges of the Superior Court, or their designees, the Chairman of the Board of Supervisors, or his/her designee, and one member of the State Bar, appointed by the County Board of Supervisors, whose principal office located in the County of Riverside.

The goal of the Board of Law Library Trustees for Riverside County is to make available to the judiciary, State and County officials, members of the State and local Bar, and all County residents, current legal materials, modern facilities and adequately trained staff, which will enable them to perform the highest level of research and practice.

BOARD OF LAW LIBRARY TRUSTEES

HON. MICHELE D. LEVINE	President	Riverside Superior Court
ROBERT DUNN, ESQ.	Vice-President	Representing Hon. Randall White
HON. GLORIA TRASK	Trustee	Riverside Superior Court
HON. IRMA P. ASBERRY	Trustee	Riverside Superior Court
HON. L. JACKSON LUCKY	Trustee	Riverside Superior Court
W.W. (BUD) MILLER, ESQ.	Trustee	Representing the Chairman, County Board of Supervisors
JOSEPH PETER MYERS, ESQ.	Trustee	Representing the County Bar Association
VICTORIA WILLIAMSON	Secretary & Library Director	

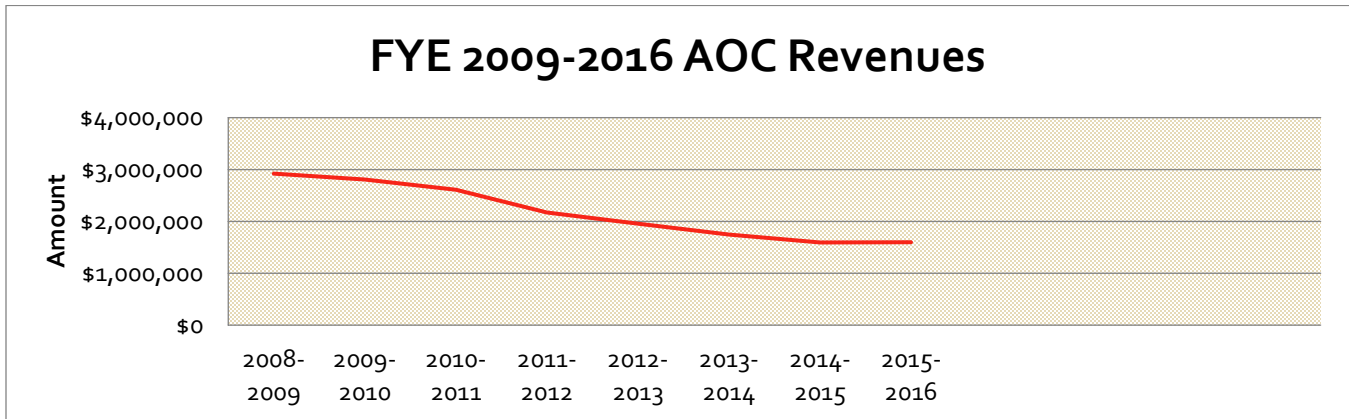
Significant Board Actions:

- ❖ Approved the allocation of 100% of filing fee revenue to the general fund
- ❖ Accepted the 2014-2015 Audited Financial Statements
- ❖ Accepted the 2014-2015 Annual Report
- ❖ Accepted the Actuarial Consulting Services Proposal
- ❖ Decided in favor of a fee-based monthly law library parking lot
- ❖ Ratified the 2015-2018 MOU with SEIU
- ❖ Approved the 2016-2017 Annual Budget

Funding Source

The primary source of funding for California county law libraries comes from a small portion of the county's civil court filing fee. By law, the Administrative Office of the Courts make monthly distributions from superior court filing fees to the law library fund in each county in the amounts described in the California Business & Professions Code §6321 & §6322.1. The amount collected for civil filing fees varies from county to county. In Riverside County, the Law Library receives, in general, \$32 for every civil lawsuit filed. In the past several years, approximately 90% of the total law library revenue is derived from court civil filing fee.

California county law libraries have been experiencing a steady decline in their filing fee revenue, a 36.74% decrease in the last seven fiscal years. In Riverside County, the law library's filing fee revenue decreased 46% from fiscal year 2008-2009 through 2015-2016.



The overall number of Superior Court filing in Riverside County continues to decline. For fiscal year 2015-2016, the total revenue collected through filing fees was \$1,743,333.52. Filing fee revenue makes up 98% of the law library's total revenue this fiscal year. The other 2% of revenue are from interest income, rental income, copier income, sales and library services income.



Funding of county law libraries continue to be a major concern in California. The Council of California County Law Librarians, with the help of its lobbyist, continually advocate for legislation to increase the portion of filing fees that fund county law libraries, as well as find alternative sources of funding. As county law libraries continue to experience decrease in filing fee revenues, the cost of legal publications and information technology continues to increase making it especially challenging to continue to provide access to and maintain quality legal information resources and services. Despite the financial challenges, the Riverside County Law Library Board of Trustees, the Director and staff are committed to maintaining the Law Library's high level of service and will continue to seek new and collaborative ways to enhance service to the public, the bar, the judiciary, and all branches of government of Riverside County.

Financial Statement*

	<u>TOTAL</u>
	<u>July '15 - June '16</u>
Revenue	
Total 4-Copier Income	<u>13,770.66</u>
Total 4-Investments	13,929.74
4-Library Services	
770970 · Fax	238.65
777040 · MCLE Programs	1,100.00
777520 · Conference Room	7,720.00



777660 · Services - Other	303.00
781480 · Public Programs	265.00
Total 4-Library Services	9,626.65
4-Other Types of Income	
732120 · Library Fines & Fees	175.00
740040 · Interest Income	1,407.92
781360 · Misc Income	1,209.94
Total 4-Other Types of Income	2,792.86
4-Revenue	
731140 · Law Library Fees-Muni Crt	1,743,333.52
741040 · Rental Income (Bldg use)	180,503.96
781220 · Contributions & Donations	8.21
Total 4-Revenue	1,923,845.69
4-Sales	
780040 · Paper/Supplies	49.65
780160 · Other Sales	10.00
780180 · Sale of Books	1,650.00
781800 · Parking Tokens	3,033.00
Total 4-Sales	4,742.65
Total Revenue	1,968,708.25
Expenditure	
5-Administration	
523230 · Miscellaneous	1,500.00
523260 · Sales & Use Tax	1,193.00
523290 · Bank Charges	867.72
523700 · Office Supplies	2,031.19
523760 · Postage-Mailing	5,548.40
523940 · Recruiting	1,829.33
527660 · Promotional Material	1,264.87
527820 · Staff Appreciation	1,803.79
528120 · Board Expenses	1,771.16
546020 · Travel (RCLL Business)	2,302.45
Total 5-Administration	20,111.91
5-Collection	
523600 · Audiovisual	511.99



523621 · Standing Order (Print Cont..)	659,613.90
523622 · Electronic Databases	249,405.50
523820 · Subscriptions	44,186.02
523870 · Material Processing Supplies	1,112.24
Total 5-Collection	954,829.65
5-Equipment	
523880 · Copiers - Staff	3,564.67
523881 · Copiers - Public	3,064.94
526530 · Rental - Lease Equipment	493.02
546080 · Computers - Staff	37,218.08
546081 · Computers-Public	10,340.51
Total 5-Equipment	54,681.22
5-Facilities	
520330 · Communications (Tel & Internet)	14,049.26
520845 · Trash	3,953.88
520930 · Insurance - Liability	5,295.73
520945 · Property Insurance	29,064.68
522310 · Maintenance & Repair - Rental	942.42
524740 · County Support Service	2,225.00
526500 · Burglar Alarm System	722.07
526600 · Fire & Alarm System AT&T	377.12
529500 · Electricity	76,701.82
529510 · Heat/Air (Gas)	5,958.33
529540 · Rent, Parking, Utilities	927.82
529550 · Water	17,579.69
542060 · Improvements-Building	98.63
Total 5-Facilities	157,896.45
5-MCLE	
520706 · Food/Beverage	1,538.80
530301 · MCLE Program	58.77
Total 5-MCLE	1,597.57
5-Professional Development	
523100 · Memberships	3,232.00
527841 · In-House Staff Training	528.65
528140 · Conferences/Registration Fees	2,000.00
528900 · Air Transportation	435.65
528901 · Air Transp-Out of State	666.95



528960 · Lodging	1,528.65
528961 · Lodging-Out of State	2,716.80
528980 · Business Meals	51.60
528981 · Meals-Out of State	70.50
529040 · Private Mileage Reimbursement	1,075.19
529060 · Public Service Transportation	83.24
529101 · Parking Validation	22.00
529120 · Travel/Meetings	130.00
Total 5-Professional Development	12,541.23
5-Professional Services	
524560 · Audit	18,252.62
524562 · Accounting	14,850.00
524563 · Actuarial Services	4,640.00
524681 · Integrated Library System	21,605.87
525440 · Professional Services	10,130.07
Total 5-Professional Services	69,478.56
5-Public Programs	
520705 · Food/Beverage	253.47
520707 · Honorarium/Gift	25.00
527840 · Public Programs	(93.23)
Total 5-Public Programs	185.24
5-Salaries & Employee Benefits	
510040 · Full Time Salaries	359,878.09
510044 · Part Time Salaries	89,903.65
513000 · Full Time Retirement	43,555.07
513002 · Part Time Retirement	10,776.92
513120 · Social Security	31,971.87
513140 · Medicare	7,477.30
515000 · Full Time Dental Insurance	3,303.16
515002 · Part Time Dental Insurance	(0.64)
515040 · Full Time Flex Benefit Plan	65,979.58
515080 · Full Time Health Insurance	2,536.39
515083 · Part Time Health Insurance	442.00
515100 · Full Time Life Insurance	1,190.92
515160 · Full Time Vision Insurance	766.92
515200 · Retirees Health Insurance	14,974.00
515240 · Temporary Disability	1,016.38
515260 · Unemployment Insurance	5,486.71

517000 · Workers Comp Insurance	6,025.88
Total 5-Salaries & Employee Benefits	645,284.20
Total Expenditure	1,916,606.03

*Figures as of June 30, 2016. Final figures audited financial statements will not be available until Winter 2016.

Mission Statement

- ❖ To enable everyone in Riverside County to perform the highest level of research and practice through free and open access to the law.

Highlights of the Year

Service

Fiscal year 2015-2016 has been a year full of positive and exciting changes for the Riverside County Law Library which include the following accomplishments:

- ❖ 27% increase in the number of people who visited or used the Law Library (from 49,506 to 68,269)
- ❖ 11,533 total number of patron inquiries answered
- ❖ 13 MCLE classes (23.5 hrs. of participatory credits) attended by 239 attorneys and paralegals; 377 MCLE materials circulated, 12% increase from last fiscal year's 333.
- ❖ 13 library tours were conducted with 54 combined total number of people in attendance including students from UCR, Cal. Baptist, Platt College, Riverside City College, Mt. San Jacinto College, and the Riverside County Grand Jury.
- ❖ Offered 15-minute free consultations with volunteer attorneys through 3 free legal clinics and assisted 100 individuals, a 3% increase from last fiscal year.
- ❖ 381,492 website visits
- ❖ 22% increase in Facebook followers (from 249 to 318)
- ❖ 19 % increase in Twitter followers (from 96 to 118)
- ❖ 16% increase in eNews subscribers (from 749 to 898)

The Law Library continued offering relevant and practical programs to include Minimum Continuing Legal Education (MCLE) classes held in its three locations: Riverside, Indio and Temecula. It continually seeks new opportunities to collaborate with community groups, public agencies, the courts, local Bar and law library associations. This year, the Law Library participated in the following programs:

- Greater Inland Empire Municipal Law Association's Meeting
- Inland Counties Association of Paralegals Annual Meeting
- Riverside County Bar Association's *Bridging the Gap*
- Riverside County Bar Association's *New Attorneys Academy*
- Riverside Legal Aid's *Free Low-Income Taxpayer Clinic*

PROGRAM OFFERINGS

▲ FAMILY LAW WORKSHOPS

Hosted the Riverside County Superior Court's Family Law Facilitator's evening workshops on marital dissolution, default judgments, order to show cause, etc., attracting more than 471 attendees.

▲ SMALL CLAIMS CLINIC

Hosted the Inland Empire Latino Lawyers Association's small claims clinic offered once a month.

▲ LEGAL RESEARCH CLASSES

13 legal research classes with a combined total of 93 attendees.

▲ FREE TAX PREPARATION ASSISTANCE W/ AARP

9 tax prep clinics held this year, 3 IRS certified AARP-TCE volunteers assisted low-income seniors in preparing their tax returns during the months of March & April.





Collection

The estimated total number of books in the Law Library’s collection is 97,350. This number includes 85,000 volumes, 350 print journals and 150 MCLE programs on audio CDs in Riverside; 12,000 volumes in Indio and 350 volumes in Temecula. In addition to LexisAdvance, WestlawNext, CEB OnLaw and CCH Intelliconnect, the Law Library provides free access to 1,863 titles on Hein Online, 1,500 law reviews on LegalTrac, 350 full text publications on EbscoHost including Nolo Press titles.

The Main Library contains the largest print collection which includes California, Federal, and national-scope law resources, as well as superseded and historical materials. It maintains a collection of all 50 state codes. It also houses local materials, including City and County codes and ordinances. The library’s collection of practice materials is limited to California, Nevada and Arizona.

The Indio Branch has a collection of approximately 12,000 volumes of California and selected Federal materials. The collection in Indio, while it does not exactly duplicate the Main Library’s collection, consists of key print and electronic resources needed for effective legal research.

The Temecula Law Resource Center has a relatively small collection of about 350 volumes and access to core collection of legal databases including LexisAdvance, WestlawNext, HeinOnline, LegalTrac, EbscoHost, Forms WorkFlow, and CEB OnLaw. The law books are housed in a designated *Law Resources Collection* within the general circulating collection of the Ronald H. Roberts Temecula Public Library. All materials are California-specific.

The Law Library has an art collection of more than 50 art pieces including paintings, prints, photographs, and sculptures. The art pieces are on display both in Riverside and Indio. Most of the paintings are watercolor and by California artists, primarily from Riverside County.

COLLECTION STATISTICS	RIVERSIDE	INDIO	TEMECULA
VOLUME COUNT AS OF 08/18/2015	85,000	12,000	350
TITLE COUNT	7,160	828	90
TITLES ADDED	99	44	5
AUDIO VISUAL ADDED	6	6	0
TOTAL TITLES	8,314		
TOTAL VOLUMES	97,350		

Information Technology & IT Infrastructure

The Law Library is committed to providing a cost-effective information technology infrastructure that supports the legal information and research needs of its county residents and enables them to keep up with recent changes in the law, legal research and law practice.

The Riverside County law libraries host six public computer workstations in its downtown Riverside location and six public computer workstations in its Indio branch. The Law Library maintains 12 staff computer workstations and laptops across all branches; 2 servers (1 staff/private, 1 public); copiers/printers in each branch (4 in Riverside, 2 in Indio); and a publicly-accessible wireless network in Riverside and Indio location.

This fiscal year, highlights include:

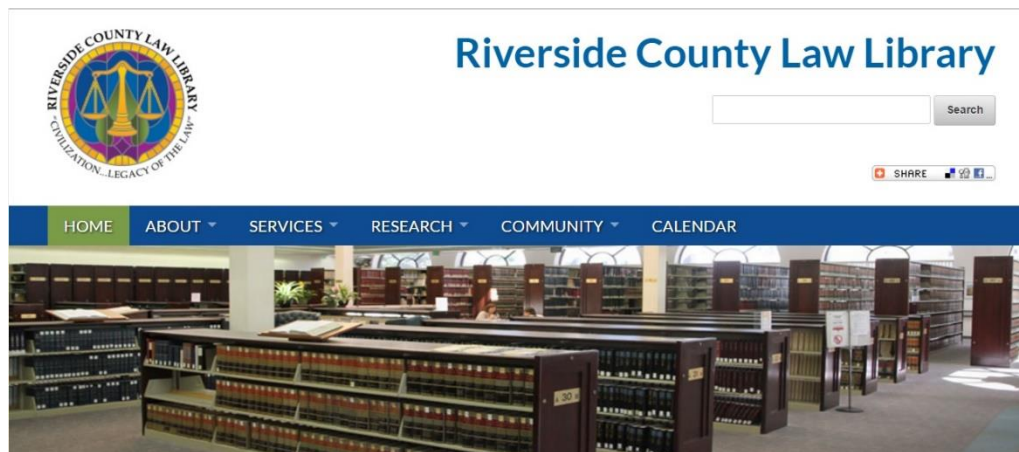
- 3-year (2015-2018) IT service agreement renewal with Biztek Solutions, Inc. to provide service consistency and cost management
- Staff computer replacement and upgrade (4 desktops, 6 laptops)
- Migration to an Office 365 license for all staff and public computer workstations.

Successfully balancing IT costs while designing a strategic roadmap for service upgrades and expansions is an integral part of planning for the future. Library user feedback on the law library's information technology resources remains an important part of this process. As the law library develops and expands its programs and services, redesign space to optimize use of library collections and technology services, and improve upon its organizational efficiencies and operations, investing and allocating funds for IT infrastructure and support continues to be a key investment point for the Riverside County Law Library.

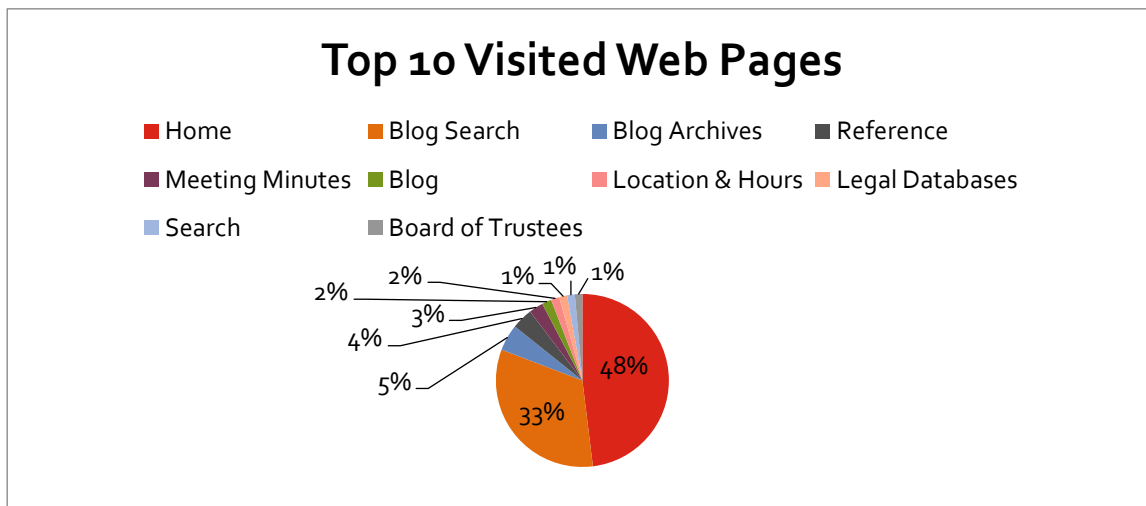
Community Engagement

Website & Social Media

The Law Library website which was redesigned in March 2014 resulted in 808% increase in website visits from 2012-2013 to 2013-2014 fiscal year, only four months after going live. There are 101,345 website visits in fiscal year 2013-2014, 386,308 website visits in fiscal year 2014-2015. This fiscal year, there are 381,492 website visits.

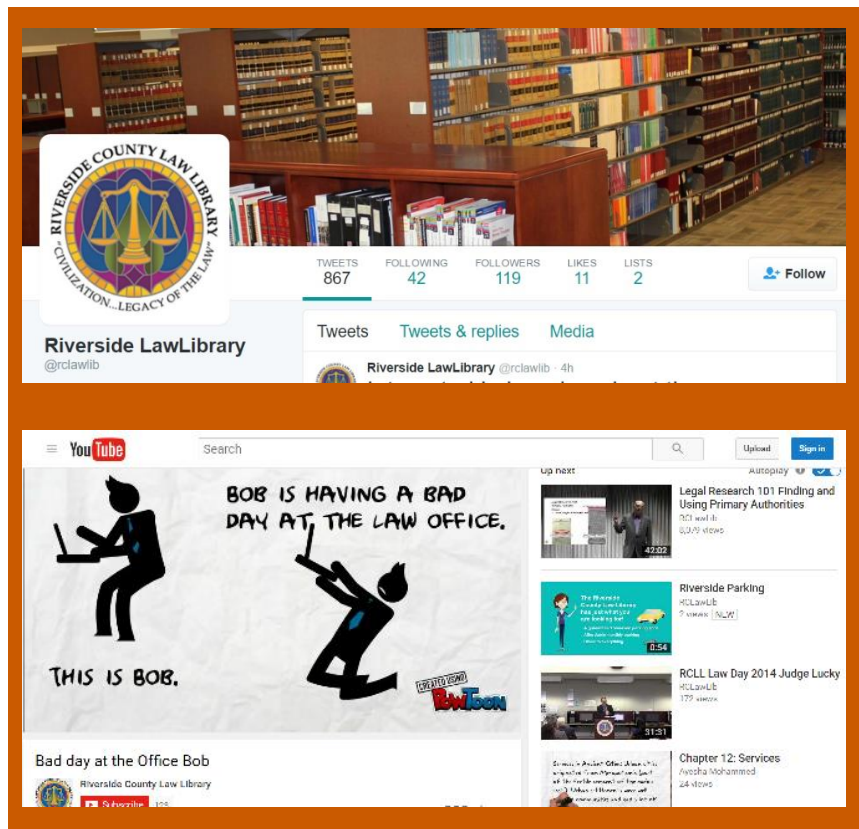


The number of website visits during fiscal year 2015-2016 reveals that 48% are visits to the Law Library's homepage and 33% are queries to the Law Library's Blog Search page.



Web Presence	Total No.
Website Visits	381492
eNews	898
Facebook Likes	318
Twitter Followers	119

Riverside County Law Library received the **2016 AALL Excellence in Marketing Award, Best Use of Technology** category for its YouTube video *Bad Day at the Office Bob*.



Public Programs & Special Events

In its commitment to provide access to legal information to members of the legal community and the general public, the Riverside County Law Library continued to offer basic legal research classes, public educational programs on law-related topics, and minimum continuing legal education (MCLE) programs for attorneys and paralegals.

- ❖ The *Legal Research 101: because you gotta start somewhere* is a seven part series one-hour class designed to teach attorneys, paralegals and pro se litigants how to conduct basic legal research and is held monthly in the library's downtown location from 7:00 p.m. to 9:00 p.m.
- ❖ The *Legal Research 102: for those who have been there and done that but forgot how* is a 9-hour MCLE series of class designed to teach attorneys how to conduct legal research using print and online resources and is held during the months of December & January in the library's downtown location from 6:00 p.m. to 9:00 p.m.
- ❖ The *Family Law: Help You Help Yourself* is a free two-hour family law orientation class relating to marriage dissolution, legal separation, child support and related issues. This program, presented by Riverside County Superior Court's Family Law Faciliator Patricia Rich , was held on September 9, 2015 at the Temecula Law Resource Center inside the Temecula City Public Library.
- ❖ The *Evictions: Help You Help Yourself* is a free two-hour class on unlawful detainer designed to provide tenants and landlord an overview of the eviction process, the notices used to terminate tenancies, and forms required by the court. This program presented by Riverside County Superior Court's Family Law Facilitator Nina Magno and Riverside County Superior Court Self-Help Center Paralegal Joanne Cuevas, was held on February 4, 2016 at the Temecula Law Resource Center inside the Temecula City Public Library.



- ❖ As a California State Bar approved MCLE provider, the Riverside County Law Library offers free or low-cost MCLE courses on specific topics to help attorneys and paralegals earn continuing legal education credits and meet their MCLE compliance requirements. In addition, the Law Library has subject-specific MCLE programs on audio CDs available for attorneys and paralegals to check out and earn self-study credits. More than 377 MCLE materials were circulated during fiscal year 2015-2016.

2015-2016 MCLE CLASSES

TITLE	DATE	LOCATION
<i>WestlawNext, LexisAdvance, HeinOnline.</i> Presented by Bret Christensen. 1 hr. credit, general	September 26, 2015	Riverside Convention Center, Inland Counties Association of Paralegals Conference (58 attendees)
<i>Deposition Officers, Process Servers & Private Investigators.</i> Presented by James Jones . 1 hr. credit, legal ethics	October 6, 2015	Victor Miceli Law Library (9 attendees)
<i>Stress Management.</i> Presented by Dennis Sapire . 1 hr. credit, general	November 12, 2015	Law Library, Indio Branch (32 attendees)
<i>Serving the Military.</i> Presented by David K. Palmer. 1 hr. credit, general	November 17, 2015	Temecula Law Resource enter (6 attendees)
<i>Legal Research 102: for those who have been there and done that but forgot how.</i> Presented by Bret Christensen. 3 hrs. credit, general	December 7, 2015	Victor Miceli Law Library (10 attendees)
	December 14, 2015	Victor Miceli Law Library (9 attendees)
	December 21, 2015	Victor Miceli Law Library (7 attendees)
<i>How to Conduct a California Legislative Intent Search.</i> Presented by Bret Christensen. 1 hr. credit, general	January 7, 2016	San Bernardino, GIEMLA (24 attendees)
<i>Legal Research 102: for those who have been there and done that but forgot how.</i> Presented by Bret Christensen. 6 hr. credit, general.	January 9, 2016	Law Library, Indio Branch (11 attendees)
<i>Elder Abuse/Dependent Adult Civil Protection Act.</i> Presented by George F. Dickerman. 1 hr. credit, general.	March 14, 2016	Victor Miceli Law Library (10 attendees)
<i>The Future of the Legal Profession.</i> by Karen J. Sloat, 1 hr. credit, general	April 12, 2016	Law Library, Indio Branch (25 attendees)
<i>Tech Day with CEBOnLaw, Lexis-Nexis, WestlawNext.</i> Presented by: Suzanne Smith, Dan Feller & Brandon Strait. 1.5 hrs. credit, general	April 13, 2016	Victor Miceli Law Library (10 attendees)
<i>How to Use WestlawNext.</i> Presented by Dan Feller. 1 hr. credit, general	May 6, 2016	Temecula Law Resource Center (10 attendees)
<i>How to Conduct a California Legislative Intent Search.</i> Presented by Bret Christensen. 1 hr. credit, general	June 25, 2016	Riverside, ICAP Conference (28 attendees)

- ❖ In celebration of National Library Week (April 10-16, 2016), the Law Library held countywide programs and events which included:
 - *Tech Day* held in Riverside, provided an opportunity for attorneys and paralegals to sharpen their legal research skills using CEBOlaw, LexisAdvance, and WestlawNext, and earn an hour of MCLE credit.
 - *The Future of the Legal Profession: Are We Obsolete in the Age of New Technology* presented by Desert Bar Association President-Elect Karen J. Sloat, provided an opportunity for attorneys to discuss current consumer demands that reject traditional lawyer-client relationships, delivery of legal services without lawyers, and the changing tide on who will provide legal documents and contract analysis in the future.
 - *Representing Clients Under the Elder Abuse & Dependent Adult Civil Protection Act* presented by George Dickerman provided an opportunity for attorneys and paralegals to learn how to protect elderly clients against financial abuse and earn an hour of MCLE credit.
 - The ever popular *15 Minutes of Fame Free Legal Clinics* were held on April 12, 2016, from 10am to 2pm in Riverside and in Temecula which helped 62 individuals dealing with legal issues including family law, probate, personal injury, and civil litigation matters.



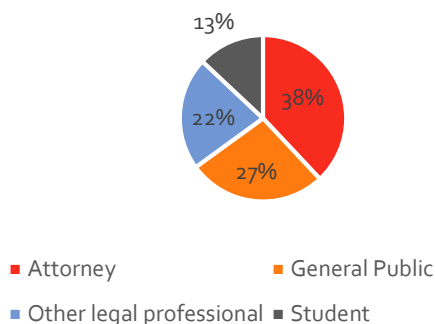
Local attorneys learning about the new research platform on LexisAdvance during National Library Week.



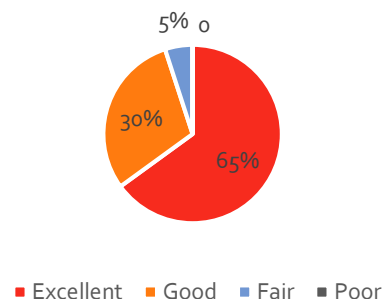
Free Legal clinic held at the Temecula Resource Center drew more than 50 participants during National Library Week.

“SNAPSHOT” of LAW LIBRARY USER SURVEY (Sept. 12-23, 2016)

User Demographics



Overall Service Quality Rating



Reasons for coming in: Working on a case (42%), General Interest (38%), Continuing legal education (11%), Improving basic computer & research skills (6%), Using the Internet (3%)

“Repeat” patrons (weekly/monthly) comprise 50% usage

Collaborations

- ❖ **Family Law Workshops** – The Victor Miceli Law Library has, in the past seven years, made its meeting space, equipment and staff available to the Riverside Superior Court Self-Help Center to hold its Family Law Facilitator evening workshops on marital dissolution, child support, order to show cause, and default judgments. The workshops are held at least twice a month from 4:30 pm to 7:30 pm. This fiscal year, there were 42 family law workshops held with 471 combined total number of attendees.
- ❖ **Legal Consultation Clinic** – The Law Library continued working with local attorneys including members of the Southwest Riverside County Bar Association in providing free 15-minute legal consultations to county residents dealing with issues in the areas of family law, landlord-tenant, personal injury, probate, and civil litigation matters. Three free legal clinics were held and had a combined total of 107 attendees.
- ❖ **Low-Income Taxpayer Clinic** – In January 2015, the Law Library began hosting a free low-income taxpayer clinic in collaboration with the Riverside Legal Aid and the Legal Aid Society of Orange County. This workshop, held at the Law Library's three location, is designed to provide information and assist in understanding taxpayer's rights, IRS notices, Audits, Offer-in-Compromise, Innocent Spouse Relief, Wage garnishments, and other remedies to tax controversy.
- ❖ **Small Claims Clinic** - In partnership with the Inland Empire Latino Lawyers Association (IELLA), a free Small Claims Clinic are held every third Saturday of the month from 9:00 am to 1:00pm in the Victor Miceli Law Library. This three-hour session is designed to help the members of the public learn how to present their claims and navigate through the small claims court process.
- ❖ **Tax Preparation Assistance Clinic** – In partnership with American Association of Retired Persons (AARP), a free tax preparation assistance clinics are held during the months of March & April in the Victor Miceli Law Library. This fiscal year, three IRS-certified AARP-TCE volunteers assisted with preparing income tax returns for 16 individuals.
- ❖ **Temecula Law Resource Center** – Established in November 2011, the Law Library's partnership with the City of Temecula made it possible to provide the Southwest Riverside County residents access to current collection of legal materials, legal reference service, legal research and continuing legal education classes, and public legal education programs. The continued success of this partnership has raised the level of public's awareness of the Law Library's value to the communities in the Southwestern region of the County.
- ❖ **UCR, Extension Paralegal Program** – For the past several years, the Victor Miceli Law Library has made its legal resource materials, services and staff available to support the legal research education needs of the UCR Extension Paralegal Program students. This fiscal year, the Law Library was kept open for an additional 12 hours.
- ❖ **Western Governors University** – The Victor Miceli Law Library in the past several years, has been proctoring exams for Western Governors University students which generates an additional income of \$20-\$25 per exam. This fiscal year, the staff proctored 14 exams.

Staff Activities

The Riverside County Board of Law Library Trustees considers its law library staff a very important asset critical to providing excellent customer service. Hence, the trustees fully support the staff's professional development and community outreach activities. The staff's diverse educational and cultural backgrounds is an important element in ensuring that the Law Library meets the legal information service needs of a community of library users as diverse as those in Riverside County. Keeping the Law Library running efficiently for a combined total of 6,260 hours in this fiscal year and maintaining the quality of its collection, services, and programs is a team effort. An all-staff professional development



retreat is held annually. This year's retreat was held on January 29, 2016 in the Indio branch of the law library. This all-day workshop included a morning program on *Cultural Intelligence and Conflicts Management* presented by Dr. Michele Villagran, a lecturer from University of North Texas College of Information, Dept. of Library and Information Science and a certified cultural intelligence facilitator at the Cultural Intelligence Center. The afternoon program was on *Positive Interactions: Making Library a Welcoming and Empowering Place for People with Disabilities*, an interactive webinar which included tips and practical advice for improving library staff communications and interactions with people with disabilities. This interactive webinar was produced by the Association of Specialized and Cooperative Library Agencies, a division of the American Library Association. In addition, the staff's professional development and community outreach activities include the following:

Law Library Director, Victoria Williamson – Attended the 2015 American Association of Law Libraries (AALL) Conference "The Power of Connection" held on July 18-21 in Philadelphia, Pennsylvania; AALL Chapter Leadership workshop held during the AALL Conference; and the Council of California County Law Librarians 2016 Fall Meeting held on August 18 in Sacramento; served as President of the Southern California Association of Law Libraries (SCALL) for 2015-2016 and attended the 44th Annual SCALL Institute "Upping Your Game: Growing Your Organization's Information Advantage" held on March 4-5, 2016 in Temecula Creek Inn; and continued to serve on the Riverside County Bar Association's (RCBA) Committee on Lawyer Referral Services.

Research & Instruction Services Librarian, Bret Christensen – Attended the 2015 AALL Conference "The Power of Connection" held on July 18-21 in Philadelphia, Pennsylvania; Served as Technology Support Subcommittee Chair for the 2016 SCALL Institute "Upping Your Game: Growing Your Organization's Information Advantage" held on March 4-5, 2016 in Temecula Creek Inn; currently serve on the New Product Jury Award for the AALL and Editorial Board of AALL Spectrum Magazine; and as chairperson of the Law Library's *National Library Week's* Planning Committee.

Staff Members: Part-time librarian, Mahum Shere received a AALL grant to attend the 2015 AALL Conference "The Power of Connection" held on July 18-21 in Philadelphia, Pennsylvania. Administrative Assistant, Mariah Clark attended the *CalPERS Education Forum* held on October 26-28, 2015 in Riverside, and continuing education program sessions on topics including: Finance & Accounting, Understanding Financial Statements, Microsoft Excel, Managing & Organizing Accounts Payable, Payroll Law, FMLA Compliance, Essentials of HR Law and the Conference for Administrative Assistants, and completed 6.6 of CEU credits. Library Assistant, Efren Nava attended two public meetings on the priority community services in Temecula and presented on the Temecula Law Resource Center's programs and services and its partnership with the City of Temecula.

Willa Henshaw and Chiraq Nanavati started in November 2015 as library assistant in Riverside. Victor Landa, first year law student at California Desert Trial Academy started in January 2016, as part-time library assistant in the Indio Branch. Megan Amaris who worked as an intern since August 2015, started as a part-time library assistant in April 2016 in Riverside. Irene Pinon, a recent graduate of the University of California, Berkeley with a Bachelor of Arts degree in Legal Studies, Hispanic Languages and Bilingual Issues started as part-time library assistant in April 2016 in Indio. Nicholas Lopez and Jennifer Madison, part-time library assistants in Indio resigned in November and December 2015 respectively. Community Engagement & Digital Services Librarian, Daisy Cortes resigned in December 2015 and accepted a librarian position at Ontario City Public Library. Angela Wang started as User Experience Librarian in June 2016.

Established in Summer of 2013, the Law Library's **Internship and Volunteer Program** made it possible for students interested in a career in law and/or legal information services to gain knowledge, on-the-job training, and exposure to real world legal research and library work. The students' internship and volunteer experience helped them in determining

whether a career in law or library and information science is right for them. This year, the Law Library was fortunate to have worked with one intern and three volunteers who contributed a combined total of 217.25 hours: **Suzanne Dombkowski** worked 50 hours as a volunteer in the Temecula Resource Center. She assisted with special projects which included planning and coordinating free legal clinics and compiling a list of community legal resources available to patrons in the southwestern region. **Edrina Mendez** worked 59 hours as a volunteer in the Indio branch, She assisted with special projects which included performing an inventory of the Indio collection of MCLE self-study materials, compiling a list of current community legal resources, and maintaining an updated list of attorneys by subject area expertise in the desert region. **Faith Patterson** worked 17.50 hours as a volunteer in Riverside assisting with MCLE collection inventory project and loose-leaf filing. **Megan Amaris** worked 90.75 hours as an intern in Riverside. She created a research guide on Criminal Expungement; produced several *What is it Wednesday* postings on social media; refined and completed the MCLE Collection Project in Riverside; and assisted with keeping the print collection and online event calendar webpage up to date. Megan was hired as a part-time library assistant after her internship ended.

Organizational Chart, 2015-2016

