

## TRIRIGA MAINTENANCE LOG Tasks

<u>Branch/Stage</u>	<u>Description of Problem</u>	<u>Follow Up/Comments</u>
Main In Process	10/24/2016-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: The Dyson air dryer in the 3rd floor ladies restroom has been kicking on/off spontaneously for just a second or two. We've had this happen before and it started running non-stop, we had to flip the breaker to shut it off.	10/24/2016-turned off breaker awaiting replacement parts. 11/7/2016-replacement hand dryer has been received, will be installed asap.
Main Complete	10/12/2016-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: On Thursday, October 20, we have our annual Awards event which involves caterers on-site. We need to have the 1st floor smoke detection system/alarms put in "safe" from 3pm-8pm.	10/20/2016-complete
Main Complete	10/5/2016-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: The light is out in the south stairwell, 3rd floor landing.	10/5/2016-complete
Main Complete	10/21/2016-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: There are a few (at least 4) of the canister lights out in the white ceiling over the lobby/computer center area.	11/4/2016-complete
Main Complete	10/24/2016-MAIN LAW LIBRARY: 1105 FRONT ST., 92101: One of the external lights on the C Street side of the building, closest to the corner of Front & C, is out.	10/26/2016-complete

Secretary's Report: October 2016

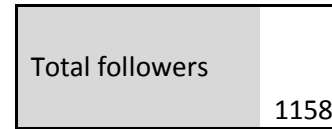
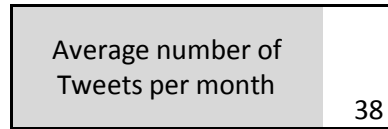
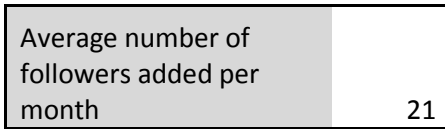
## Patron Compliments & Concerns

Branch:	Patron Comments:
Main	I would just like to say that the law library is a good place to look up what you want to learn, study, or are interested in knowing about. It's also a good place for retaining law referrals and doing legal research. You provide seminars on various topics which is very interesting and even provide assistance for those like me who want to or have started small businesses in the past. ~ Anthony Jesse
Date:	
10/25/16	

### Twitter statistics 2016-2017

Column1	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Totals
Tweets	51	36	30	34									151
New followers	19	35	8	6									68
Retweets	41	36	23	29									129
Likes	83	50	38	39									210
Replies	6	1	1	1									9
Profile visits	845	755	469	374									2443
Impressions*	21,000	11,400	9,938	12,500									54,838
Mentions	14	6	7	5									32

Source: Twitter analytics



### 28 day summary with change over previous period

Tweets  
33 ↑ 17.9%

Tweet impressions  
12K ↑ 26.5%

Profile visits  
367 ↓ 17.5%

Mentions  
5

Followers  
1,158 ↑ 1

Top Tweet for October with 625 impressions:

The #POTUS General Election is 11/8/2016. Early voting has already begun in #SanDiego County. <http://bit.ly/2e1vIMw> #sdlaw #getoutthevote pic.twitter.com/hPdkVTBAKA

Secretaries Report:

## Patron Incident Reports

Branch:	Brief Description of Incident:
NC	<p>Patron attempted to use a Law Library computer to take a half-day class. Staff explained that computers are for legal research only and the Vista public library is only 5 minutes away. Patron changes story and says he want to use the computers to find a doctor. Staff again explains our computer use policy and suggests going to the Vista Public Library. Patron uses inappropriate language, staff asked the patron to leave, and the patron leaves the library.</p> <p>Incident Number 280</p>
Date:	
10/24/2016	
Police Notified?	
No	
Action:	
Patron left after being asked to leave.	

Branch:	Brief Description of Incident:
Main (Reading Room)	<p>Patron was observed sliding around hand-drawn pictures (approx 10 to 20) of male and female reproductive organs. Staff indicated that patron needed to use the Law Library for legal research only and that it was time for him to leave that day. After staff walked away, patron could be heard muttering epithets and threats about the librarian. Security staff was called and the patron was removed. A suspension letter has been prepared for the patron the next time he comes in.</p> <p>Incident Number 281</p>
Date:	
10/27/2016	
Police Notified?	
No	
Action:	
Patron asked to leave by security - left	

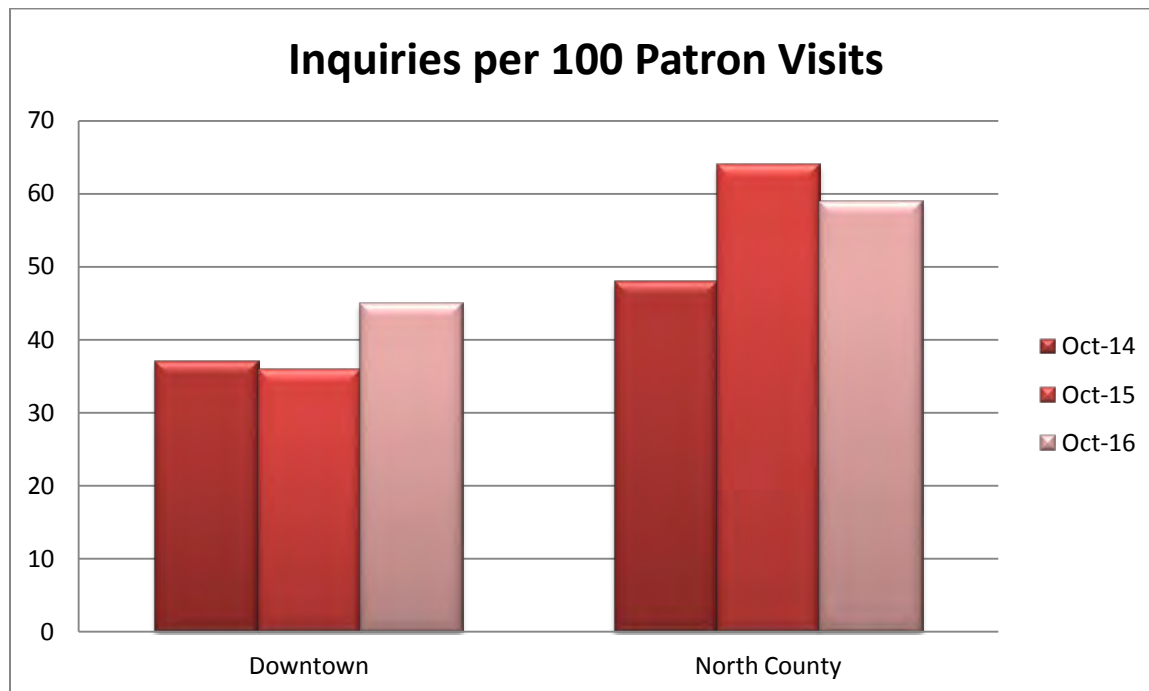
Branch:	Brief Description of Incident:
Main	<p>Patron was observed by the security staff violating the computer use policy by using the computers to watch music videos. Patron attempted to close the music video but instead minimized it and security officer saw it. Patron then opened a window and said he'd been watching videos of nuns speaking. Security staff reminded patron about our computer use policy. Patron then became argumentative and began disrupting other patrons in the computer by using a raised voice, stating that he was really emailing the FBI. Patron was asked to lower his voice, but he responded by yelling at the security staff. Patron gathered his belongings and left the building – yelling “**** off” on his way out the door.</p> <p>A suspension letter has been prepared for the patron the next time he comes in.</p> <p>Incident Number 282</p>
Date:	
10/29/2016	
Police Notified?	
No	
Action:	
Patron escorted out by security	

# San Diego Law Library Statistics

## October 2016

### Gate Count & Patron Inquiries:

- Downtown: 45 questions for every 100 patrons who entered, up 25% from last year
- Vista: 59 questions for every 100 patrons who entered, down 8% from last year



### Public Library Program:

- El Cajon Branch of the San Diego County Library – only one day, closed for Labor Day
  - 2 questions regarding civil procedure and civil appeals
  - 1 database training – Lexis
  - 5 referrals to legal providers for immigration, family law, and civil procedure
- Chula Vista Public Library – no days due to library holiday and mandatory staff training