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# Record Times



**A Quick Sprint Edition**

A monthly newsletter for Clerk of the Superior Court employees

August 2010

Vol. 16 No. 8

## News about the AVST new voice mail system

by Diana Garbarino

**T**he Office of Enterprise Technology (OET) has announced the implementation of a new AVST voice mail system for Maricopa County. The current system is 16 years old and is being replaced because it is at end-of-life. The new system will be activated over the weekend of September 25 and 26. On Monday, September 27, all County employees will access the new AVST voice mail system for phone messages.

Before implementation begins, it is vital that all employees (with voice mail) set up their new AVST voice mailbox. This is a quick and simple process and should only take a few minutes to complete. **Supervisors will be providing employees who have voice mail with further information and instructions on how to set up the new voice mail.** There are currently 350 voice mailboxes in the Clerk's Office.



### Important Dates To Remember

- **Sept. 20** The setup for the new AVST Voice Mailbox needs to be completed.
- **Sept. 24** OET will be deleting all existing mailbox messages at 5:00 p.m.
- **Sept. 25-26** The new system will be activated over the weekend.
- **Sept. 27** All County staff with voice mail accounts will be using the new AVST voice mail system for phone messages.

### Important Information

- No messages from the old voice mail system will be transferred to the new voice mail system.
- All messages on the new system will only be saved for 28 days, previously, there was no limit in place.
- After the new voice mail system has been implemented, you will **still** call 62044 to access your mailbox.
- If a mailbox is not set up prior to the deadline, it can still be set up after the switch. The number used would be 62044 instead of 64300.

If you have any questions or need assistance, please email the "ITG Help Desk."

## Tracking the documents: How a document gets from A to B

by Alex Shapos, Summer Intern for the Clerk of the Court's Office

**D**uring the course of my summer internship with the Clerk's Office, I observed almost every type of position, and visited every outlying facility. This enabled me to gain a deep understanding as to how the Office functions, and how every department is interconnected. By seeing the connections among the different departments, I saw first-hand exactly how a document can get from a customer, to a judge or involved party, and back to storage.

This process begins with filing, which can either be done electronically or by paper. As eFiling becomes more popular, higher volumes of documents come in electronically. When this happens, an involved party, such as a defendant/respondent or plaintiff/petitioner may electronically file a document. When this occurs, the document is put into a queue where a clerk evaluates the document, and either accepts or rejects it. From there, the involved parties may access the document online. eFiling, however, is not available with all case types, and therefore the most common way of filing is done via paper. Paper filing begins at any of the Clerk's facilities at the filing counters. Customers bring in documents to file, and then counter clerks file that document. Some facilities have specific counters for specific case types, however, at many of the smaller facilities, the filing counters process all document types. This means that the counter clerks must be proficient in a multitude of case types.



*Continued on page 2 - See Tracking the documents*



## The Extra Mile



(Listed below are recent letters, email messages, note cards, and phone calls about Clerk of the Court employees who went the extra mile to provide excellent service.)

### CO-WORKER COMPLIMENTS

“I want to send a special “*thank you*” to NE Courtroom Services Manager **Sheri Jaffe**. Upon returning from being out on medical leave there were some issues that occurred surrounding my payroll. While my manager was out on vacation, Sheri Jaffe was more than willing to step in and assist me by working with the Payroll in order to quickly correct the error. Thank you for your willingness to help and the ease in which you managed to have the error remedied. Your professionalism as a manager and kindness as a person are greatly appreciated and deserve to be recognized.” – **Brandy Lambert**

### CO-WORKER COMPLIMENTS

Exhibits’ Cheryl Odell recently sent an email to Shipping & Receiving Supervisor Richard Lopez expressing her appreciation for two of his staff members. She wrote, “**Eddy Ramirez** and **John Morley** both provide excellent customer service for our department. Eddy is always very friendly and answers questions in regards to supplies. John is always very friendly when we have a rush request that needs to be delivered by a certain time to the NE facility. John makes sure it is there on time. Both are courteous and efficient in handling our department requests. I feel that is a reflection upon your department when you have such hard working and diligent employees.”



A paralegal sent an email to Document Services Supervisors Merriel Trombley and Angie Green to complement the work of their staff members. She wrote, “I want to tell you about a pleasant experience I had working with **Lori Cummings** and **Tina Hays**. I was having difficulty registering for ECR Online yesterday and was not able to resolve the issue by the end of the day. What a nice surprise to come in this morning to an email from Lori offering assistance. Tina (who assisted the day before) had asked Lori to follow up. Thanks to her, I was able to resolve the issue. Lori and Tina deserve kudos for providing exceptional service. Both Tina and Lori were so pleasant and patient. You should be proud to have them.”

## Tracking the documents - continued from page 1

The next step in this process involves storing the document. Many of the documents are scanned, and then shredded (after a series of quality checks). This is usually done at the facilities in which the filing occurred. Some of the documents, however, are maintained as hardcopies. Most of the outlying facilities have their own exhibit and document storage capabilities. When the document cannot be stored at a facility, it must be transferred, or stored at the Customer Service Center. The Shipping and Receiving Department will then travel to that facility, and transport it to the CSC. From there, it can be stored in a massive document storage facility.

The final stage in this process involves retrieval. If a judge files a request for a document, the facility maintaining that document receives the request, and a clerk must then pull the file, and the Shipping and Receiving Department will then transfer that file to the judge. In the event of a public records request, the same process occurs, however, the customer requests the documents at a file counter, such as the one at the CSC. From there, the document can either be printed (if it is electronic) or retrieved by staff.

The process of getting a document from A to B is not as simple as some might think. It involves the cooperation of every department, and in order for it to run smoothly and efficiently, everyone must participate with his or her full and thoughtful effort.

*Alex, a senior at the University of Arizona, was the first Clerk’s intern in many years and volunteered this summer as a way to better understand the courts. He plans to apply to law school after graduation. His efforts and help were greatly appreciated.*



# The Employee Track

(A special newsletter section devoted to news about employees of the Clerk of the Superior Court's Office.)

## BIRTHS

• Congratulations to Special Counsel **Aaron Nash** on the birth of his 8 lb. 2 oz., 20 in. baby boy on July 30. His new son's name is Quincy Molloy. Quincy is Aaron's third child and second son.



## OFFICE ANNIVERSARIES

The following employees celebrate milestone Office anniversaries in August:

### 15 YEARS

- Lisa Bonilla
- Norma Barron
- Len Keso

### 5 YEARS

- Laura Hart
- Mark Leong
- Sonja Olmos
- Kenna Cumbley
- Kelly Sleseman
- Elizabeth Castaneda
- Robin Brimmer-Tomlinson

- Kristin Edwards
- Lisa Smith



### 10 YEARS

- Annette Lepak
- Jody Fisher

## AWARDS/HONORS

### Movie ticket winners

• **Patricia Burnett, Linda Firrielo, and Pat Percival** won movie tickets through the Maricopa County Alternative Mode User Program (AMU). The AMU conducts random drawings to reward employees with movie tickets for their efforts to support the Clean Air Campaign by reducing air pollution through using an alternative mode of transportation. To enter the contest, you may visit the county's EBC site at: [http://ebc.maricopa.gov/hr/trip\\_reduction/AMU\\_contest.htm](http://ebc.maricopa.gov/hr/trip_reduction/AMU_contest.htm)

## NEW EMPLOYEES

- Administrative Services - **Ayat Sweid**
- Criminal Financial Obligations Unit - **Amy Taylor**
- CSC Disposition/Abstracts - **Merlinda Resendes**
- ITG - **Debra McNeil**



## EMPLOYEE MOVES

- Family Courtroom Clerk **Jennifer Escarega** transferred from Downtown to NE.

## Snip-Snap

(A section of snippets and snapshots)

### Newsletter's historic stop

Each month, employees are invited to submit a photo of themselves reading the *Record Times*. Last month, the newsletter was in the Northwest USA. This month, the newsletter was found in the Midwestern area of the USA.

Pictured below is Courtroom Clerk **Melanie Sahli**, who posed with the newsletter while she was standing at the Poison Springs Civil War battlefield outside of Camden, Arkansas.

You may submit a photo of yourself with the *Record Times* at any time for this special feature. **To submit a photo:**  
1) Print the front-cover newsletter page;  
2) Take your photo(s) with the page during your vacation; 3) Email the digital photo or interoffice mail the print photo to Public Affairs Office's Len Keso (mailcode DJC-PA) with your name, department, and a photo description.



**Quote**  
Yesterday is history,  
Tomorrow is a mystery.  
Today is a gift,  
That's why we call it "present."  
— Anonymous