

# Record Times



February  
2005

A monthly newsletter for employees of the Clerk of the Superior Court's Office.



Volume 11  
No. 2

## 30 years of service and still going strong

On February 9, Customer Services Associate Clerk **Carol Schreiber** celebrated her 30th anniversary with the Clerk of the Court's Office. Following is an interview conducted with Carol about her accomplishments.

**What was your first job here?** I started as a Courtroom Clerk in Adult Court. I was assigned to the Hon. Roger G. Strand after having been on the job about 3 months. Although assigned, I cross-trained in several case types and also had the honor of working as a floater clerk and covering court for now U. S. Supreme Court Justice Sandra Day O'Connor.

**When you started, did you think that you would make a career here?** When I started with the Clerk's Office, I wasn't necessarily looking for a "career." I was looking for a job. However, I learned in the early years that there were many facets to the organization, and learned more about myself in terms of "wanting to have a career" verses just having a job. Those are the things you hopefully learn about yourself early enough so that you can set a course for yourself.

**What are some of the biggest changes that you have seen in the office?** Those who know me well would be disappointed if I answered other than with..... "I remember when we got self-correcting selectric typewriters" for our minute entries and we thought that was the cat's meow. So, the growth opportunities and technological advances would be at the top of my list.

**What have you enjoyed most about working for this office?** I REALLY enjoy, and am proud to work for Michael Jeanes, the Clerk of the Court, because of his honesty and integrity. I have enjoyed the challenges of being in several different positions and learning the specialties of each one. The people are irreplaceable – many have taught me so much about life and people, shared good and bad times – both personally and professionally, and a special few have taken the time to mentor me, and laugh with me, so that I could be a better manager.

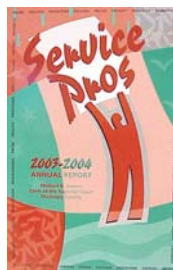
**What are some of the areas that you have worked in?** I was a Courtroom Clerk for 7 years; I was then the Administrator for Juvenile Court when Durango was the



*Continued on page 2 – 30-year milestone*

## Report focuses on office's professionalism

The Clerk of the Court's 2003 - 2004 Annual Report, titled "Service Pros" is produced and being provided to those interested in viewing it. The report proclaims the accomplishments of the past year and gives an overview of the office. The report is available on the office's website at [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov) and then click on the "Newsflash" button." A hard copy of the report is available by contacting Len Keso by email or phone (66114). The annual report is distributed to the public, libraries, law firms, local government leaders, county staff, state offices, national organizations, and office guests.



## Leap Day occurs more than every four years for office

There is not a "Leap Day" on the calendar this year, but that doesn't mean there isn't one in the Marriage License and Passport Office. In fact, "Leap Day" occurs in the office every year on



Valentine's Day (Feb. 14). The reason why is because staff is leaping to serve one couple after the other who are there to purchase a marriage license.

Traditionally, Valentine's Day or the Friday before Valentine's Day (if the holiday falls on a weekend) is the busiest day of the year for the Marriage License and Passport Office. On average, they issue almost double the amount of licenses on that day than they do on a normal business day. This year was no exception. Staff issued 87 licenses on Feb. 14. On an average day, they issue about 42 licenses.

On previous Valentine's Day or the Friday before Valentine's Day, staff issued 92 licenses in 2004 (on a Friday); 104 licenses in 2003; 90 licenses in 2002; 103 licenses in 2001; 98 licenses in 2000; and 102 licenses in 1999.



### THE INSIDE TRACK

Pg. 2 - Passport of the future

Pg. 3 - Recordsetters

Pg. 4 - Employee News



## Michael's

e  
s  
s  
a  
g  
e



Michael K. Jeanes  
Clerk of the Court

### Everyone is significant

A professor gave his students a pop quiz one day. Most of the students were conscientious about their studies and had little difficulty answering the questions – until they reached the last one, which was, “What is the first name of the woman who cleans the school? The students didn’t know if this question was some kind of joke. Some knew what she looked like and about how old she was, but none knew her name. They handed in their papers without answering the question.

At the end of the class, a student asked the professor if the last question would count toward their quiz grade. The professor replied, “Absolutely. In your careers as professionals, you will run across many people, everyone of whom is significant and deserves your attention and care. Even a simple smile or ‘hello’ is an act of attention.” The lesson was not forgotten. The students also learned the name of the cleaning lady, Dorothy.

Through this little story, I want to let all of you know you are important to me and to this organization. No matter what job you perform, you are appreciated. I would also like to encourage us to remember to show some “acts of attention” when we can – a smile or hello. Everyone is significant and deserves attention and care.

## ...30-year milestone continued

only location so I got to learn about how different juvenile is from adult in terms of cases, laws and processes. I returned to adult court and managed a section of the Office that consisted of the file room (day and evening shifts), exhibits, Grand Jury, Disposition Clerks, and Appeals; I then was selected to be the Assistant Associate Clerk in Administrative Services and had opportunities there to learn more about budget, facility and strategic planning. I also assumed responsibility for records management, and learned the details of marriage license and passport processing. Since 1999, I have served as Associate Clerk for the newly created division of Customer Services where I oversee the daily operations of adult and juvenile processes.

**What are some accomplishments you are particularly proud of?** The biggest thing is that I believe I have earned the respect of many members of the Bench, Bar, and Clerk’s Office members by virtue of working hard, wanting to learn, and approaching situations and people with care and sincerity. I have tried to give back what I have taken in terms of mentoring and sharing experiences so others can learn and grow.

**Finish this sentence, I remember when....** there was no Central Court, no SEA, no SE-JUV, no NW, no CSC, no MEEDS, no FT2 or ETS, no iCIS or ACS, no automatic distribution of juvenile minutes, when I got my first PC (and how I hated to give up my typewriter!!), and those things that 30 years of evolution will bring.

**Any other comments about your 30 years of service?** I have been extremely fortunate to have “tripped” upon the Clerk’s Office and its opportunities. It was one day in 1975 that I came to the Clerk’s Office to meet a girlfriend for lunch (she worked here doing data entry). I was downtown looking for a job as a legal secretary and had some interviews at law firms. She said “well, what about being a Courtroom Clerk?” And, I said “What is that?” Her supervisor took the time to meet with me and tell me about the job for which I applied and was hired. I have sometimes thought about what else I would have rather done, places I would rather have been and I always answer that with “nothing.” I am where I was supposed to be and I would do it all over again. I wish everyone success in their careers and remind them it can be whatever you make it to be.

## Passport of future

– adapted by *Wired* magazine

The next-generation passport booklet being tested by the government has a microchip embedded in it. The chip stores information, including your photo identification, which can be accessed by facial recognition software.

The application process won’t change, but the cost could rise. The chip is built to last 10 years. It will be able to hold 64 Kbytes of encrypted information. When you use your passport at a checkpoint, your information will be downloaded onto a PC. Your stored image will then be compared to an image taken of you at the checkpoint. Then face-scanning software will compare the images by measuring and analyzing your facial features.

### Even fish get wrapped up in news about the office

Each month, employees are invited to send the Public Affairs Office a photo of themselves reading the Record Times while they are on vacation. Last month, the newsletter was seen next to the waters of Niagara Falls. This month, it is near the waters of the Pacific Ocean in some “fishy” conditions.

Pictured here is ITG Applications Support Manager **Vonda Culp** who posed for a picture with the newsletter, a fish market employee, and a fish at the world famous Pike’s Fish Market in Seattle, Washington. After Vonda got wrapped up in reading the newsletter, the fish got “wrapped up in the newsletter” – literally.

Employees may submit photos of themselves reading the Record Times at anytime to the Public Affairs Office. Please include your name, phone number, and a description of the photo.



# Recordsetters

(Following are recent letters, email messages, memos, and/or phone calls about Clerk of the Court employees from those who appreciate their recordsetting efforts in providing excellent service.)

## SPECIAL — RECOGNITION —

The entire staff and administration of the Clerk of the Court's Office expresses its deepest thanks and gratitude to **Carol Schreiber** for her 30 years of service. Carol's leadership and concern for the office and each individual continues to inspire us. Many thanks and congratulations on achieving this milestone!

## CO-WORKER — COMPLIMENTS —

"Often we get customers at the Family Court File Counter who do not speak English. Thankfully, we have four clerks in our department who are bilingual (English/Spanish) – those co-workers are **Anna Valenzuela, Melissa Alderman-Mendez, Rosalie Cabrera-Razo, and Krizna Blanco**. These ladies are always very helpful and more than willing to translate for those of us who do not speak Spanish when we have a customer who speaks Spanish. I just want these ladies to know that what they do to help us in these situations is above and beyond the call of duty. Each of us at the FC File Counter appreciates their willingness to help."

— **Shay Singleterry**

"On Monday I left my office and went to my car only to find out that I had left my headlights on, which caused me to have a dead car battery. A gentlemen that drives a white extended cab pick-up truck

very readily helped me jump start my vehicle. He was very kind and helpful. I wanted to say thank you to him and let him know that he is very much appreciated."

— **Tanya Webb**

"I would like to send out a special thank you to **Christine Goodwill**. I have recently started a new position with the Civil Filing Counter and as part of my position, I have had to learn the process of Change of Venue's. Christine has been my salvation. Even with my million questions, she is always so helpful. She is a true asset to the Clerk's Office. I extend a million thanks to her."

— **Vanessa Martinez**



"I would like to thank my co-worker **Sue Baldwin** for all of her assistance in helping me with my workload. She is always there to help out when I need her. Sue, you are truly appreciated. Thank you!"

— **Sylvia Rosales**

"I want to thank **Kiera Molina** and **Tami Mayes** for everything they have done for me over the last couple of months. I appreciate both of them more than they know. They have made a really difficult time in my life a little easier. I couldn't have made it through the last couple of months without them. I also want to say that

I appreciate the rest of the Durango Juvenile staff — everyone demonstrates excellent teamwork."

— **Alicia Burd**

"A thousand cheers and thanks go out to **Lisa Kellar, Mitzi Munoz, and Kari Lund** for all the grief, stress, and headaches they have gone through with the frustrations of the payroll system and the timekeepers. We want them to know we really appreciate their patience and sense of humor through all of these payroll glitches. We have extra aspirin anytime they need it. They are the best."

— **Steve March and Carol Myers**

## OTHER — COMPLIMENTS —

Civil Filing Counter Supervisor Karen Lavelle received a letter from an out-of-state customer acknowledging the high level of service that he had received from a few of our Downtown Civil Filing Counter staff.

He wrote, "I wanted to bring to your attention, the extraordinary customer service exhibited by **Ana Lopez**. I came to the courthouse to file papers and was misdirected a few times. When I arrived at Ana Lopez's station and explained what happened, she was apologetic and quickly handled my paperwork. She directed me to my next destination and provided me with the necessary paperwork for my future needs. All the while, she was cheerful, helpful, and provided correct directions."

The few times I have had to call for instructions, both **Leslie Jury** and **Everett Lee** were extremely knowledgeable and helpful. I am, overall, very impressed with the service I received and wish that Long Beach were as accommodating as your office."



# Employee News

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

## — BIRTHS —

- Congratulations to Criminal Financial Obligation Unit's **Marge Boyett** on the birth of her 8 lb. 9 oz. granddaughter on Jan. 12. Her new grandchild's name is Brandi Jolene.
- Congratulations to SE Juvenile's **Deb Celaya** who gave birth to a 7 lb. 1 oz. baby girl on Jan. 30. Her new daughter's name is Sabrina.



- Congratulations to Fileroom's **Steve Gonzales** on the birth of his son on Jan. 24. The baby

is named after Steve.

## — NEW EMPLOYEES —

- **Laura Black** - Courtroom Clerk
- **Sonja Draper** - Juvenile Durango
- **Kimberly Durham** - SE EDM
- **Teresa Gaulke** - Courtroom Clerk
- **Renee Gillison** - Downtown Family Court Document Management Supervisor
- **Leanne Jones** - Document Filing
- **Ryan Kerr** - Juvenile Durango
- **Charlotte Levine** - Downtown Civil Document Management Supervisor
- **Marybeth Leyva** - Courtroom Clerk
- **Tracy Lundblad** - Support Orders
- **Elizabeth Melonzon** - Appeals Auditor
- **Kendra Neal** - Criminal Financial Obligations Unit
- **Karina Orendain** - Document Filing
- **Laura Ortiz** - CSC Public Counter
- **Melissa Raizola** - Support Finance
- **Krishawn Smith** - Accounting
- **Gail Verbil** - Courtroom Clerk



The Record Times wishes you a Happy Presidents' Day!

## — ANNIVERSARIES —

The following Clerk of the Court employees celebrate milestone office anniversaries in February:

### 30 YEARS

**Carol Schreiber**

### 20 YEARS

**Andy Rodriguez**

### 15 YEARS

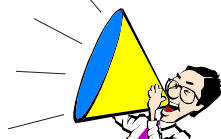
**Margaret Wagner, Lisa Kellar, and Correnia Honaker**

### 10 YEARS

**Lillian Barnett and Tina Barrett**

### 5 YEARS

**Diana Eaton, Grace Tucciarone, Madonna Anderson, Mark Harris, Flor Nevarez, Velia Rosales, and Belva Nasingoetewa**



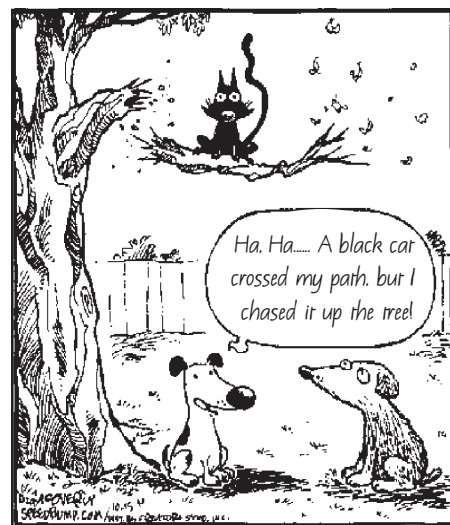
## — TRAINING HONORS —

Employees that are selected as Department Trainers complete a 7.5 hour **Train the Department Trainer** workshop. The content of the workshop includes: adult learning theory, understanding different learning styles, using two types of training methods, designing on-the-job training, the Job Book concept, providing performance feedback, and offering feedback for improvement. The participants prepare and teach a task; thus, incorporating the concepts they learned in the workshop. Following are the employees who successfully completed the **Train the Department Trainer** workshop:

- **Lora Gilbert**, Courtroom Clerk
- **Diana Hoover**, Accounting Clerk
- **Leah Lindahl**, Doc. Mgt./Public Records Auditor SEF
- **CeCe McDermott**, Doc. Mgt./Public Records Auditor
- **Rebecca Miller**, Juvenile Courtroom Serv. Mgr.
- **Pat Sherrod**, Lead Accountant
- **Ken Shipley**, Quality Review/Tm. Coord.
- **Yolie Allen**, Courtroom Clerk
- **Delilah Chilcoat**, Doc. Mgt. Rep. 1
- **Tina Gatz**, Courtroom Clerk SEF
- **Nadine Hunt**, Courtroom Clerk SEF
- **Denise McGraw**, Courtroom Clerk
- **Lana Mitchell**, Courtroom Clerk SEF
- **Erika Morgenstern**, Courtroom Clerk
- **Susan Morris**, Courtroom Clerk
- **Maggie Smith**, Courtroom Clerk
- **Saralyn Yoder**, Courtroom Clerk

## EMPLOYEE — SPOTLIGHT —

**Name:** Linda Castleberry  
**Department:** Financial Services/ Billing and Deferral Unit  
**Hometown:** Glendale, AZ  
**Family:** *Husband* - Chris / *Daughter* - Christa (13) / *Son* - Cody (10)  
**Birthday:** Feb. 12  
**Years with Clerk's Office:** 16 years  
**Favorite Activity:** Riding my horse  
**Least Favorite Activity:** Housework  
**I'm Most Proud of:** My family  
**Hardest Thing That You've Done:** Taking care of my home, family and all the animals we have (two horses, one goat, four dogs, two cats, three rabbits, and 10 chickens) while my husband is working out of town, which is all the time now with his new job.  
**My Favorite Meal:** Anything seafood  
**Pet Peeve:** People talking on a cell phone while driving and not paying attention to the road  
**A Dream I Have Is To:** Retire and live in Northern Arizona  
**Two people you would like to have dinner with:** George Strait & Toby Keith  
**What Was Your First Job:** Feeding horses in exchange for the boarding of my horse  
**Nobody would believe it if they knew...** that I was very shy and quiet in high school



**Record Times.** Published monthly by the Clerk of the Court's Public Affairs Office for distribution to employees on the last payday of each month. Contact PA&E, CCB, 201 W. Jefferson, Phoenix, Ariz. 85003 (602-506-6114) or by e-mail LKeso@cosc.maricopa.gov

Editor

Len Keso