



Friends of the Court

Published by the Arkansas Administrative Office of the Courts

Volume 8, Number 1
July, 2000

Court Personnel Attend Training Sessions

OFFICIAL COURT REPORTERS GATHER FOR CONTINUING EDUCATION

Forty-three Official Court Reporters met in Hot Springs for a continuing education program sponsored by the Administrative Office of the Courts. The 1 ½ day program enhanced the reporters' knowledge in; analyzing and employing solutions to workplace problems, determining appropriate precautions to take in case of disruption in the courtroom or courthouse, changes in the Rules of



Court Reporters (L. to R.) Leta Taylor-10th Cir., Felisha Burson-13th Cir., Sue Bell-13th Cir. and Sherry Freeland-13th Cir. prepare for the morning education session.

Civil Procedure, relevance of the Code of Judicial Conduct, identifying the Arkansas statutes, rules and regulations concerning court reporters, defining slang words used by witnesses, awareness of updated reporting technology, proofreading and punctuation, and recognizing new scientific and medical terms used in proceedings.

COURT INTERPRETERS ATTEND TRAINING SESSION

A Foreign Language Interpreter Orientation Training was conducted by the Administrative Office of the Courts in Springdale on June 2nd and 3rd. The two day training brought together over 40 interpreters statewide. Gloria Webster, Interpreter Supervisor for the Oregon Judicial Department, gave presentations which included the role of the interpreter, ethics, and courtroom protocol. Estela Mendoza, from Arkansas Spanish Interpreters and Translators, demonstrated simultaneous and consecutive interpreting, sight

translation, and legal terminology.

Another training for foreign language interpreters in the State will be conducted in Little Rock September 27th & 28th.



Training sessions were well attended by court interpreters.

SETTLEMENT WEEK

ADR Office Restructures

Effective April 1, 2000, the Alternative Dispute Resolution Office was restructured in the name of progress and growth. Shannon Hall became Director of the Access and Visitation Mediation Program and Jennifer Jones Taylor became Coordinator of the Alternative Dispute Resolution Commission. With the exponential growth of the Access and Visitation Mediation Program and heightened awareness of ADR in general in the State of Arkansas, it became necessary to expand the office and staff to meet these needs.

As Director of Access and Visitation Mediation, Shannon Hall is responsible for administering all aspects of this program, including data collection, acceptance of cases and financial reporting.

As Coordinator of the Alternative Dispute Resolution Commission, Jennifer Jones Taylor is responsible for implementing the programs of the Commission, handling day to day administration of Commission business, making presentations about, both, ADR in general and specific programs, and serving as a representative for the Commission. This includes administering grants made by the Commission, assisting judges with court annexed programs and maintaining the roster of mediators for the State of Arkansas.



Settlement Week, sponsored by the Alternative Dispute Resolution Section of the Arkansas Bar Association, was held in Conway (20th Judicial Circuit) in June. The same program had previously been conducted in Fayetteville in the Spring of 1999. Arkansas' Settlement Week was patterned after a similar one sponsored in Ohio by the bar association in that state.

Volunteer mediators from the Arkansas Bar Association came to assist in Settlement Week. The object of the three day event was to help alleviate the backlog of cases in the district. Circuit/Chancery Judges David Reynolds and Charles Clawson worked with Sid



(L. to R.) Volunteer attorneys, Sid McCollum/Bentonville, Melody Smit/Conway, and Ken Stoll/North Little Rock, review case files for the day.

McCollum, Chair of the Bar Committee, in contacting attorneys and litigants and informing them of the opportunity to mediate their disputes promptly and fairly before trial and with less expense and delay. 12 cases were scheduled for the event in Conway and 10 were successfully settled.

For further information, contact Sid McCollum, ADR Section Chairman of the Arkansas Bar Association, (501) 271-2237.

HEALTHLINE

We've been told to eat less fat, but there is something we can and should eat more of - fiber! There are two kinds of dietary fiber that are necessary for good health; *insoluble* fibers and *soluble* fibers. Insoluble fibers are found in wheat bran, whole grains, legumes, fruits and vegetables. These fibers aid digestion. Soluble fibers include pectin (which is found in apples) and gums (which is found in oats). Experts believe it is the soluble fiber found in oats that helps lower blood cholesterol levels.

How much fiber is enough? According to health experts, we should be eating between 25 and 30 grams of fiber every day. About 5 to 7 grams should be soluble fiber and 15 to 23 grams insoluble fiber. Most of us eat, on average, less than half the fiber we need. Cereal eaters tend to have higher fiber intakes overall, and oatmeal packs twice the punch because it's a good source of both soluble and insoluble fiber.

CASA in Arkansas

Beginning July 1, 2000, three more CASA (Court Appointed Special Advocates) programs will be started, making a total of 16 programs serving 37 counties.

In June, the state CASA office reported that 165 CASA volunteers were serving 509 children in 307 cases as of March 15, 2000. 3,077.25 hours were documented as having been given by the volunteers.

The Arkansas Conference on Child Abuse, Rape, and Domestic Violence will be held September 21-23 at the Arlington Hotel in Hot Springs. CASA is co-sponsoring this conference with the Commission on Child Abuse, Rape, and Domestic Violence, the Court Improvement Project and others.

RETIRED ARKANSAS
SUPREME COURT LIBRARIAN RECEIVES
DISTINGUISHED SERVICE AWARD



The Awards Committee of the State, Court and County Law Libraries Special Interest Section of the American Association of Law Libraries has selected Jacqueline S. Wright, Arkansas Supreme Court Librarian (Retired) as a recipient of the 2000 Bethany J. Ochal Award for Distinguished Service to the Profession. The Award is given every third year and nominees are those State, Court and County Law Libraries Special Interest Section members who have made a significant contribution to law librarianship and who are nearing the end of their library careers or who have retired recently.

Ms. Wright guided the growth and development of the Arkansas Supreme Court Library and enhanced public access to its collection through automation. Internet access to published opinions of the Arkansas Supreme Court and the Arkansas Court of Appeals on the day the opinions are handed down came about through her efforts and she facilitated the production of Arkansas case law on CD-ROM. Jacqueline S. Wright distinguished herself as a teacher and mentor to members of the bench and bar and to her colleagues, while also serving the profession of law librarianship by her active participation in professional organizations.

The Bethany J. Ochal Award for Distinguished Service to the Profession was presented at the Annual Meeting of the State, Court and County Law Libraries Special Interest Section on July 16, 2000, in Philadelphia, Pennsylvania.

Conference on
Collection of Fines, Fees
and Costs to Occur

Millions of dollars of court imposed fines, fees and costs go uncollected each year in Arkansas. The Administrative Office of the Courts has invited members of the criminal justice community to come together to address problems and issues that hinder collections and to jointly explore methods to effectively collect fines, fees and costs. The Conference, August 17 - 18th, will provide discussion about judicial and community philosophies regarding collections, awareness of problems that hinder collections, current law on collections, fine management systems, alternatives to fines, and ethical issues all members of the criminal justice community must consider.



The Conference, funded by the Arkansas Highway Traffic Safety Department, has invited all circuit, chancery and municipal court judges, designated court staff, designated court clerks, designated probation officers, sheriffs, legislators, city officials and county officials.



The Arkansas Judiciary Website has won the *Justice Served* top-10 Court Website award for the second half of 2000 !! According to *Justice Served* judging criteria, the Arkansas Website (<http://courts.state.ar.us>) "contains the kind of innovation and access that truly migrates court services onto the Internet. In our judgment this is an excellent Website, especially for attorneys. Users can search opinions, read the state codes, and there are numerous articles and publications, as well as procedural instructions. Its links to other sites and graphics are impressive".

The *Justice Served Website* (www.justiceserved.com) will soon be updated to show the new winners.

Customer Service

Private sector companies have focused their attention on customer service for many years. And, now, public sector organizations are beginning to realize that they, too, have "customers" and need to pay more attention to the service they provide.

Employees in the Judicial System have ample opportunities to not only get the job done, but to do so with the right approach. A citizen with a traffic ticket, a litigant in a civil case, an attorney who is filing an appeal....all want to be treated well, in addition to getting their task accomplished.

How would personnel in your office score when it comes to Customer Service? Can you be pleasant with customers even though they are not pleasant in return? Are you good at remembering names and faces or do you not even bother to try because you may never see that person again? Are you flexible and enjoy new situations and challenges or must you have things happen as they've always occurred?

There are two sides to customer service: *procedural* and *personal*. Both are very important to overall quality of service. The *procedure* aspect deals with getting the job accomplished successfully for the customer and the *personal* aspect deals with attitudes and behaviors exhibited by employees. When looking at your own work environment, consider the following questions: "Are we slow, disorganized, apathetic and aloof?" or "Are we timely, informed, interested and tactful?"



New Faces in the Judiciary

Circuit/Chancery Judges

(6th) **Leon Johnson** replaces Morris Thompson.

City Judges

Central City (new court) - **Don Langston** is the judge.

Joiner - **Don Betterton** replaces Janet Moore Hart.

City Clerks

Central City (new court) - **Paula Schoen** is the clerk.

Joiner - **Sissy Rogers** replaces Deborah Reed as clerk.

Court Reporters

5th (Gardner) **June Stuart** replaces Laverne Ball.

(6th) **Tammie Foreman** replaces Nina Flack.

Municipal Judges

Dermott - **Chuck Gibson** replaces Thomas Deen.

Municipal Clerks

Malvern - **Melba Russell** replaces Sheila Patton.

Star City - **Ashley Muckleroy** replaces Rhonda Owen.

CALENDAR

AUGUST

Collection of Costs, Fines and Fees **17-18**
(Holiday Inn Select, Little Rock)

Juvenile Officers Certification **23-25**
Course I
(Holiday Inn Select-Little Rock)

SEPTEMBER

Municipal Judges' Fall College **7-9**
(Lake Hamilton Resort, Hot Springs)

Juvenile Officers Certification **13-15**
Course II (Holiday Inn Select Little Rock)

Municipal & City Court Clerks' **14-15**
Certification Program
(Inn of the Ozarks, Eureka Springs)

CASA Conference **20-23**
(Arlington-Hot Springs)

OCTOBER

Fall Judicial College **18-20**
(Fayetteville Hilton)

Arkansas Court Reporters' **20-21**
Association Fall Meeting
(Austin Hotel, Hot Springs)

Foreign Language Interpreter **27-28**
Training (Little Rock)



Friends of the Court

Administrative Office of the Courts
Justice Building/625 Marshall
Little Rock, AR 72201



Friends of the Court is a bi-monthly publication by the Arkansas Administrative Office of the Courts. Contributions, comments, and inquiries are welcome. Please submit to **Friends of the Court**, A.O.C., Justice Building, 625 Marshall, Little Rock, AR 72201. Tel. (501) 682-9400. Karolyn Bond, Editor.

**Address
Correction
Requested**