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**CRIMINAL COURTS TECHNICAL ASSISTANCE PROJECT**  
Institute for Advanced Studies in Justice  
The American University Law School  
Washington, D.C.

A Program of the  
Office of Regional Operations  
(Adjudication Division)  
Law Enforcement Assistance Administration  
U.S. Department of Justice

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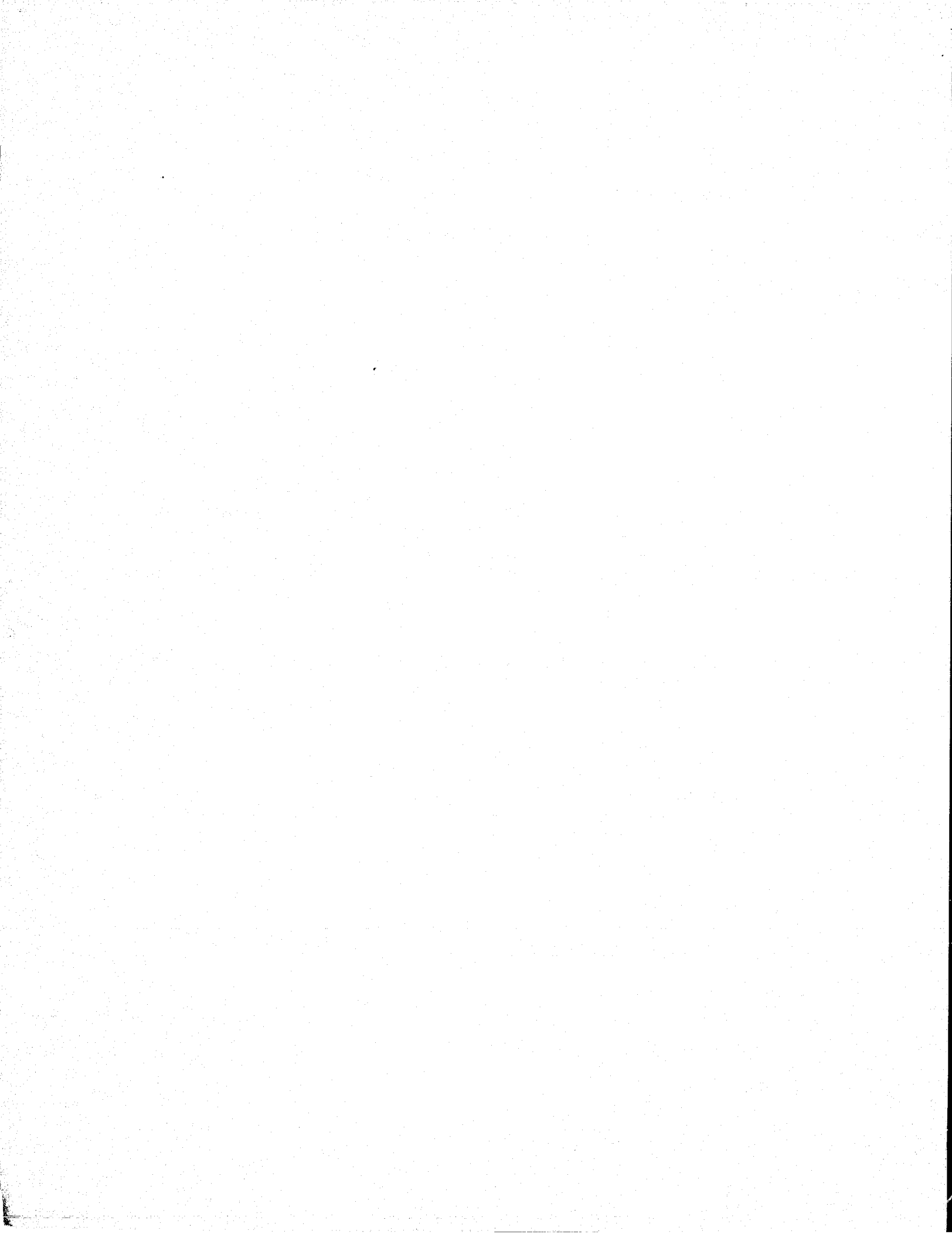
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WORD PROCESSING STUDY  
FOR THE DELAWARE COUNTY  
COURT OF COMMON PLEAS  
MEDIA, PENNSYLVANIA

October 1977

NCJRS  
MAR 30 1978  
ACQUISITIONS

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This report was prepared in conjunction with The American University Law School Criminal Courts Technical Assistance Project, under a contract with the Law Enforcement Assistance Administration of the U.S. Department of Justice.

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## TABLE OF CONTENTS

	Page
I. INTRODUCTION .....	1
II. ANALYSIS OF THE EXISTING SITUATION .....	3
A. District Justice System .....	3
B. Office of Court Services .....	4
C. Central Collections .....	4
D. Juvenile Division .....	5
E. Microfilm Department .....	7
F. Register of Wills .....	8
G. Register of Deeds .....	9
H. Court Administration .....	9
I. Courts Computer .....	10
J. Jury Management .....	12
K. Orphan's Court .....	13
L. Domestic Relations .....	14
M. Criminal Justice Planning .....	14
III. RECOMMENDATIONS .....	16
A. General Comments .....	16
B. Word Processing Recommendations .....	16
C. Records Management Recommendations .....	23

### Appendices

- A. Sample Juvenile Order Form
- B. Standard Paragraphs Used in Orphan's Court
- C. Standard Response Form Used in Domestic Relations
- D. Sample Applications of Word Processing for Preparing Orders
- E. Colorado Multi-part Index/Register of Actions Card
- F. District Justice Form with Mailing Address Block for Window Envelope

## I. INTRODUCTION

The Delaware County Court of Common Pleas has experienced problems in preparing and maintaining their records, due to the size of the population served and the large volume of records processed. In February 1977, Mr. Joseph Marge, Court Budget Officer, requested assistance from LEAA's Criminal Courts Technical Assistance Project at The American University to assess the feasibility of utilizing word processing equipment to alleviate some of these document preparation problems. Specifically, Mr. Marge wished to identify court functions which would be amendable to word processing applications and the type of equipment which would be most efficient and cost-effective in meeting those needs. Interest in this area was generated by an IBM presentation of its new System/6 which raised the expectation that word processing might offer a solution to the court's records problems.

The project selected Donald Skupsky and Daniel Valluzzi of the National Center for State Courts to provide this assistance to the Delaware County Court of Common Pleas. The consultants were on site July 13 and 14, 1977. In addition to Mr. Marge, discussions were also held with the following court officials:

- Francis J. Catania, President Judge, Court of Common Pleas
- Donald Guthrie, Court Administrator
- Michael Gillin, Criminal Justice Planner
- Richard Hughey, District Justice Administrator
- John Nichols, Office of Court Services
- Paul Gesragan, Director of Juvenile Court

- Michael MacNeilly, Jury Management
- Bill Halligan, Orphans Court
- Tony Simmons, Deputy Administrator for Domestic Relations
- Joe Honer, Director of Courts



## II. ANALYSIS OF THE EXISTING SITUATION

This study found that the Delaware County Court of Common Pleas is experiencing records management problems, especially in the area of forms design and records processing. Word processing equipment appears justified for the court administrator's office and is probably justified for some other departments if shared. Although not part of this study, the consultants examined those records management issues which related to the potential utility of word processing equipment.

The consultants examined many divisions, each with divergent problems and modes of operations. The findings are, therefore, presented below in the order each division was examined, rather than in summary form.

### A. District Justice System

The district justice (DJ) system consists of 33 offices in the county with two to three staff members in each office. The justices of the peace have criminal jurisdiction for misdemeanors and hold preliminary hearings for felonies. The courts also have jurisdiction in civil matters up to \$2,000. Most civil cases are landlord-tenant matters in which most of the plaintiffs are not represented by attorneys.

In criminal matters the DJ office types the complaint whenever a private person brings the action; otherwise, the complaint is prepared by the district attorney. In civil matters the DJ office assists the plaintiff in filling out the complaint, since approximately 90 percent of the plaintiffs are not represented by attorneys. A simplified complaint form has been developed so that the plaintiff adds only a few lines to specify the facts involved.

After the complaint is filed, an index card is also typed

and filed by defendant's last name. The same heading information which is typed on the complaint and index card is subsequently typed on judgment and continuance forms. In addition, each time one of these forms is prepared, an envelope is also typed with the requisite name and addresses.

The court utilizes a wide variety of forms to conduct court business. These forms differ in size, shape, number of pages, style, etc. Many forms have been developed by the state for use by all district justice offices, while others were developed locally. State developed forms can be augmented slightly provided that the basic form is not changed.

B. Office of Court Services

Adult probation provides a variety of services to the court including presentence investigation, probation monitoring, parole, and status reports. On an average each of the seventeen probation officers will be handling eighty cases at any one time.

The probation office utilizes a variety of forms to maintain information for its operations. Many of these forms contain the same information but use different formats.

C. Central Collections

Central collections performs collection and disbursement functions for the following types of court cases:

- (1) Criminal - fines, fees, costs
- (2) Civil - fines, fees, costs
- (3) Juvenile - fines, fees, costs; includes child care and restitution payments for juveniles found to be delinquent.
- (4) Domestic Relations - support payments (approximately 2,100 checks per month)

There are 8 clerical staff who manually perform accounting functions. The office plans to use a computer in the future to send out notices of arrearage and notices for \$10 account handling fee. The clerks maintain the following books:

- Accounts receivable cash books and cash disbursements
- Restitution payment records
- Journal entry books
- Cost summary sheets
- Trial balance sheets

D. Juvenile Division

The juvenile division handles 1,200 to 1,300 cases per year. The judges will render approximately 3,000 orders per year, mainly for case adjudication and probation. Generally, two judges from the Court of Common Pleas are handling juvenile cases at any one time.

The juvenile division is considered one of the most progressive in the court. Much of the juvenile information is maintained on a computer and reports regularly provided to the division director.

The juvenile division maintains an inventory of approximately twenty different types of pre-printed court orders. (See Appendix A.) Judges fill out these orders in court and hand them to the appropriate party. Special stipulations and conditions are handwritten on the bottom of the order, in most cases by the probation officer before leaving the courtroom. The court indicated that 1,000 copies of each of the twenty different orders (20,000 total forms) are purchased each year at a total cost of \$3,600.

A person designated by the data processing department is present in the courtroom to gather information required by the data processing division. A simplified data capture form is utilized to record necessary information. The more experienced people can fill in the form directly while others take notes during the hearing and complete the form afterwards. This data processing person also rechecks orders and handwritten stipulations to ensure that they are complete and conform to what actually transpired in the courtroom. Often the data processing person finds errors and omissions on the orders and brings this to the court's attention. As a result, the computer records in the juvenile division are often considered more accurate than the manually maintained records.

The data processing division felt it necessary to assign data processing personnel to the juvenile division in order

to ensure the accuracy of the computer information. Although a person is assigned to each courtroom fulltime, many have additional time which could be used to do other court-related work.

Although the data processing division provides numerous reports to the juvenile division, most of these are management reports rather than listings used for daily court operations. As a result, the court continues to maintain both a full manual record system and a duplicate computer information system. For example, the juvenile court receptionist maintains a separate index of all cases and a case summary card file in addition to the information maintained both by the court's records clerk and the data processing department.

The juvenile division has requested additional information from the computer system. These requests are currently being held in abeyance until the computer department obtains additional personnel to perform the necessary programming.

#### E. Microfilm Department

The microfilm department handles fingerprints and mug shot microfilming for use by law enforcement officials. No court microfilming is being undertaken at this time, although future court microfilming is contemplated.

The microfilm department utilizes a Kodak Miracode II camera and reader for law enforcement applications. Approximately 800 frames can be recorded per roll of 35 millimeter film. The department also uses a Kodak Prostar Processor equipped with dual strand adapter and replenishing kit. Film is duplicated on an Extek Silver Duplicator (\$8,000) on 1,000 foot roll.

At this time, the microfilm department does no testing for density or resolution. The director indicated that often water temperature has dropped below 100° Farenheit. They are hoping to get a new 50 gallon water heater to rectify this problem. No vault is available for storing the microfilm, but constant temperature is provided since the microfilm room is in the basement (although humidity may vary). Film is inspected visually using a light box. The staff has available time for performing additional microfilm duties.

#### F. . Register of Wills

The Register of Wills has recorded all marriage licenses onto microfilm cartridges using 3M equipment. New licenses will be recorded once each year. Shortly, the original licenses will be destroyed.

The Register of Wills displayed a good understanding of the effective use of microfilm. He prepared an excellent document which describes the cost and benefits of his proposed microfilm system.

G. Register of Deeds

Land records (deeds and mortgages) occupy a great volume of the court's basement. These records are all maintained in large hard-bound volumes. Even though these records will soon fully occupy existing space, no plan has been made for microfilming land records.

H. Court Administration

The court administrator is responsible for matters of scheduling and calendaring for the court. The actual record-keeping however, is under the direction of the Clerk of Court (criminal cases) and the Prothonotary (civil cases) who are independent elected officials.

Data processing provides the court administrator's office a listing of cases scheduled for hearing six to eight weeks in advance. However, cases are frequently dismissed or rescheduled after the listing is produced. A trial list is also prepared one week in advance. Since cases may not be heard on the scheduled date, even this trial list constantly changes during the course of the week. Changes to these lists are made by cutting and pasting, using white-out, and re-typing sections of the list. Three different lists are prepared: a jury trial list, a non-jury trial list, and a motions list.

Notices must be sent to the attorneys involved prior to trial or motion. Often the case caption will be typed as many as four times for indexing, listing, and mailing purposes.

In addition to maintaining a calendar, the court administrator's office is responsible for updating the television information display system. This information is a duplication of information typed on the calendar listing.

I. Court Computer Department

Two data processing departments operate within Delaware County. The Prothonotary's office uses services provided by the county data processing department. All other court-related data processing services are provided by the Court Computer Department. Currently this department uses time on the county computer; but will soon be acquiring a new Burroughs B-4800 computer with on-line capability. This new system will be operated by the Court Computer Department and the County Data Processing Department. This new computer system will give criminal justice applications higher priority.

The Court Computer Department has been hampered due to lack of personnel. The criminal justice data processing group lacks sufficient programmers to provide necessary data processing services. It is hoped that in the future additional programmers will be employed.

The current data processing software used by the clerk of court and juvenile division was designed by an outside group. No documentation exists for the system. Staff time has been spent updating the system and providing some services



requested by the courts. It is hoped that in the future, when the staff is increased, adequate documentation can be prepared.

The juvenile system constitutes the most complete court application to date. It is anticipated that with the new Burroughs computer, the juvenile division will go on-line in either September or October. One or two intelligent terminals will be installed in the juvenile division for input and output.

The Court Computer Department supervises personnel in each of the juvenile courts. Their responsibility is to gather information on specially prepared data processing forms for input into the computer. This scheme was developed because the Court Computer could not rely on the judges' clerks to properly record information. The Court Computer Department Staff additionally checks to ensure that the information recorded on court documents (e.g., orders) is correct. The Court Computer director would cooperate if the court develops a "checkbox" form for capturing information both for data processing and court recordkeeping (word processing) purposes.

The Court Computer Department director feels that docket books maintained manually in the clerk of court's office could be computerized. He hopes to computerize portions of that court's operations by the end of 1978. One possible approach, would be to record case information from the district justice form (page 4 of the form) which is sent to the Court of Common Pleas after arraignment.

The computer could then automatically print the heading for the court's docket sheet. The clerk of court, however, seems reluctant to adopt data processing and would have to be convinced of the benefits before agreeing to change.

The data processing system used by the prothonotary's office is operated by the county data processing division. From all indications, there are problems with the system. For example, four steps are involved in transcribing information: information is taken from the original document, recorded onto a scratch sheet, transferred to a data processing form, and key-punched. The use of the scratch sheet is totally wasteful and yet the practice continues.

Data processing maintains information which would assist in preparing court calendars. However, this information would never be sufficiently up-to-date for use as the daily trial list. It is anticipated that, in the future, the on-line system would provide up-to-date trial list information.

#### J. Jury Management

Mr. MacNeilly indicated that the court will shortly develop a computerized system for jury management. They are currently considering obtaining a Univac BC/7 Business Computer system with jury selection software. Sperry-Univac has indicated that they could make this turnkey system operational by November, 1977. In addition to designing and programming the software, Sperry will

train three court employees to continue programming. As an alternative, the court could use the criminal justice computer or the state's judicial computer. All possibilities are being considered, and a final selection should be made shortly. The new jury management system will be capable of handling the entire jury selection and management process, including the preparation of original-looking thank-you letters if necessary.

Mr. MacNeilly was also responsible for developing television information display system (TIDS). This system utilizes a 3-M Datavision 3400 Video Terminal. This device can communicate with another compatible device using ASCII code.

K. Orphan's Court

Orphan's Court is responsible for the administration of estates of deceased persons and the property of incompetent persons and minors. Approximately 40-60 executors per month appear before the court for adjudication which normally consists of an accounting of all expenses to estate creditors and beneficiaries. In most cases the wordings of the adjudication are the same except for names and details concerning the estate.

The court prepares approximately 500 two- to four-page adjudications each year. Approximately 20 percent of these adjudications are retyped due to errors. To facilitate preparation of these documents, the orphans' court staff utilizes

a listing of standardized paragraphs (See Appendix B). The staff member often refers to a paragraph by number and states any variable information which should be included.

The judges prepare two to three long opinions each month that extend five to thirty pages. In addition, the court must prepare ten to twenty short orders per month.

To assist in typing, the court utilizes two full-time secretaries. These secretaries are periodically busy with court work. Turn-around time, however, is generally not critical.

L. Domestic Relations

The domestic relations division uses a checkbox form to respond to questions submitted by the public. This form consists of standard paragraphs which answer the most frequently asked questions (See Appendix C). Approximately twenty to fifty of these form letters are sent out monthly. Most are in response to requests from other counties or states. In addition, this division prepares a variety of routine correspondence.

M. Criminal Justice Planning

The court is considering developing a microfilm program for old records. These records are now being maintained in a large storage area and were not examined as part of this study.

The Commonwealth of Pennsylvania has developed a records retention and disposition schedule which also applies to court records. The court has not yet determined which records can be destroyed under this schedule, but records should be destroyed instead of microfilmed whenever possible.

The project staff met with the Kodak sales representative who is recommending the Oracle Microfilm System for micro-filming inactive records. The sales representative is considered by Kodak to be knowledgeable in automated systems and during the meeting, did, indeed, show a fine understanding of microfilm systems and operations.

### III. RECOMMENDATIONS

#### A. General Comments

The consultants found appropriate applications for word processing in the court administrator's office, the juvenile division, the orphan's court, and the domestic relations division. However, only the court administrator's office seems to have sufficient need for this equipment. The others could benefit from word processing provided that the equipment was shared and provisions made to better utilize personnel.

The consultants felt that the more serious court problems were in the area of records management. Although this study was designed solely to examine word processing issues, the consultants have prepared some records management recommendations as they pertain to these issues. It is recommended, however, that the court undertake an additional study to look more closely at forms design, recordkeeping practices, records retention and disposition, and microfilming.

#### B. Word Processing

Recommendation 1: The court administrator's office should rent one word processing unit for a period of six months to one year and then re-evaluate the effectiveness of the equipment.

The court administrator's office had several pressing problems for which word processing equipment may offer a solution. This equipment would be appropriate for preparing court calendars and subsequent notices, due to the large volume of

this work and its repetitive nature. In addition, proposals, correspondence, procedure manuals, and other kinds of typing could also be prepared on this equipment. Depending on the type of equipment acquired, the word processor might also be used to directly update the television information display system, precluding the need to retype the calendar information. The equipment would be particularly advantageous for a variety of applications once the civil and criminal division of the court administrator's office are consolidated within the next six months.

The word processing equipment should be initially rented by the court for a period of six months to one year. This will enable the court to adequately assess the equipment's capabilities and its effectiveness for performing applications within the court administrator's office. In addition, other divisions within the court (e.g., orphan's court) could test the equipment for some of their specialized applications. After the initial testing period, the court should reassess the equipment and determine whether to continue using it in the future. If the testing proves successful, the equipment could then be purchased or leased.

The equipment should be acquired through a request for proposal (RFP) which specifies the court's requirements. In responding to the RFP, it is expected that several vendors will assess the court's application to determine the appropriate model of equipment. This additional information will assist the court in assessing the appropriateness of word processing

equipment. Any study performed by the vendor, however, should be totally separate from the selection of equipment. In some cases the vendor who provides the best justification for his equipment may also be able to provide the best equipment at the best price; in other cases, the vendor's equipment will not be adequate.

In selecting word processing equipment, the court might first consult the National Center for State Courts' publication, Business Equipment and the courts: Guide for Court Managers, and perhaps later the Reference Manual. The court should select from the new generation from word processing equipment which has a video display screen, floppy disk media and a high-speed character printer. This equipment sells for \$14,000 to \$18,000 or rents for \$500 to \$800 per month. Some systems which should be considered include the Wang System 10A, Vydec, Lexitron, Linolex and Linear. The equipment should initially be rented for six months and then reassessed. This is necessary to enable the court to assess the equipment and because the word processing market is now changing so rapidly. Other less sophisticated equipment is available, but is being phased out by many vendors.

Recommendation 2: The court should initially utilize the court administrator's word processing equipment to assess its appropriateness for applications in the juvenile division, the orphan's court and domestic relations. After this test, an additional word processing unit may be obtained, provided that the word processing functions can be consolidated for these divisions.

Assuming the court administrator's office obtains a word processing unit, the juvenile division, the orphan's court,



and domestic relations divisions can test that equipment to determine its appropriateness for some of their word processing applications. An additional unit or units can then be obtained if necessary.

These three divisions each have applications which require standardized language. The orphan's court, in particular, already has prepared a listing of standardized paragraphs used when preparing adjudications. (See Appendix B), which could be included in a checkbox form. The clerk could then check the paragraphs which are relevant and include any variable information (e.g., names, amounts of money). An excerpt from Business Equipment and the Courts: Reference Manual is included in Appendix D and describes how such a system would operate. Basically, standardized paragraphs would be recorded on the word processing media, assembled according to the boxes checked on the form, variable information would be inserted, and an original-looking document produced. The same approach could be used for juvenile orders and domestic relations correspondence.

The major problem with utilizing word processing for these divisions is that none of the divisions has sufficient volume to cost-justify their own word processing unit. For example, the number of pages per day typed in the orphan's court constitutes approximately 50 percent of the minimum volume requirement for justifying a video display text-editing

system.<sup>1</sup>

The other divisions also appear to have a volume of typing for special applications which does not meet the minimum requirements to justify word processing. It should be noted that a video display text-editing system is rarely justified for original correspondence, unless the volume exceeds approximately thirty pages per day.

The second major problem regarding the use of word processing for these divisions is that they are physically distinct both in distance and organization. It appears that the total volume for these three divisions would be sufficient to justify one word processing system. This would require, however, that word processing functions be consolidated in one centralized location and that each division relinquish control over the typing for these and perhaps other applications.

The final problem is that some provision must be made when adopting word processing to effectively utilize the secretarial time which the new technology makes available.

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<sup>1</sup>The approximate volume of finished typing produced per day in the orphan's court was assessed as follows: two pages per day for opinions, six pages per day for standardized paragraphs, and two pages per day for short orders and correspondence. The minimum volume per day requirements to cost-justify a video display text-editing system was determined as follows: twelve pages per day for long opinions, twenty-three pages per day for standardized paragraphs, or thirty pages per day for correspondence. The subsequent calculation ( $2/12$  plus  $6/23$  plus  $2/30$ ) equals approximately 50 percent of the required minimum volume. This procedure corresponds to figure 5.3 "Computing text-editing requirements for multiple application" of the National Center's Business Equipment in the Courts: Reference Manual page 5-12.

The great advantage of word processing is that it enables an organization to prepare typed documents with fewer personnel. In the orphan's court, for example, one word processing unit and one secretary should probably be able to perform the work of the two secretaries currently employed. In order to fully benefit from word processing, therefore, the court would have to transfer one secretary to another division which needs additional help. In practice however, department managers are protective of their staff and rarely consent to staff reductions or transfers. The court could then be faced with a situation where the court typing is prepared on a timely basis, the secretaries are idle a significant amount of time, and the court is paying more money to get the same work done.

These three divisions, and perhaps others, must therefore consolidate their word processing functions into one centralized location and develop a plan for redistributing work loads among secretaries or transferring staff to other divisions. Since this is the court's first exposure to word processing, such drastic measures should not be taken immediately. Instead, the court should test different applications on the court administrator's word processing unit and then carefully plan for future centralized word processing.

Recommendation 3: The court should not obtain an information processing system at this time unless it becomes clear that data processing cannot provide adequate services within a reasonable time frame.

This word processing study was in part prompted by a presentation made by IBM of their System/6 Information Processing System. This system besides being able to do traditional text editing can also perform a great variety of tasks, including information processing similar to that performed by computers. However, it cannot effectively compete with a well-designed and operated computer system. It is designed mainly for installations which do not have access to data processing nor can afford it. Delaware County, on the other hand, has acquired the new Burroughs on-line computer system which will be operated by the County and the Court Computer Department. Although data processing services are now limited, they will be extended to most court departments by 1978, as soon as adequate personnel are available to perform the necessary systems analysis design and programming. In many cases, the status of data processing systems and future plans for data processing was not evident to even department directors. Some indicated that word processing might be appropriate in a particular division, while investigation revealed that those applications would be computerized in the not too distant future.

The court should, instead, prepare a long-term plan for court data processing. As mentioned above, it is not clear

to even department heads what services will be provided by the data processing division. A comprehensive plan will facilitate future planning and preclude investment in interim systems which will later be replaced by data processing. If, however, it appears that computer services will be delayed 2 to 3 years, the court might reassess the use of an information processor like the System/6 in the interim.

C. Records Management Recommendations

Recommendation 4: The court should undertake a comprehensive study of forms design, recordkeeping practices, records retention and disposition, and microfilming.

During the course of this study, it became evident that the court is experiencing some serious records management problems. Since records management was outside the primary scope of this project and time was limited, only a few recommendations can be provided.

Mr. Gillin, criminal justice planner, indicated that the court was contemplating microfilming old court records. The Kodak sales representative indicated that the Oracle System would be the most appropriate. Without any background information on the volume of records, the storage capacity of the room and the records retention and disposition schedule, it was not possible to effectively challenge or counter this recommendation. We feel, however, that the court does not have adequate information to select a microfilm system, whether it be Oracle or any other and that additional study is needed.

As a general rule, inactive court records should be destroyed when their retention period lapses, rather than microfilmed. This is the least expensive and most efficient solution. Before any microfilm project commences, the court must determine which of their records can be destroyed.

When microfilm is warranted for inactive records, the least expensive and highest production method should be used, provided that quality standards can be met. Inactive records are rarely updated or accessed. They should, therefore, be microfilmed simply on roll film in case number order.<sup>2</sup> No index is required since the reel indicates the sequence of cases contained (e.g., cases 1050 to 1100). File updates to a case can be spliced to the beginning of the roll or recorded on a separate roll and cross-referenced. As a general rule, automated systems such as Oracle are not cost-beneficial for inactive court records.

The Clerk of Court's and Prothonotary's Offices were only examined quickly. It is our feeling, however, that both divisions perform unnecessary and inefficient recordkeeping tasks which could be streamlined. Understanding the operations of each of these offices is particularly important if applications will be computerized in the future.

Recommendation 5: The District Justice complaint form should be modified so that defendant and perhaps plaintiff index cards are prepared at the same time that the case heading is completed.

<sup>2</sup>

See Microfilm and the Courts: Reference Manual (Denver: National Center for State Courts, 1976) Chapter 11.

The case initiation forms used by the District Justice Office consist of several parts that are simultaneously filled out. After these forms are completed, an index card is prepared for each case. A considerable amount of personnel time would be saved if these index cards were attached as an additional part of this form and filled in at the same time the top part of the complaint forms were completed. (See Appendix E). The cards could then be detached and filed in the plaintiff and defendant index.

Recommendation 6: The district justice offices should use window envelopes for mailing notices to defendants.

The current complaint form contains a box for defendant name and address on the top. (See Appendix F) Once the form is completed, it could be folded in such a way that defendants name would appear in a compatible window envelope. This would save personnel time in retyping the address and speed the complaint to the party. The extra cost of the envelope would be offset by the labor saved.

Recommendation 7: The Prothonotary's Office should streamline data entry to the computer system.

In the prothonotary's office, court personnel uses an inefficient method of data transcription. Currently, the document information is transcribed onto a scratch sheet, then transferred to a data processing form and keypunched. Either the scratch sheet or the data processing form can be eliminated, so that the document information is only transcribed by hand once.

Recommendation 8: If the court decides to microfilm records, it should insist that quality standards be stringently enforced.

The current criminal justice microfilm operation does not perform adequate quality control. Film should be inspected and tested for resolution, density and archival quality. These tests are particularly important if the court intends to destroy the paper document after it has been microfilmed.

The court should also insist that the original microfilm be physically and environmentally protected from extreme temperature and humidity, and stored away from waterpipes.



APPENDICES

IN THE COURT OF COMMON PLEAS OF DELAWARE COUNTY, PENNSYLVANIA  
JUVENILE COURT DIVISION

IN THE INTEREST OF:

\_\_\_\_\_, : J.V. \_\_\_\_\_  
(Child) : (Number)

a minor :

Media, Pa., \_\_\_\_\_  
(Date)

\_\_\_\_\_, J.  
(Judge)

ADJUDICATION AND ORDER FOR FURTHER STUDY

AND NOW, this \_\_\_\_\_ day of \_\_\_\_\_ 19 \_\_\_\_\_, after hearing and based upon the evidence and/or admission, the Court finds the above juvenile has committed (a) delinquent act(s) beyond a reasonable doubt and so adjudicates said child in regard to the petition(s) of

\_\_\_\_\_  
(Date(s))

It is further ORDERED that the case against said child be and is hereby continued for further study and planning.

BY THE COURT,

\_\_\_\_\_  
Judge

GENERAL FORM PARAGRAPHS

TESTAMENTARY TRUST

1. By this proceeding, the above named accountant presents (accountants present) his (her, its, their) \_\_\_\_\_ account of the trust  
(first, etc.)  
funds in his (her, its, their) custody, consisting of assets transferred to him (her, it, them) pursuant to decedent's last Will and Testament.
2. By Article (Paragraph) \_\_\_\_\_ of his (her) Will, the testator (testatrix)  
The subject trust arises by virtue of \_\_\_\_\_.
3. The petitioner avers (petitioners aver) that the reason or purpose of the filing of the subject account is occasioned by \_\_\_\_\_.
4. The petitioner avers (petitioners aver) that all parties in interest are living, of age, and sui juris (list here any exceptions), and have had notice of the filing of the account, the Statement of Proposed Distribution, and of the time and place of audit.
5. The petitioner avers (petitioners aver) that the trust is (is not) subject to Pennsylvania inheritance or estate taxes, and such tax has (has not) been paid.
6. The petitioner avers (petitioners aver) that there are no unpaid claims against the subject estate of which he (she, they) has (have) notice or knowledge.
7. In conformance with the decedent's Will (Will and Codicil(s)), the Statement of Proposed Distribution, and subject to such distribution as may heretofore properly have been made, there is awarded unto:
8. Distribution may be made in kind, and a schedule thereof is not required.
9. Distribution may be made in kind.
10. The petitioner is (petitioners are) directed to file a Schedule of Distribution.

DOMESTIC RELATIONS OFFICE  
OF DELAWARE COUNTY  
MEDIA, PA. 19063

Anthony J. Voci  
Director  
Domestic Relations Division

Telephone  
891-2481

TO: RE: Date

We received your (Petition) (Complaint) in the above case. Will advise you of disposition. A hearing is set for \_\_\_\_\_.

The Respondent failed to appear in our Court and an attachment has been issued. We will advise.

An Order of Support was entered. A certified copy of said order will follow.

We are unable to service above case. Defendant cannot be located at last address given. Submit better address.

Defendant is not in our Jurisdiction.

Attached is a copy of correspondence received by us which we are forwarding for your information and/or action.

We received a complaint from the Petitioner. Please take appropriate action to liquidate arrears. Please advise concerning action taken.

We acknowledge your request for Increase \_\_\_\_\_ Reduction \_\_\_\_\_ Vacate \_\_\_\_\_. A hearing is set in the above case \_\_\_\_\_.

Our request for Reduction \_\_\_\_\_ Increase \_\_\_\_\_ Vacate \_\_\_\_\_ is forwarded due to the circumstances below in line marked "Other".

Please give reason for requesting a hearing in above case.

Please submit additional facts - Testimony as proof for request.

The Order of Support was recently executed and the situation has not changed sufficiently to merit a review.

Visitation, as arranged by this Department, is by cooperation and agreement only. If either party fails to comply action must initiate in the proper jurisdiction.

## Sample Application of Word Processing for Preparing Orders.

Microfilm and the Courts: Reference Manual,  
 (Denver: National Center for State Courts,  
 Publication No. R0030r, 1977), pp. 13 - 19.

#### 4.4 STANDARDIZED COMPLAINTS, JURY INSTRUCTIONS, AND ORDERS

##### 4.4.1 Description

Many documents can be generated by combining standardized paragraphs with the necessary variable information. These paragraphs must initially be composed, recorded, and assigned an identification code. The author can then refer to the paragraphs by code number and the operator inserts the paragraphs in the required portions of the document.

(a) Complaints, etc.: Generally charges against a person contain standardized language from the statute, plus some factual information relating to the case.

(b) Jury Instructions: Many courts have already standardized their jury instructions and maintain them in looseleaf form. An editing typewriter could printout the required instructions with insertions made for specific information relating to the case (for example, defendant's name, important facts). A typed copy would then be available for each attorney and for the jury to review upon request.

<sup>9</sup>Required for selected mailing approach.

(c) Minute Orders: Most orders rendered in court conform to certain standard phraseology. Instead of transcribing the order verbatim from the judge, the form of the order plus any variable information could be noted and a more standardized order prepared for the judge's signature.<sup>10</sup>

#### 4.4.2 Assessment

##### (a) Benefits

- standardized paragraphs save both the author and typist time and effort.
- standardized language promotes clarity.
- special circumstances can still be handled using original paragraphs.

##### (b) Drawbacks

- some judges may not be receptive to rigid structures for orders or to orders which are not verbatim.

#### 4.4.3 Performance

	PRODUCTIVITY		COST		BREAK-POINT** Pages/day
	Pages/day*	Percent Improvement	Cost/page	Percent Savings	
STANDARD ELECTRIC TYPEWRITER	23	--			1
TEXT EDITING SYSTEM					
Limited	85 - 130	270% - 465%	\$ .30 - \$ .40	70% - 80%	7 - 8
Typewriter-based	85 - 130	270% - 465%	\$ .40 - \$ .60	60% - 70%	13 - 15
Video Display	180 - 250	685% - 985%	\$ .25 - \$ .35	75% - 85%	22 - 23

\*200 words per page.

\*\*Minimum daily production for this equipment to be cost-justified when dedicated for this application.

<sup>10</sup> Forms depicted for this application (Figure 4.2 to 4.5) were taken from the Applicability of Word Processing Methods in the Clerk and Recorder's Office of the Ventura County, California Superior Court; American University, Criminal Courts Technical Assistance Project, Ernest S. Short, July, 1975.

#### 4.4.4 Procedures

##### (a) Setting Up the System

- Determine what information can be formed into standardized paragraphs.
- Record each paragraph with an identification code.
- Give each author a guidebook of standard paragraphs and numbers.
- Prepare a check box form to enable the author to identify the required paragraphs, the order in which they should appear, and any variable information. [See Figure 4.2.]

##### (b) Operating the System

- Author fills in the check-box form and prepares the variable parts of the document. [See Figure 4.3.]
- Operator types the variable information on the second medium and transfers the standard paragraphs at the appropriate location. [See Figure 4.4.]
- Operator plays back the entire assembled document. [See Figure 4.5.]

#### 4.4.5 Text Editing System Features

- System Type: Video Display Text Editing System (acceptable)  
Limited Text Editing System (acceptable)  
Typewriter-based Text Editing System (acceptable)
- Media: tape, floppy disk
- Stations: 2 (tape)  
1 (disk or random access cartridge)
- Keyboarding: standard
- Editing: standard
- Printing: high quality
- Other: programmed assembly  
switch codes

SUPERIOR COURT STATE OF CALIFORNIA  
COUNTY OF VENTURA

- 1 DATE:  
2 TIME:  
3 JUDGE:  
4 DEPUTY COUNTY CLERK:  
5 DEPUTY SHERIFF:  
6 COURT REPORTER:  
7 PETITIONER:  
8 COUNSEL APPEARING FOR PETITIONER:  
9 RESPONDENT:  
10 COUNSEL APPEARING FOR RESPONDENT:  
11 CASE NUMBER:  
12 NATURE OF PROCEEDING: 13() Dissolution of Marriage  
                                  () Nullity of Marriage  
                                  () Legal Separation  
16 Above matter comes regularly at this time upon assignment from  
the Master Calendar Department.

On proof made to the satisfaction of the court, the court finds:

- 17() That court acquired jurisdiction of respondent on  
by  
18() Service of Summons and Petition.  
19() Respondent having appeared on that date.  
20() Respondent having filed stipulation, appearance & waiver.  
21() Respondent not having appeared within the time permitted by law.  
22() Default having been entered for failure to appear.  
23() Affidavit of publication of summons filed.  
24() Respondent personally served by registered mail with copy  
of summons and petition outside of state on  
25() Court orders default of respondent entered.  
26() Petitioner is sworn and testifies.  
27() Respondent is sworn and testifies.  
28() Court having considered the evidence finds that irreconcilable  
differences exist which have caused the irremediable breakdown  
of the marriage.  
29 The matter is duly submitted to the court and it is  
adjudged:  
30() That an interlocutory judgement be entered declaring that  
the parties are entitled to have their marriage dissolved  
31() That judgement of nullity of marriage be entered.  
32() That judgement of legal separation be entered.  
33() As set forth in the signed order now submitted.  
34() As set forth in the proposed judgement on file herein.  
35() Counsel is directed to prepare and submit for court's  
signature a formal order consistent with the order made  
herein.

36 ROBERT L. HAMM, County Clerk By

Marriage

Figure 4.2: Example of Draft Minute Order





1 April 24, 1975  
2 8:30 AM  
3 Lawrence Adams  
4 Betty Bull  
5 Robert Gray  
6  
7 Phyllis Bell  
8 James R. Black  
9 Ken S. Bell  
10  
11 D1340  
12, 13, 16, 17, April 11, 1975, 18, 20, 26, 28, 29, 30  
33,  
36

Figure 4.4: Variable Information  
Recorded onto the Media

SUPERIOR COURT STATE OF CALIFORNIA

COUNTY OF VENTURA

DATE: April 24, 1975  
TIME: 8:30 AM  
JUDGE: Lawrence Adams  
DEPUTY COUNTY CLERK: Betty Bull  
DEPUTY SHERIFF: Robert Gray  
COURT REPORTER:  
PETITIONER: Phyllis Bell  
COUNSEL APPEARING FOR PETITIONER: James R. Black  
RESPONDENT: Ken S. Bell  
COUNSEL APPEARING FOR RESPONDENT:  
CASE NUMBER: D1340  
NATURE OF PROCEEDING: Dissolution of Marriage

The above matter comes regularly at this time upon assignment from the Master Calendar Department. On proof made to the satisfaction of the court, the court finds that the court acquired jurisdiction of respondent on April 11, 1975 by service of summons and petition; respondent having filed stipulation, appearance and waiver.

Petitioner is sworn and testifies.

The court having considered the evidence finds that irreconcilable differences exist which have caused the irremediable breakdown of the marriage.

The matter is duly submitted to the court and it is adjudged that an interlocutory judgement be entered declaring that the parties are entitled to have their marriage dissolved as set forth in the signed order now submitted.

ROBERT L. HAMM, County Clerk

By

Marriage

Figure 4.5 Completed Minute Order Printed Out by System

**REGISTER OF ACTIONS  
FELONY**

In the County Court in and for the  
County of Fremont  
and the State of Colorado.

CHARGES: \_\_\_\_\_  
 #1 Rape  
 STATUTE 18-3-401  
 #2 1st Degree Murder  
 STATUTE 18-3-102  
 #3 Escape  
 STATUTE 14-6-381  
 #4 \_\_\_\_\_  
 STATUTE \_\_\_\_\_  
 #5 \_\_\_\_\_  
 STATUTE \_\_\_\_\_

**PEOPLE OF THE STATE OF COLORADO  
VS**

John Doesman Defendant 77 F 048 094  
Colorado State Pen. Address Case #  
Canon City, CO 80321 Div/Judge Wilson DOB 4-4-53  
 Attorney for defendant Public Defender  
 Complaining officer or witness Tim Watkins, CSP  
 Complaint filed 4-20-77 Warrant issued 4-2-77  
 Summons issued 4-8-77 # 42136BA Return date 4-10-77  
 Charges \_\_\_\_\_  
 First appearance 4-10-77 9 a.m. Advisement  
 Set PH 4-25-77 9 a.m.  
 PH 5-15-77 10:30 a.m.  
 Bail set at \_\_\_\_\_ Type \_\_\_\_\_  
 Surety \_\_\_\_\_  
 Bond reduced to \_\_\_\_\_ Returnable \_\_\_\_\_  
 Bond filed \_\_\_\_\_ Type \_\_\_\_\_ Receipt # \_\_\_\_\_

**FIRST APPEARANCE/ADVISEMENT**

On 4-10-77, defendant appeared before the court  with counsel, \_\_\_\_\_  
 without counsel, was advised of his/her rights, the nature of the charges, the possible penalties of the offense, and the right to a preliminary hearing. Complaint to be filed by 4-20-77, DA advised 4-10-77, Judge Wilson.  
 Tape # 77-21 On 4-25-77, defendant appeared before the court  with counsel (PD) Joe Smith,  
 without counsel. Preliminary hearing  waived  demanded and set for 5-15-77 10:30am. Request filed \_\_\_\_\_  
 Indigency forms completed 4-25-77. Counsel appointed \_\_\_\_\_ Judge Wilson  
 Tape # 77-26

**PRELIMINARY HEARING**

On 5-15-77, defendant, by and with counsel, Pub. Def. Joe Smith, and the District Attorney,  
 by Don Badder, deputy, appeared before the court and hearing held.

**ORDER**

Having considered the facts as presented by the testimony and the evidence and being fully advised in the premises, the court orders:  
 That probable cause has been shown as to charges # 1&3 and defendant is bound over to District Court to appear  
 on 5-29-77 in Division \_\_\_\_\_ and bond is transferred to District Court, Case # \_\_\_\_\_  
 That no probable cause has been shown as to charges # 2.  The defendant and bond are discharged.  
 Tape # 77-28 Judge MSW

(OR)

**TRANSFER WITHOUT HEARING**

Preliminary hearing  having been waived  not having been demanded within the period set by law, defendant is bound over to District  
 court to appear on \_\_\_\_\_ in Division \_\_\_\_\_ and bond is transferred to District Court, Case  
 # \_\_\_\_\_  
 Date \_\_\_\_\_ Judge \_\_\_\_\_

(OR)

**AMENDMENT AND PLEA**

On 5-15-77, defendant, by and with counsel, Pub. Def. Joe Smith, and the District Attorney,  
 by Don Badder, deputy, appeared and upon motion of the people of the State of Colorado, additional counts  
 were added charging the defendant with:  
Indecent Exposure 18-7-302, instead of charge # 1  
Eluding a police officer 42-4-1512, instead of charge # 3  
 to which charge(s) the defendant entered a plea of  Guilty  Nolo Contendere. The court entered judgement against the defendant and  
 imposed the following sentence: Fine of \$100 for each count and 30 days in jail, each count, to  
be served concurrently.

It is further ordered that:

Charges # 2 be dismissed.  
 Preliminary hearing on charges \_\_\_\_\_ be continued at the request of the people and the defendant:  
 to \_\_\_\_\_  
 Tape # 77-28 Judge Max Wilson

INDEX CARD PART OF MULTIPLE PART FORM.

REGISTER OF ACTIONS  
FELONY

In the County Court in and for the  
County of Front  
and the State of Colorado.

CHARGES:

- #1. Burg  
STATUTE 18-3-401
- #2. 1st Degree Murder  
STATUTE 18-3-102
- #3. Escape  
STATUTE 14-6-321
- #4. \_\_\_\_\_  
STATUTE \_\_\_\_\_
- #5. \_\_\_\_\_  
STATUTE \_\_\_\_\_

PEOPLE OF THE STATE OF COLORADO

VS

John Dozman Defendant 77 048 094  
Colorado State Pen. Address Case #  
Canon City, CO 80321 Div/Judge Wilson DOB4-4-53  
 Attorney for defendant Public Defender  
 Complaining officer or witness Tim Watkins, CSP  
 Complaint filed 4-20-77 Warrant issued 4-2-77  
 Summons issued 4-8-77 # 421322A Return date 4-10-77  
 Charges \_\_\_\_\_  
 First appearance 4-10-77 9 a.m. Advisement  
Set Pll 4-25-77 9 a.m.  
Pll 5-15-77 10:30 a.m.  
 Bail set at \_\_\_\_\_ Type \_\_\_\_\_  
 Surety \_\_\_\_\_  
 Bond reduced to \_\_\_\_\_ Returnable \_\_\_\_\_  
 Bond filed \_\_\_\_\_ Type \_\_\_\_\_ Receipt # \_\_\_\_\_

CRIMINAL COMPLAINT (POLICE)



JUSTICE OF THE PEACE  
MAGISTERIAL DISTRICT NO.

COMPLAINT NUMBER	YEAR	TYPE	NUMBER
Complaint Numbers if Other Participants			
INCIDENT NUMBER	UCR NO.	OTN	

COMMONWEALTH OF PENNSYLVANIA

DEFENDANT: VS.

NAME  
AND  
ADDRESS

[FOR WINDOW ENVELOPE]

(Name of Affiant)

(Identify department or agency represented and political subdivision)

R.S.A.  
A K A

Residing at

I hereby state under oath or affirmation, to the best of my knowledge, information and belief:

- I accuse the above named defendant, who lives at the address set forth above or,
- I accuse an individual whose name is unknown to me but who is described as

his nickname or popular designation is unknown to me and, therefore, I have designated him herein as John Doe: with violating the penal laws of the Commonwealth of Pennsylvania at (Place-Political Subdivision)

in County on or about

Participants were (if there were participants, place their names here, repeating the name of above defendant):

The acts committed by the accused were: (A)

which were against the peace and dignity of the Commonwealth of Pennsylvania and contrary to the Act of Assembly: violation of (Section) and (Sub-section) of the Act of

Ordinance of (Political Sub-division)

I ask that a warrant of arrest or a summons be issued and that the accused be required to answer the charges I have made. I swear to or affirm the within complaint upon my knowledge, information and belief, and sign it on

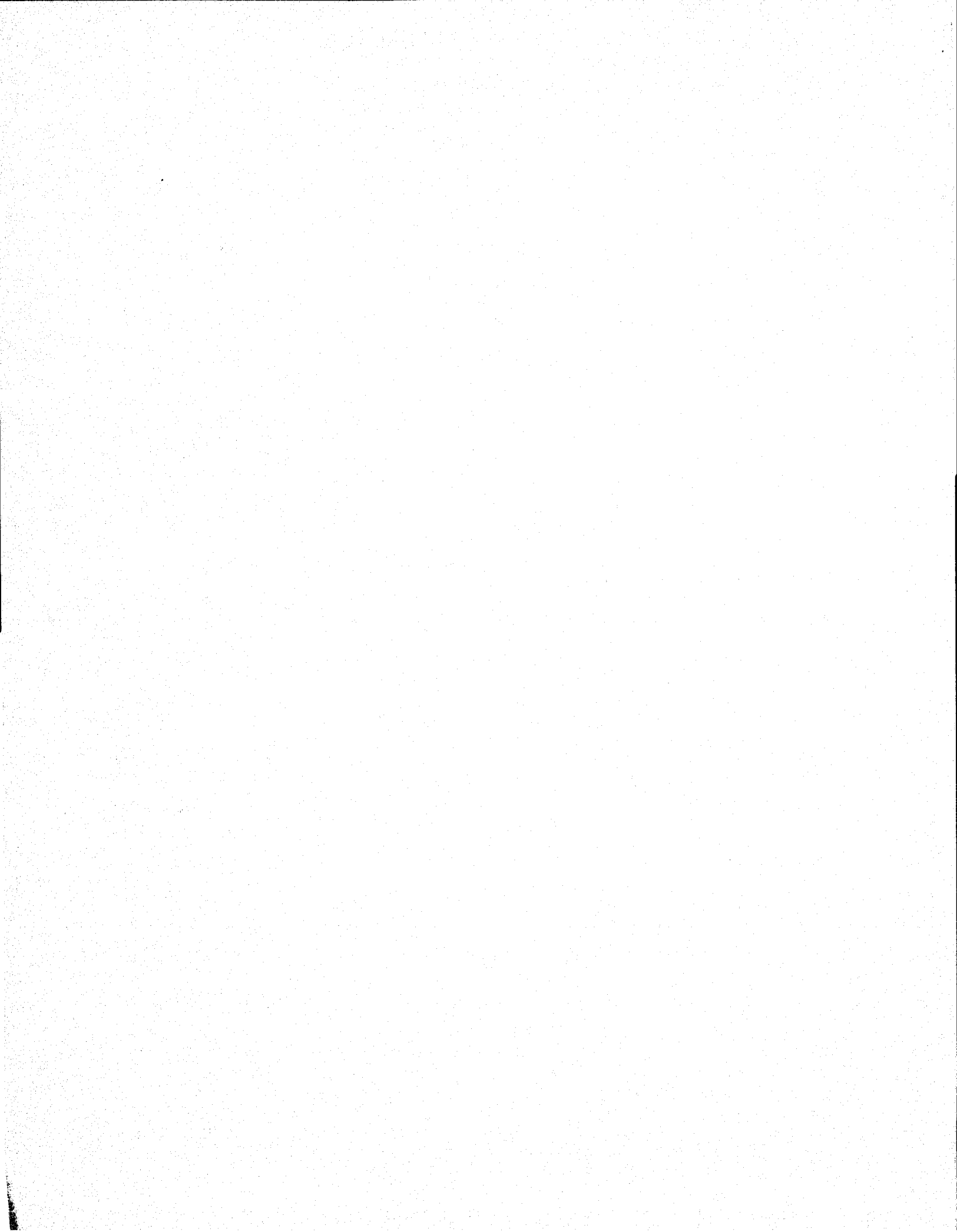
, 197, before (Signature of Affiant)

Personally appeared before me on , 197, the affiant above named who, being duly sworn (affirmed) according to law, signed the complaint in my presence and deposed and said that the facts set forth therein are true and correct to the best of affiant's knowledge, information and belief.

(Issuing Authority)

(SEAL)

I NOW, on this date , 197, I certify the complaint has been properly sworn to and executed before me, and that there is probable cause for the issuance of process.



**END**