Footnotes may also include errata and corrections to data not previously reported from prior years. Numbers refer to columns in Library Data Tables and to Questionnaire numbers. Unless otherwise noted, all figures are as of 06/30/2010.

<table>
<thead>
<tr>
<th>QUESTION NUMBER</th>
<th>FOOTNOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALABAMA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All figures are as of 09/30/2010.</td>
</tr>
<tr>
<td>5.b.i</td>
<td>We do not currently have any way of separating “Consortial” and “Freely Accessible Titles.” Therefore, they are all recorded here as “Freely Accessible.”</td>
</tr>
<tr>
<td>ARIZONA</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>This figure represents the number of monographic TITLES purchased.</td>
</tr>
<tr>
<td>ARIZONA STATE</td>
<td></td>
</tr>
<tr>
<td>1.a</td>
<td>For 2008-2009, figure reported in question 1.a. was for June 2007 instead of June 2008, so question 1 Volumes Held June 30, 2009 was also incorrect. Question 1.a. 2009-2010 corrects this error. Correct figure for June 2008 is 274,417.</td>
</tr>
<tr>
<td>1.b</td>
<td>Unexpected year end money allowed us to purchase additional monographs.</td>
</tr>
<tr>
<td>16.c</td>
<td>Increase due to purchase of a new microform collection.</td>
</tr>
<tr>
<td>18.a, 27.a</td>
<td>Decrease due to reduction in force for budgetary reasons.</td>
</tr>
<tr>
<td>20</td>
<td>Increase due to extensive furniture repair.</td>
</tr>
<tr>
<td>22</td>
<td>No money for end-of-year purchases.</td>
</tr>
<tr>
<td>24.a</td>
<td>Lower expenditures due to budget constraints.</td>
</tr>
<tr>
<td>26</td>
<td>Increase in faculty requests.</td>
</tr>
<tr>
<td>BOSTON</td>
<td></td>
</tr>
<tr>
<td>1.a</td>
<td>Volumes held June 30, 2009 revised to 779,158 to include e-book units added to the collection in 2009-2010 as the result of a large one-time addition to the OPAC.</td>
</tr>
<tr>
<td>BOSTON COLLEGE</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Serials are included with the University Library’s numbers due to the deduping process.</td>
</tr>
<tr>
<td>BRIGHAM YOUNG</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All figures are as of 12/31/2009.</td>
</tr>
<tr>
<td>1.b</td>
<td>The law library has begun to rely more on electronic databases and therefore purchased less volumes.</td>
</tr>
<tr>
<td>3</td>
<td>There were more available monographic volumes which were applicable to our collection needs in 2009.</td>
</tr>
<tr>
<td>5.a.i</td>
<td>As resources have been added to our SFX instance, they have become available through the SFX A-Z list and can therefore be included in our collection statistics.</td>
</tr>
<tr>
<td>7</td>
<td>Discarded and donated numerous microforms that we had in multiple formats.</td>
</tr>
<tr>
<td>16</td>
<td>We are relying more heavily on our electronic databases, and therefore purchased less library materials.</td>
</tr>
<tr>
<td>17</td>
<td>We cancelled many periodicals during 2009 and therefore had less to bind.</td>
</tr>
<tr>
<td>20</td>
<td>University has begun taking over more of our repairs, therefore we didn’t need to spend as much money in 2009.</td>
</tr>
<tr>
<td>22</td>
<td>Increase due to the purchase of a large database: Lexis Nexis Congressional Hearings.</td>
</tr>
<tr>
<td>23</td>
<td>In 2008, we prepaid numerous electronic resources at the end of the year, so in 2009 there were less payments.</td>
</tr>
<tr>
<td>28</td>
<td>We have a second reference desk.</td>
</tr>
<tr>
<td>31</td>
<td>We worked to reach more students with each presentation.</td>
</tr>
</tbody>
</table>
BRIGHAM YOUNG, cont.

32 We are offering more instruction to students in their classes, both first year Legal Research and other courses, therefore students are not asking as many questions at the reference desks.

CALIFORNIA, BERKELEY

1.a Volumes held June 30, 2009 revised to 706,824.

CALIFORNIA, DAVIS

1.b More volumes withdrawn as transitioning to online.
3 Decrease due to the receipt of fewer gift volumes.
16.b Decrease due to the receipt of fewer print serials.
16.c Serial backfiles and AV items separately counted.
18.c Fewer student employees.
24.a Decrease due to the cancellation of the OCLC/shares program.
29 Cut back library hours.
30, 31 Increase due to teaching Legal Research course.
32 Recalculated figure using better sampling data.
34 More journal articles accessed online by users.

CALIFORNIA, IRVINE

3 Includes: Making of Modern Law Treatises and Trials, Oxford Scholarship Online, Law module archive, and BNA e-resources.
16.c Includes one time perpetual access for back runs of Serial set, Hearings, and CFR.

CALIFORNIA, LOS ANGELES

1.a Volumes held June 30, 2009 revised to 565,791.
5 There is no separate count for serials for Law. Please see Main Library data for the total count of electronic and print serials.

CASE WESTERN RESERVE

1.b.i The Law Library has access to 17,495 e-books that are reported in the Main Library’s statistics.
5.a.i The Law Library has access to 56,721 e-journals that are reported in the Main Library’s statistics.
10 This number has increased greatly over the past year as we have moved a lot of faculty material into the archive. Some of this material will be withdrawn so we expect the number to fluctuate over the next few years.
29 Reported on the Main Library’s statistics.

CHICAGO

1.b, 1.b.i Decrease due to print cancelations in 2008-2009 and 2009-2010 and to the reallocation of funds to electronic resources.
1.b.ii Decrease due to collection maintenance and to the routine withdrawal of duplicate titles.
14 Increase reflects the receipt of DVDs ordered in 2009-2010.
16.a Decrease reflects reduced allocation for monographs.
16.c Decrease reflects reduced funding for DVDs and cancelation of MF titles.
17 Decrease reflects reduced allocation for binding and new binding policies.
18.b The Library has two full-time, unfilled support staff positions.
18.c Decrease reflects reduction in the number of work-study students employed.
23 Increase reflects reallocation of print funds to electronic resources.
24.a Amount mistakenly reported in 2008-2009. Expenditures should have been $40,402.
CHICAGO, cont.

26, 36 Decrease reflects a drop in the number of ILL loan requests.

30 Decrease due to the following factors: More large group sessions were offered, and there were more individual meetings with students rather than smaller group presentations as in previous years.

33, 34 Increase reflects increased circulation of books.

CINCINNATI

1a Volumes held June 30, 2009 revised to 286,456.

1b, 2 Reflects the withdrawal of runs of many bound American Law journals in favor of reliance on Hein Online access.

5 Serials not reported separately from total university count.

COLUMBIA

1 Includes 25,026 e-books.

26 Included in Butler Library statistics.

35 Includes 4,135 for fee-based service.

CORNELL

For counts coded as ’NA/UA’: Unless otherwise noted, counts for Law are included as part of the Main survey, and are not broken out.

1, 1a Volumes held June 30, 2009 revised to 443,023. The decrease from 2008-2009 reflects the fact that, for the first time since requested, this count does not include an e-book count. All Ithaca/Geneva e-book counts are included in the Main survey; a count for Law is not broken out.

1b.i Print volumes only.

7 Count is no longer kept up to date. The count in 2007-2008 was 1,006,433.

9 Excludes any computer files that are not barcoded and/or that accompany other formats.

10 This measurement was not submitted previously. Count is in linear feet.

11, 12 Count is no longer kept up to date.

13 Excludes any sound recordings that are not barcoded, and/or that accompany other formats.

14 Count is for videos/DVDs.

16 Includes binding costs. Law bindery costs are included in the Main survey's bindery costs; a count for Law is not broken out.

27 Figure decreased because, for the first time, this count excludes FTEs for student staff. 2008-2009 figure without students was 23. Law student FTE counts are included as part of the Main survey counts, but are not broken out.

27.a Includes counts for librarians and exempt staff.

30 Includes some instruction sessions for individuals.

33 Includes ILL lending and some staff transactions. The Law School student-edited journals are checking out many fewer volumes for their work, relying instead on PDFs. A special project also increased charges in 2008-2009.

35 WorldCat Local became CUL's main catalog in June of 2009. Borrow Direct counts are volume counts; traditional ILL counts are title counts. Traditional ILL counts include some of the requests submitted by CUL patrons for items that are available at CUL.

DUKE

1a Volumes held June 30, 2009 revised to 494,094 due to one-time download of 10,868 e-book collection records for Making of Modern Law-Trials.

3 Statistics not tracked as defined. Library tracks volumes cataloged, a total of 2,742 volumes.
DUKE, cont.

4 Volume count is physical, with the exception of bibliographic count for e-books.
5 Increase due to expanded coverage in Serial Solutions link resolver, for example, title changes.
16.c Decrease due to one-time purchase of case law DVDs last year.
34 2008-2009 statistics unusual due to lack of access to collections during library renovation.

EMORY

All figures are as of 08/31/2010.

FLORIDA

1.a Volumes held June 30, 2009 revised to 333,478.
16.d Includes the following expenditures: Preservation: $18,128; Postage: $19,958; and Membership: $2,202.

FLORIDA STATE

1.b, 1.b.i, 16 Nearly flat acquisitions budget.
1.b., 1.b.ii Large weeding project to withdraw copy 2 & copy 3 of West's National & Regional Reporters.
3 Increased purchasing in response to research needs of faculty and students.
5.a.i Increase due to number of serials in HeinOnline now accessible via Serial Solutions.
5, 5.b 5.b.iii This is the first year that the College of Law Research Center had the ability to generate a report for this information.
17 Decrease due to binding fewer journal titles.
20 Increased carry-forward, E&G and Supreme Court Briefs Project.
22 Increase due to purchase of digitized Serial Set materials for LexisNexis Congressional.
25 Increase due to replacement of some staff PCs.
26 Fluctuates with faculty/student needs.
30, 31 Increased number of workshops and in-class presentations.
32 Increased outreach efforts and marketing of library reference services.
35 Fluctuates with external requests.
36 Fluctuates with student/faculty research needs.

GEORGETOWN

1.b.ii Increase due to large weeding project in 2009-2010 for needed space.
7 Decrease due to large weeding project in 2009-2010.
24.a Now includes cost of III as well as OCLC, etc.

HAWAII

2 The reported number for titles held is lower than was reported for 2008-2009. The number reported here is more reflective of what is held in the Law Library

HOUSTON

All figures are as of 08/31/2010.
5.b.iv Government documents are included in question 5.b.iii.

HOWARD

1.a Volumes held June 30, 2009 revised to 220,285.
**INDIANA**

1.a  Volumes held June 30, 2009 revised to 491,087.

5.b.i  This number includes e-titles from the Wells Library.

**IOWA**

1.a  Volumes held June 30, 2009 revised to 833,170.

3  This is an estimate.

5  All figures for serials counts are estimates.

18.a  Does not include Associate Dean's salary or wages.

18.c  Includes federal government contribution.

**KANSAS**

2  Correct 2008-2009 count to 88,430; Incorrect method used.

16  Due to budget cuts there was a 32% decrease in Total Materials Expenditures.

18.c  Decrease due to budget cut.

**KENTUCKY**

5.b.i  Not able to break out separate total for the Law Library. Law Library consortial titles are included in the total for the Main Library.

5.b.ii  Not able to break out separate total for the Law Library. Law Library freely accessible titles are included in the total for the Main Library.

**LOUISIANA STATE**

1  Law includes 15,762 e-book volume/titles from HeinOnline, LLMC-Digital, and other aggregator subscriptions.

1.b  Decrease due to budget cuts.

3  Law number does not include e-books, since these costs cannot be separated from mainly e-serial subscriptions (e.g. HeinOnline and LLMC-Digital).

5.a, 12, 16.a, 16.c, 20  Increase due to budgetary changes in priorities.

9, 13, 14, 16.b, 17-18.c, 21, 27  Decrease due to budget cuts.

32  Decrease due to drop in walk in traffic.

33, 34  Decrease due to drop in print use.

**MIAMI**

18.a  Excludes Law Library Director’s salary.

**MICHIGAN**

1  Includes 58,713 e-Books.

3  Includes 27,785 e-Books.

34  Includes reserves.

**MINNESOTA**

2  Title count breakdown not available, counted with overall Main UMN count.

3  Count of volumes purchased is not available. Count of monographs ordered is reported.

4  Based on count of item records not bibliographic records.

5  Separate counts not available for unique titles, part of cumulative UMN count.
**MINNESOTA, cont.**

12 Format breakdown not available. Total AV count for Law Library is 2,537.

37 Breakdown not available. See Main UMN figures.

**MISSOURI**

1.b.i Volumes added will fluctuate from year to year depending on the level of acquisition.

1.b.ii Volumes withdrawn will fluctuate from year to year depending on the level of withdrawals.


5.b, 5.b.iv Current count for serial titles received but not purchased.

14 Represents a shift to emphasis on electronic acquisitions.

16 Represents a shift to emphasis on electronic acquisitions.

16.a Represents pricing for the monographs selected in 2009-2010.

16.c Increase is due to an increase in the cost of other library materials. Editor's note: The figure for Ongoing Electronic Resource Purchases (question 23) was adjusted so that the Total Electronic Resource Purchases is not higher than Total Library Materials Expenditures. The adjustment was added to "Other Library Materials". Original figure of $5,601 adjusted to $151,551.

17 No contract binding in 2009-2010 to save funds for other higher priority needs.

18.c Students worked fewer hours in 2009-2010.

22 Purchases vary from year to year.

23 Percent change is negative due to an adjustment to our figure for 2009-2010. The original figure, $422,464, reflected a 27% increase over our 2008-2009 figure, echoing our increased emphasis on electronic purchases in 2009-2010. Editor's note: Adjusted Ongoing Electronic Resource Purchases from $422,464 to $276,514 so that the Total Electronic Resource Purchases is not higher than Total Library Materials Expenditures. The difference was shifted to question 16.c.

24.a Reflects a decision to prepay more 2009-2010 to lower costs next year.

25 Fewer computer and hardware purchases were needed in 2009-2010.

36 Driven by the number of requests received.

**MONTREAL**

All figures are as of 05/31/2010.

1.a Volumes held June 30, 2009 revised to 183,218.

16 Percent changes in excess of +/-10% over the 2008-2009 figures for the sub parts of question 16 are due to the weeding work we have done in 2009-2010 in our physical collections. These decreases resulted in the decrease in Total Library Materials Expenditures overall.

16.a While much of our collection was weeded in 2009-2010, the law library had a major increase in monographs due to a special budget that helps us raise the bar in our law monographs collection. Hence the increase in monographs expenditures for the law library in 2009-2010.

16-26 Expenditures as reported in Canadian dollars: (16a) $239,553; (16b) $579,272; (16c) $0; (16d) $0; (16) $818,825; (17) $4,449; (18a) $399,976; (18b) $367,318; (18c) $0; (18) $767,294; (20) $8,997; (21) $1,599,565; (22) $138,000; (23) $231,918; (24a) $0; (24b) $0; (25) $0; (26) $0.

22 In 2008-2009 we focused on increasing our electronics collections, specifically e-books.

**NEBRASKA**

1.a Volumes held June 30, 2009 revised to 421,810.
NEW MEXICO

1.a Volumes held June 30, 2009 revised to 243,357.

27.b Decrease due to consolidation of responsibilities following several staff retirements.

27.c Library began to offer unstaffed law student access to the library 24/7; was able to trim some student assistant shifts as a result.

NEW YORK

All figures are as of 08/31/2010.

NORTHWESTERN

All figures are as of 08/31/2010.

OHIO STATE

1.a Volumes held June 30, 2009 revised to 424,705 because of a retrospective cataloging project. Previously, uncataloged volumes were severely overestimated.

8 Law Library retrospective cataloging project resulted in more accurate data, including this new count of government documents not included in the 2008-2009 report.

OKLAHOMA

34 Increase due to change in library management system.

36 Decrease due to change in ILL borrowing policy.

OREGON

26 ILL and document delivery costs cannot be separated out from Main Library.

36 Borrowing cannot be separated out from Main Library.

PENNSYLVANIA

1.b.i Includes 669 e-books.

PENNSYLVANIA STATE

Library branches included: Dickinson School of Law, (214 Katz Building, University Park, PA 168022) and H. Laddie Montague, Jr. Law Library (333 W. South Street, Carlisle, PA 17013).

1, 1.b, 1.b.ii Collection extensively weeded: Bound periodicals discarded where electronic access available, and multiple print copies eliminated where available in multiple formats.

1.b.i 11,783 e-materials counted as titles because volume count unavailable.

3 10,960 e-books counted as titles because volume count unavailable.

8 In previous years, these documents were unavailable and inaccessible for counting.

12 We own a sizable collection of historical institutional photographs, which are not physically counted. They are currently stored in 28 cartons, equivalent to 240 cubic feet.

16.a Figure represents amount spent on print volumes only.

33, 34 Increase in circulation relates to the relocation of our 2 libraries into newly renovated/constructed permanent facilities.

QUEEN’S

All figures are as of 04/30/2010.

16-26 Expenditures as reported in Canadian dollars: (16a) $73,092; (16b) $761,228; (16c) $3,090; (16d) $0; (16) $837,410; (17) $14,154; (18a) $201,483; (18b) $206,828; (18c) $50,888; (18) $459,199; (20) $18,550; (21) $1,329,313; (22) $0; (23) $150,480; (24a) $0; (24b) $0; (25) $0; (26) $0.

30, 31 Increase due to more participants.

35, 36 All ILL statistics are now included with the Main Library statistics.
RUTGERS

1.a Volumes held June 30, 2009 revised to 373,256 to include 858 previously uncataloged volumes. [Newark Law Library]

1.b No weeding projects in 2009-2010 so less volumes withdrawn. [Camden Law Library]

16.b Includes $241,564 in electronic expenditures. [Newark Law Library]

16.c Includes $72,196 for one-time purchase of electronic resources. [Newark Law Library]

16.d Unknown budget allocation during most of the fiscal year kept our expenditures in this area to a minimum. [Camden Law Library]

16.d Loose leaf filing service discontinued after first two months of fiscal year. [Newark Law Library]

17 Discontinued routine binding. [Newark Law Library]

18.a This figure is for ten professionals, now including two who have M.L.S. degrees but are on non-faculty lines. Salaries of those two were previously included in support-staff salaries; Change is being made for consistency with ARL Salary Survey, where we include all ten, and for consistency with American Bar Association questionnaire. [Newark Law Library]

18.b Figure now includes only eight full-time staff members; previous years' figures included ten full-time staff members. Two who have M.L.S. degrees are now included in question 18a. See note to question 18a. Also included here are $16,542 in part-time wages. [Newark Law Library]

18.c 2008-2009 student assistant budget was cut drastically. Partial restitution was received in 2009-2010. [Camden Law Library]

18.c Includes work-study, a total of $22,263. Employment of students was significantly lower in 2009-2010. [Newark Law Library]

19 Fringe benefits total was $430,035. [Newark Law Library]

27.a Two who have M.L.S. but are not on faculty lines are now included here; Previously included in question 27b. [Newark Law Library]

27.b 8 full-time plus 1502.5 hours part-time divided by 1875 hrs, rounded to 1. See note to question 27a. [Newark Law Library]

27.c 3,025 hours divided by 1,875 hours, rounded. [Newark Law Library]

30, 31 This is a rough estimate. [Newark Law Library]

36 Excludes material received from Rutgers Main Library system. [Newark Law Library]

SASKATCHEWAN

All figures are as of 04/30/2010.

1.a Volumes held June 30, 2009 revised to 163,557.

16-26 Expenditures as reported in Canadian dollars: (16a) $111,847; (16b) $862,408; (16c) $0; (16d) $0; (16) $974,255; (17) $5,774; (18a) $250,172; (18b) $165,759; (18c) $15,590; (18) $431,521; (20) $0; (21) $1,411,550; (22) $0; (23) $0; (24a) $0; (24b) $0; (25) $0; (26) $0.

SOUTH CAROLINA

1.a Volumes held June 30, 2009 revised to 544,921.

SOUTHERN CALIFORNIA

5.b.ii Increase due to the addition of more born-digital titles and free electronic titles.

16.c Increase due to the purchase of more electronic titles such as “The Supreme Court Records and Briefs.”

26 Increase results from 2009-2010 OCLC credits for original cataloging.

SOUTHERN ILLINOIS

1.a Volumes held June 30, 2009 revised to 218,179.
**SYRACUSE**

5.a.ii  Law library conducted a new baseline count of its serial holdings.

**TEXAS**

All figures are as of 08/31/2010.

**TEXAS TECH**

All figures are as of 08/31/2010.

1  Includes 35,733 e-books from aggregate sources.

1.a  Volumes held June 30, 2009 revised to 254,276.

**TORONTO**

All figures are as of 04/30/2010.

5.a.i  The Law Library licenses 46 of the 70,989 electronic serials to which users have access, as part of the University of Toronto Libraries.

5.b.ii  The University of Toronto libraries holds 6,420 freely accessible serials, to which users of the Law Library have access.

16-26  Expenditures as reported in Canadian dollars: (16a) $113,903; (16b) $891,690; (16c) $1,127; (16d) $2,893; (16) $1,009,613; (17) $10,372; (18a) $443,016; (18b) $435,836; (18c) $66,529; (18) $945,381; (20) $201,074; (21) $2,166,440; (22) $3,431; (23) $150,564; (24a) $0; (24b) $0; (25) $147,917; (26) $15.

**VANDERBILT**

1.b  Increase due to improvement in materials budget and less volumes withdrawn than in 2008-2009.

1.b.ii  Withdrawal project on smaller scale than 2008-2009.

16.a  Move of funding from other sources to support monographic purchases.

16.d  Elimination of this category of purchase.

18.a, 27, 27.a, 35  Decrease due to vacancies unfilled for the year.

32  The number of reference transactions in 2008-2009 was based on a sampling. The 2009-2010 number is not.

**VIRGINIA**

1  Includes 25,970 e-books.

1.a  Volumes held June 30, 2009 revised to 622,132.

2  Titles are reported under University Library for all branches.

3  Includes 114,099 e-books.

**WASHINGTON**

32-33  Law Library does not collect statistics for these questions.

**WASHINGTON U.-ST. LOUIS**

1  Includes 20,576 volumes withdrawn from remote storage.

1.a  Volumes held June 30, 2009 revised to 479,846. Amended as directed in instructions: Books added via tape load: Cassidy Cataloging Westlaw 1.e treaties; Cassidy Cataloging Westlaw V. CLE Materials, Legislative Histories and practice guides; Cassidy Cataloging Lexis 1.e-treatises including Matthew Bender.

1.b.ii  Volumes withdrawn from remote storage.

5.b.iii  True breakdown unavailable. 1,438 entered here to sum to the total number available of 3,412.

32  Number of reference transactions unavailable.

**WESTERN ONTARIO**

All figures are as of 04/30/2010.
WESTERN ONTARIO, cont.

16-26 Expenditures as reported in Canadian dollars: (16a) $110,630; (16b) $831,708; (16c) $0; (16d) $0; (16) $942,338; (17) $11,547; (18a) $212,608; (18b) $178,775; (18c) $11,066; (18) $402,449; (20) $23,679; (21) $1,380,013; (22) $0; (23) $71,310; (24a) $0; (24b) $0; (25) $0; (26) $0.

20 Increase includes computer/laptop replacements and costs associated with the Law Library taking over a computer lab in the Law Library, mainly equipment and printing costs.

24 Bibliographic utilities, networks and consortia are centrally funded and administered.

25 Computer hardware and software centrally funded and administered.

26 ILL is centrally funded and administered.

35, 36 ILL service is provided centrally.

WISCONSIN

1.b.i Law Library electronic volumes are incomplete & do not include some major resources in SFX.

2 Law Library figure is not unique titles only.

3 Law Library figure is down from last fiscal year when the Making of Modern Law collection was purchased.

22 The Law Library made the second & third of four $25,000 payments for the Making of Modern Law in 2009-2010.

YALE

7 Volume equivalents.

YORK

All figures are as of 04/30/2010.

16-26 Expenditures as reported in Canadian dollars: (16a) $202,952; (16b) $374,469; (16c) $54,783; (16d) $5,440; (16) $637,644; (17) $23,241; (18a) $617,414; (18b) $986,669; (18c) $20,524; (18) $1,624,607; (20) $91,910; (21) $2,377,402; (22) $41,500; (23) $251,857; (24a) $7,826; (24b) $0; (25) $33,843; (26) $1,492.

29 Law Building undergoing renovations. Temporarily housed in a different building which affects public service hours.