



HUGH NGUYEN

ORANGE COUNTY CLERK-RECORDER

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Newsletter
February 2017
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Thank you for your interest in the Orange County Clerk-Recorder Department's newsletter. We will be bringing you periodic updates on the latest news, information and events affecting the department. I am honored and privileged to serve as your county clerk-recorder. Please contact my office at (714) 834-2500 or visit www.ocrecorder.com for more information about the department or the services provided to the public.

Sincerely,
Hugh Nguyen
County Clerk-Recorder



SATURDAY HOURS PLANNED FOR MARCH 25

The Clerk-Recorder Department will once again open its doors to the public on March 25 for its once-a-month Saturday hours. The department's branch offices in Fullerton, Laguna Hills and the Old County Courthouse in Santa Ana will be open from 10 am to 3 pm. Customers will be able to obtain marriage licenses, have marriage ceremonies performed, submit passport applications, purchase passport photos and obtain vital and official records.

The Orange County Archives will also be open from 10 am to 3 pm. The Archives are located in the basement of the Old County Courthouse in Santa Ana. For more information please visit www.ocrecorder.com

WWW.OCRECORDER.COM
WWW.OCARCHIVES.COM

CLERK-RECORDER HOSTS BOOTH AT ANAHEIM BRIDAL SHOW

On February 26, the Clerk-Recorder Department hosted an informational booth at the Bride World Expo, which was held at the Sheraton Hotel in Anaheim.

Staff was on hand to answer any questions regarding the department's marriage services. The department reached out to all the future couples reminding them of the importance of getting their marriage license before their big day. Staff provided brochures highlighting our office locations, services available at each location, the requirements for obtaining a marriage license and about having a marriage ceremony performed at our offices. Over 300 individuals visited our booth.

Clerk-Recorder Hugh Nguyen would like to thank Manny Gomez and Robert Uriostegui for volunteering to work on a Sunday and for representing the department well during the event.

To learn more about the marriage services offered by the department, please visit us [here](#).



DON'T FORGET TO CHECK OUT THE ORANGE COUNTY ARCHIVES WORLD WAR II EXHIBIT

Come learn more about Orange County history and its role during World War II. *Orange County in The Great War* is an exhibit brought to you by the Orange County Archives.

The exhibit is located on the ground floor of the Old County Courthouse and is open to the public. It will run throughout 2017.

To learn more about the Orange County Archives visit us at www.ocarchives.com



Orange County
in
The Great War

AN EXHIBIT BY THE
Orange County Archives

ON THE GROUND FLOOR OF THE
OLD ORANGE COUNTY COURTHOUSE
SANTA ANA, CALIFORNIA

THROUGHOUT 2017

ORANGE COUNTY CLERK-RECORDER HUGH NGUYEN

A MESSAGE FROM CLERK-RECORDER HUGH NGUYEN



Clerk-Recorder Hugh Nguyen

Hello, my name is Hugh Nguyen. I am honored to serve as your Orange County Clerk-Recorder. As you may know, we offer many services that benefit Orange County residents and families at all four of our convenient locations, including: issuing birth, death and marriage certificates, passport services, registering notaries public and real property recordings.

We were the first county in the nation to record 7 million real property records electronically. We have been offering special Saturday hours for the past three years, for which we received a 2014 Merit Award from the California Association of Counties as well as a 2015 Achievement Award from the National Association of Counties.

I attribute this success to my hard-working staff and I am proud to have the best county employees. I enjoy watching them provide great customer service. They help keep the department's operations running smoothly. Every month I will be introducing some of my staff here and on our Facebook page, so that you may get to know my superstar employees. We are all here to serve you and we are proud to serve our County.



HERE TO SERVE - MERRILYN

Today I would like to introduce you to Merrilyn. She is a supervisor III in my Data Entry Unit. Her career with the county began over 30 years ago when she started as a limited term, information processing specialist. This position was later reclassified to a data entry specialist. After various promotions within the unit, Merrilyn became a data entry supervisor III in August of 2016.

Some of her daily tasks, in addition

to supervising the unit's staff, include: indexing all real property documents recorded in the office and the verification of electronically recorded documents. She also works with our vendors to ensure that our automatic indexing program functions according to the needs of the department. She also logs any issues with electronic indexing for use by our vendors and in-house IT Unit to troubleshoot issues as they arise.

She is solely responsible for the indexing of Orders and UCC/UCC amendment form documents, redaction, compiling daily statistical reports, expunge documents, writing/generating work orders, work order reports, corrections and verification of older documents.

Merrilyn is an expert in her unit and has acquired valuable experience over the years. She is also a great team player.

I am grateful to have her on my team. Merrilyn is here to serve you.



HERE TO SERVE - SUSAN

Today I would like to introduce you to Susan. Susan is the county archivist at the Orange County Archives, a division of the Orange County Clerk-Recorder Department. She began working at the County in 2000 as a library assistant and cataloguer for the Orange County Public Libraries. In 2008, Susan was hired on with the Clerk-Recorder as the county archivist. Some of her daily tasks include: answering online inquiries, helping researchers

with archives materials, processing collections and donations of materials, completing special projects and supervising the Archives staff. She also works with state and local government entities, as well as local schools and other archival institutions across the country.

Susan oversaw a conservation project which repaired, cleaned, de-acidified, encapsulated and re-bound property indexes from 1889-1953, as well as 60 of the most damaged deeds kept at the Archives. This project was important because it ensures that this historical part of the County's legacy will remain safe for generations to come.

Susan is constantly learning and trying to make the Archives the best they can be.

I am thankful to have her on my team. Susan is here to serve you.



Employee of the Month

EMPLOYEE OF THE MONTH

Each month we are recognizing an employee who goes above and beyond their normal duties and offers excellent service to our customers. The Employee of the Month receives a certificate, has their name placed on a recognition plaque, uses the special designated parking space and may dress casual during their month of recognition.

It is my pleasure to announce Jeff Smith as the Employee of the Month for February.

Jeff is a true team player, he constantly assists his fellow coworkers without being asked to do so while at the same time completing his duties in a timely manner. Jeff takes great pride in his work and takes the time to ensure it is done right the first time. Once Jeff completes his assigned duties, he doesn't wait for work to find him; instead, he stays busy and continuously looks for additional work. He is always helping his coworkers with their duties and takes on other duties as needed.

Jeff's willingness to take on other tasks and to assist his fellow coworkers is what makes him an asset to the department. His helpful attitude is greatly appreciated by all.

Please join us in congratulating Jeff on his achievement!



SERVICE AWARDS

Congratulations to Hazel Bennett on reaching a service milestone in her career.

This past February, Hazel reached her 30th year of service with the County of Orange.

The department would like to thank Hazel for her service and dedication to the residents and the County of Orange.

CUSTOMER ARE SAYING ...

In this section we will share what customers are saying about us. We strive to provide the best customer experience each and every time a customer visits our offices.

Central - Room 101

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?

(Please circle your selection)

Outstanding Good Average Fair Poor

Outstanding

3. Date of your visit: 2/2/2017

4. Reason for your visit?

Recording

5. How long did you wait in line? 0 minutes

6. Do you have any suggestions to improve our services?

Your service has been excellent during my last 3 visits. Excellent!! Angie assisted me was super accomodating & helpful

Thank you Angie, from Recording Operations, for the helpful and excellent service you provided to this customer!!

South County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?

(Please circle your selection)

Outstanding Good Average Fair Poor

Outstanding

3. Date of your visit: 02/28/17

4. Reason for your visit?

Property Grant Deeds

5. How long did you wait in line? _____ minutes

6. Do you have any suggestions to improve our services?

I was at the Laguna Hills Office. Kevin Torres (Kevin Torres) was outstanding with helping me. He was knowledgeable, helpful, and efficient. He was so pleasant to me while I was struggling with the
Please provide the following (optional) information.

Thank you Kevin, from our South County Branch Office, for your efficiency and knowledge!!

FEBRUARY IN O.C. HISTORY

Orange County Archives



On February 15, 1904, the town of Fullerton incorporated as a city.

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|--------------------------|--|
| February 8, 2001 | Disney's California Adventure theme park opened to the public. |
| February 11, 1943 | Representatives from Orange County fruit packing houses met to discuss importing seasonal workers from Mexico to alleviate the wartime labor shortage. |
| February 25, 1942 | The first aviation cadets arrived for training at Santa Ana Army Air Base in what is now Costa Mesa. |
| February 29, 1919 | Jack "the Original Human Fly" Williams, promoting Chevrolet sales, scaled the outside of Santa Ana's landmark Spurgeon Building, at Fourth St. and Sycamore. |

This section brought to you courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.

Historical facts provided by Assistant Archivist Chris Jepsen.

Photo credit: Orange County Archives

www.ocarchives.com

OUT AND ABOUT

This section will feature photos taken by department employees while they were out and about to help close our newsletter on a good visual note.



Jorge, from our North County Branch Office, took this shot of the California coast near Oceanside during one of his skydiving adventures.

Visit our webpage at: www.ocrecorder.com

Follow us on social media

@ocrecorder

For more about the Orange County Archives visit:
www.ocarchives.com

