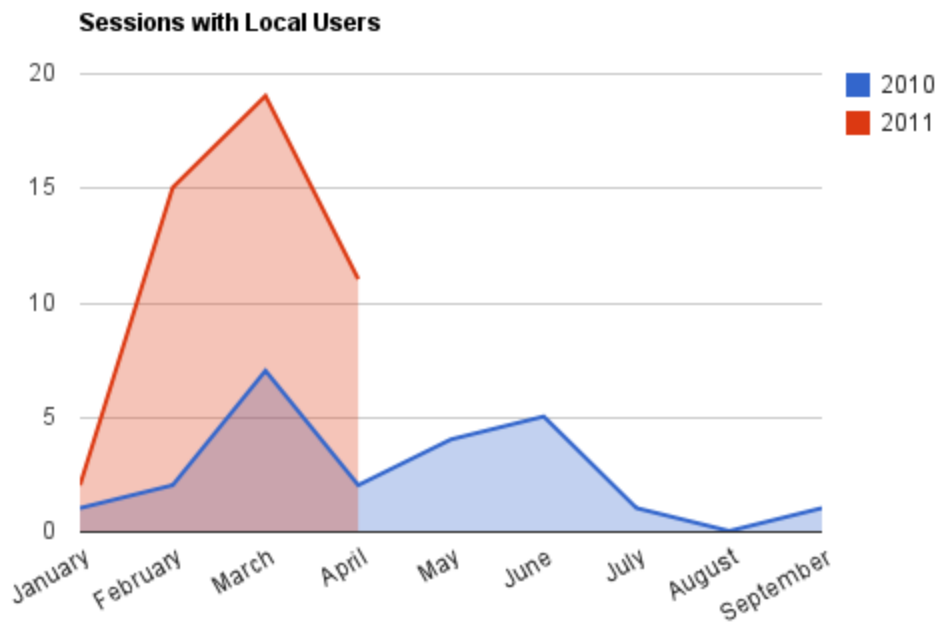


Quarterly Usage Statistics May 20, 2011

Ask Us 24/7

Local use (defined as patrons identifying themselves as Geneva Public Library patrons, or using the Qwidget on our website) has increased significantly during the first 4 months of 2011. In March 2010, 7 local patrons used the service; in March of 2011, 19 local patrons used the service. By the end of April, we have exceeded our total number of local questions answered for all of 2010: 47 so far this year, compared to a total of 32 last year.



OWWL2go Support & Training

Since January 1, 2011, the Central Library has performed the following trainings on OWWL2go:

Birds of a Feather: OWWL2go Device & Advice Swap

- Friday, January 21 Beth Horn presented tips, tricks and answers to frequently asked questions regarding OWWL2go, the Library's ebook and downloadable audiobook collection. (20 people attended)

OWWL2go Staff Trainings:

- Friday, February 11 at Clyde-Savannah Library (4 attended)
- Thursday, March 10 at Naples Library (6 attended)
- Friday, March 11 at Wadsworth Library (4 attended)
- Monday, March 14 at the Williamson Library (9 attended)
- Wednesday, April 20 at the Bloomfield Library (9 attended)
- Wednesday, April 27 at the Lyons Library (12 attended)

The following are upcoming trainings:

- Tuesday, May 17 at the Walworth Library
- Wednesday, June 1 at the Warsaw Library

Since January 1, 2011 (through May 12, 2011), the staff at the Central Library have responded to approximately 131 requests for OWWL2go support - by phone, in person and via the Help Ticket - from the patrons of 27 of the member libraries.

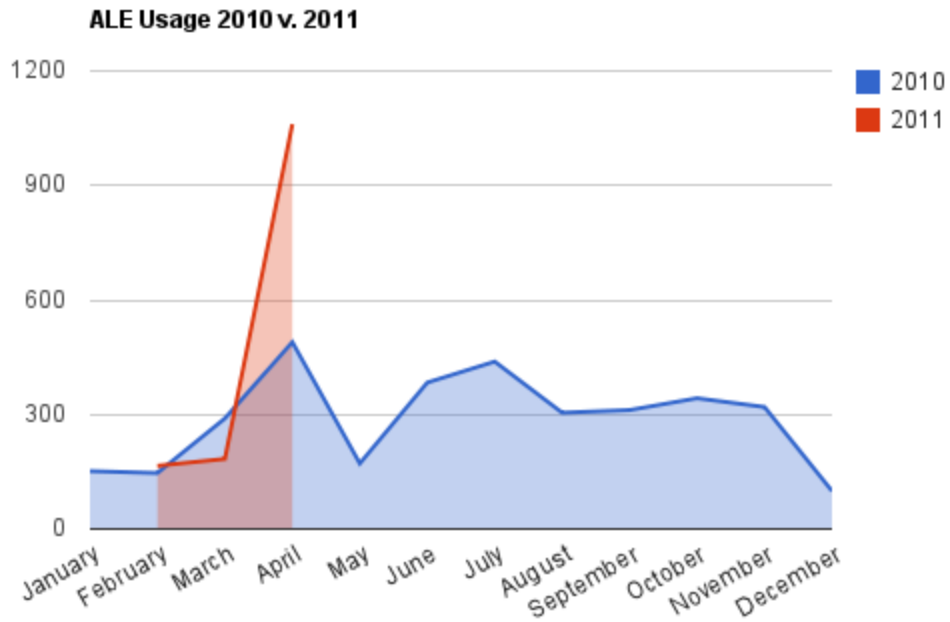
| Library | Support Requests |
|----------------|-------------------------|
| Geneva | 51* |
| Canandaigua | 12 |
| Victor | 7 |
| Walworth | 6 |
| Geneseo | 6 |
| Avon | 6 |
| Arcade | 4 |
| Honeoye | 4 |
| Williamson | 3 |
| Macedon | 3 |
| Naples | 3 |
| Lima | 3 |
| Warsaw | 3 |
| Palmyra | 2 |
| Bristol | 2 |
| Nunda | 2 |
| Attica | 2 |
| Bloomfield | 2 |
| Ontario | 2 |
| Livonia | 1 |

| | |
|------------|---|
| Mt. Morris | 1 |
| Clyde | 1 |
| Sodus | 1 |
| Marion | 1 |
| Caledonia | 1 |
| Perry | 1 |
| Dansville | 1 |

* This number is estimated due to the fact that we only began asking patrons for their home library during mid-April. So any call or in-person transaction we had from January 1 until mid-April is counted as a Geneva patron.

Genealogy Databases

As of July 1, 2011, Ancestry Library Edition and Heritage Quest Online will be funded out of the Geneva Public Library budget. Below is a summary of the usage this year versus last year.



HQO Usage 2010 v. 2011

