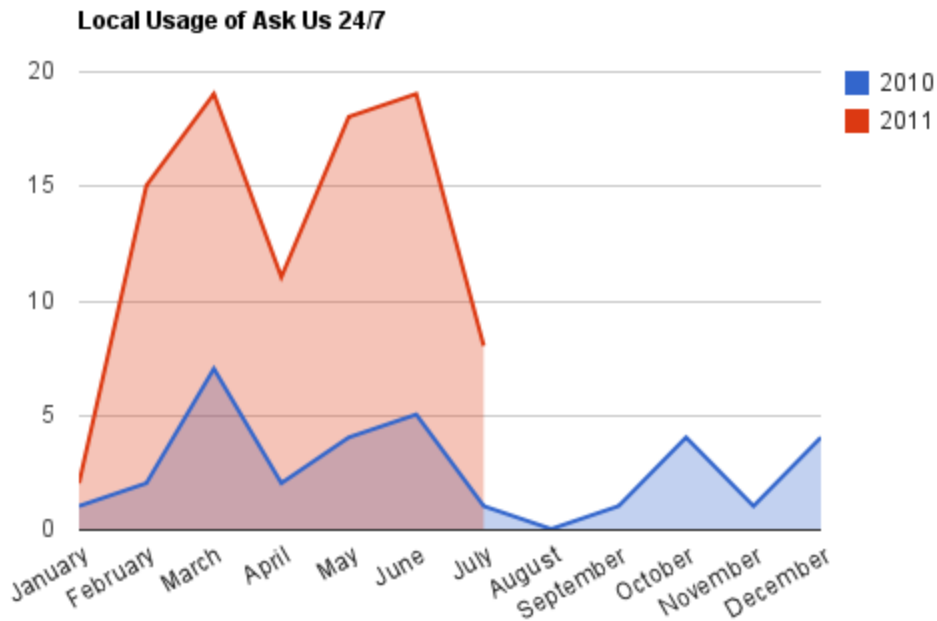


Quarterly Usage Statistics
August 19, 2011

Ask Us 24/7

Local use (defined as patrons identifying themselves as Geneva Public Library patrons, or using the Qwidget on our website) continues to increase, peaking at 19 local sessions in March and June. Renewal of our participation in Ask Us 24/7 for 2012 will be re-evaluated in the budget discussions at the November meeting.



OWWL2go Support & Training

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

DATE	LOCATION	ATTENDEES
1/20/11	PLS	20
2/11/11	CLY	4
3/10/11	NAP	6
3/11/11	WADS	4
3/14/11	WIL	9
4/20/11	BLO	9
4/27/11	LYO	12

5/17/11	WAL	15
6/1/11	WAR	7
7/20/11	AVO	8
8/13/11	GPL	12
8/15/11	LIV	5

The Central Library now tracks help tickets or requests received by phone, email and in-person as well as through the RT system. We made this adjustment in mid-May, so the early months of 2011 have an estimated number of support requests added in that were not received via the RT system.

