

# Central Library

## Review of Current Services

System Meeting

November 18, 2011

## Collection

Central library non-fiction collections are developed using both CBA and CLDA funds. CBA funds are used to purchase non-fiction books, DVDs, audio books, downloadable audio books and online databases, including Novelist. CLDA funds are used for staff to develop and manage central library collections, provide technical support and staff training to member libraries for OWWL2go, and meet state requirements for minimum service hours per week.

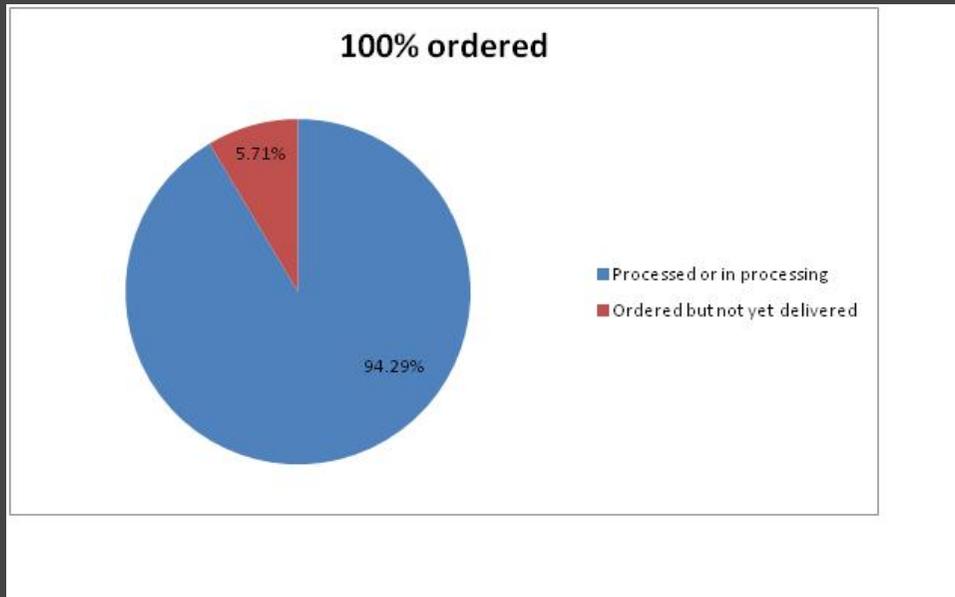
Member libraries may also request that the central library purchase non-fiction materials using an online request form. The central library strives to purchase requested materials using central library funds, or explain why purchases cannot be made, within two weeks of all requests.

## Collection Statistics

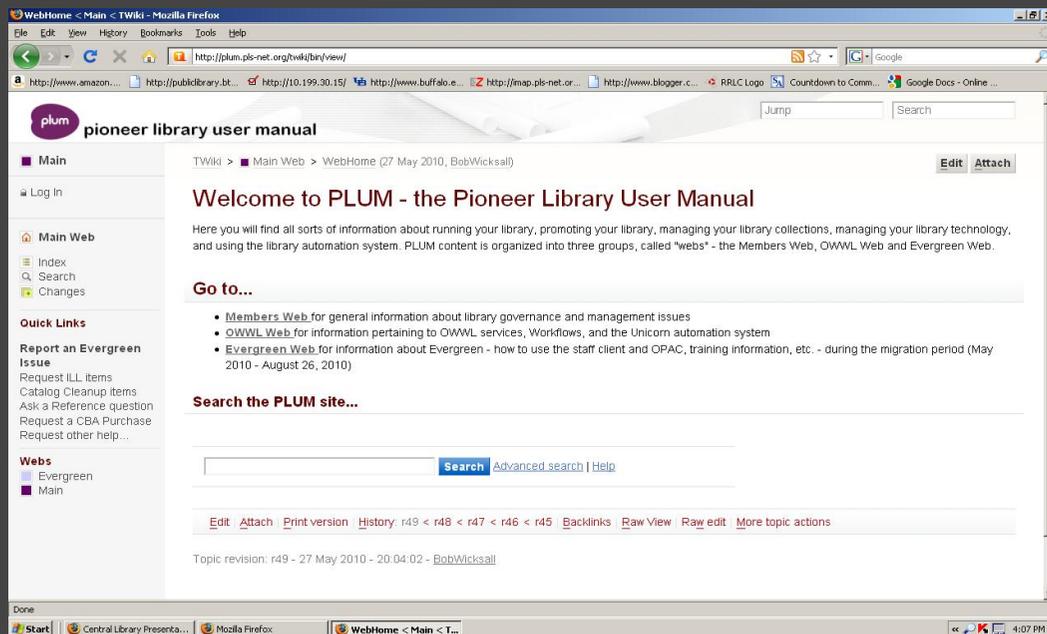
CBA Volumes that will be added this year:

BOOKS	DVDs	AUDIO BOOKS	OWWL2GO	TOTAL
1054	87	113	163 (184)	1438

## RT Requests



# How do I make a suggestion for purchase?



## Reference Support

The Central Library provides reference and referral support to member libraries and to the public by phone, fax, email and in person 55 hours a week.

In addition, the Central Library participates in the Ask Us 24/7 Virtual Reference Consortium, accessible on the Geneva Public Library website, which is staffed by professional libraries across the country 24 hours a day, 7 days a week.

## Reference Support

### Central Library Reference Questions

- We answered a total of 17 questions to date.
- These were a combination of genealogy (9), subject (2), and informational (8).
- We used the following resources to answer your questions:
  - books: 5 times
  - photocopies: 0 copies
  - online databases: 5 times
  - internet/website: 7 times
  - other: 7 times

### Day to Day Reference Questions

- We answered 2032 questions to date
- monthly average of 184.72 questions a month
- Highest month: April
- Lowest month: September

## OWWL2go Requests

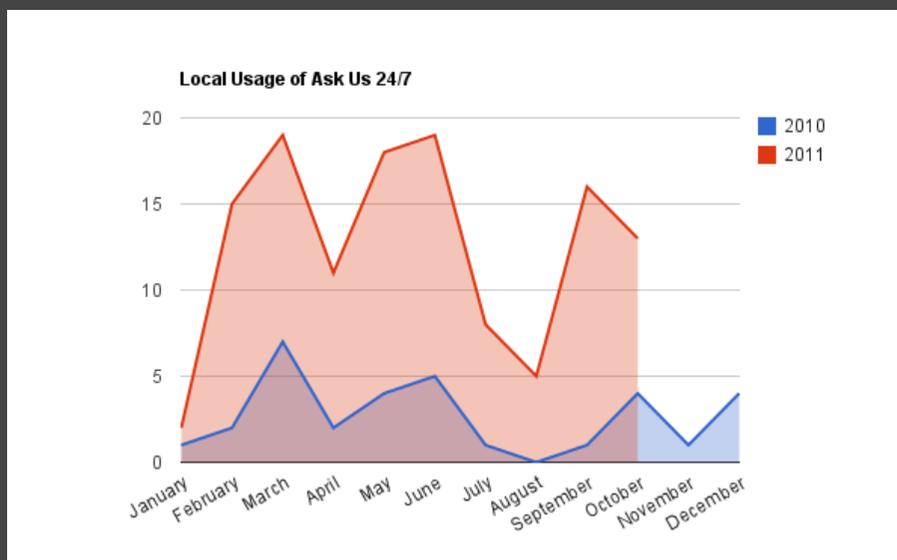
MONTH	QUESTIONS RESOLVED		MONTH	QUESTIONS RESOLVED
JANUARY	8		JULY	31
FEBRUARY	13		AUGUST	27
MARCH	25		SEPTEMBER	24
APRIL	9		OCTOBER	33
MAY	14		NOVEMBER (TO DATE)	8
JUNE	37		YTD	229

## OWWL2go Questions/Library

LIBRARY	# QUESTIONS		LIBRARY	# QUESTIONS
ARC	7		NAP	7
ATT	4		NEW	12
AVO	16		NUN	2
BLI	1		ONT	6
BLO	2		PAL	2
BRI	2		PER	1
CAL	3		PHE	1
CAN	22		RJ	4
CLY	2		SOD	3
DAN	2		VIC	14
GOR	1		WADS	9
GPL	31		WAL	8
HPL	10		WAR	7
LIM	4		WIL	7
LIV	5		WOL	2
MAC	11			
MAR	5		MISC	9
MM	3			

## Ask Us 24/7 Usage

Local usage has increased since we began in 2010, and since we put a widget onto the GPL homepage that lets patrons chat on screen, without following a link to a different site. The presence of the "qwidget" on the GPL website has increased the traffic greatly, as has the increase of ebook-related questions needing answers in off-hours.



# OWWL2go Training

By the numbers...

- 945 miles traveled
- 13 libraries visited
- 22 hours of travel
- 25 hours of training
- 113 staff trained



Libraries Visited:

- Clyde
- Naples
- Wadsworth
- Williamson
- Bloomfield
- Lyons
- Walworth
- Warsaw
- Avon
- Geneva
- Livonia
- Newark
- Arcade

Central Library

Looking forward to 2012!

## Questions? Please contact:

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