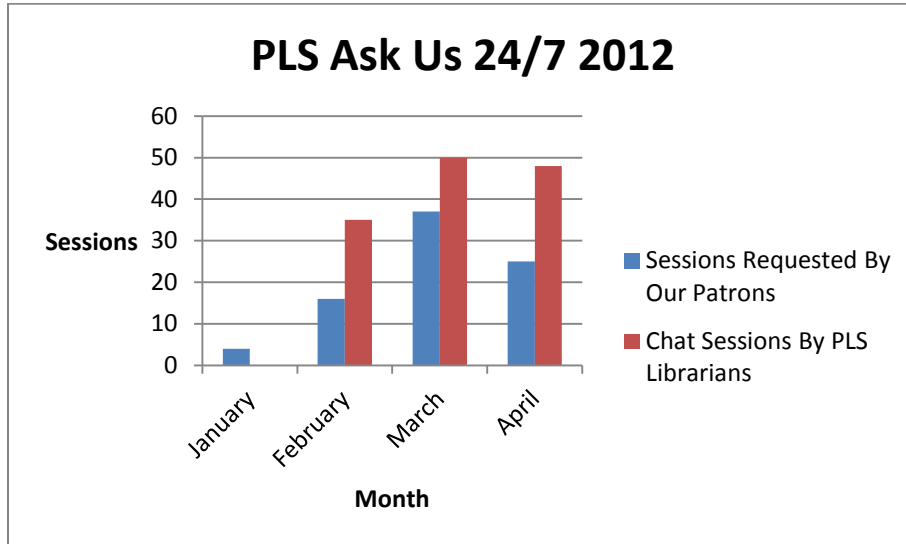


Central Library Quarter 2 Statistics Report for May 18th CLAC Meeting

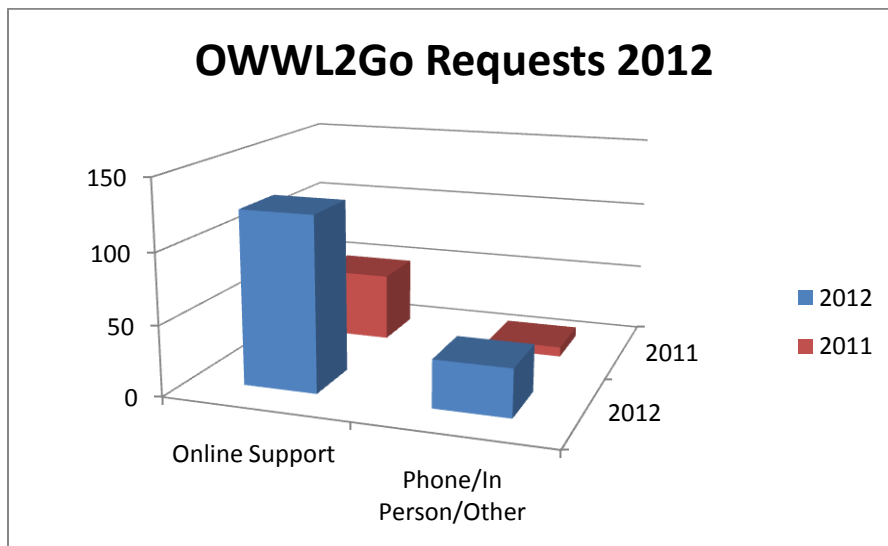
Ask Us 24/7 Virtual Reference Service (through April 2012)

Librarians within the Pioneer Library System devote 10 hours per week to coverage of the Ask Us 24/7 Virtual Reference Service. In exchange, our patrons receive 24/7 access to online reference help. So far through April of this year we have 82 chat sessions started by a PLS patron and 133 sessions covered by a PLS librarian.



OWWL2Go (Feb. 17- May 14 2012)

The Central Library has answered 124 OWWL2Go Support Tickets placed through the online request form and 34 questions from PLS patrons via phone, in-person, etc. In 2011, we answered 49 OWWL2Go Support Tickets online and 7 via the latter category.



Ebsco Databases

Not available at the moment as Ebsco's support is hard to get an answer from. I will pass NoveList and overall usage numbers along as soon as I get them.

OWWL2Go Training Schedule

We currently have 5 OWWL2Go Training Workshops scheduled at system libraries for 2012. This year's workshops will focus on a more hands-on approach with a basic OWWL2Go refresher coupled with device demonstrations and fun skits. Here is the current schedule:

May 30th, June 12th -Newark

June 1st - Wadsworth

June 25th - Dansville

June 27th - Attica