

Notes from CLAC Meeting, February 15, 2013

In attendance: Cathy Allen, Jenny Goodemote, Angel Wright-Sackett, Ron Kirsop, Chris Finger, Beth Horn, Cassie Guthrie, Lindsay Stratton

Notes from November:

Chris got Ask Us stats. Overdrive usage trends: OWWL2go demand has not decreased or plateaued. No changes recommended to services or additions. Chris will contact Sandra to see if she wants to continue on CLAC. Other membership OK.

Central Library Statistics:

Reference statistics do not include RT requests.

Ask Us 24/7 Discussion

System-wide Ask Us 24/7 will be \$2,213 vs. the \$1,600 expected cost for 2013. Does this change our decision about keeping it system wide for 2013? Stats on success of our patrons requests (Ron)? Anecdotally 1-2 per month. Chris – do we go back to only GPL? Might not affect usage stats... just link to GPL's qwidget? Ron – local tool to duplicate for PLS System? Meebo chat widget – Betsy investigating... Chris thinks we should get out of Ask Us 24/7 system-wide and keep locally. Cassie feels that Jobs Now would impact more people in PLS than Ask Us 24/7. Cassie explained Workforce Adult Literacy grant. Discussion about dropping to GPL for Ask Us 24/7 and include the marketing for Jobs Now. Angel moved to authorize Chris to investigate reverting to GPL access for Ask Us 24/7 and authorizing him to do so if it is possible. Jenny seconds. Passed unanimously. Chris will update everyone when he knows - \$ saved will go to Overdrive content. Beth asked about collaboration on Meebo chat.

Meeting ended! 12:48 pm