

Central Library Reference Statistics May 2013

OWWL2GO Help for 2013	
Type of help	Total (2012)
Help Tickets	161(170)
Phone Calls/In House	61
Total	222

2013 Central Library Trainings				
Library Name	Date	Type	Staff Attendance	Patron Attendance
Marion	1/9	OWWL2Go	1	16
Warsaw	1/10	OWWL2Go	2	21
Arcade	1/15	OWWL2Go	1	20
Lyons	1/29	OWWL2Go	1	12
Warsaw	2/7	OWWL2Go	2	13
Bristol	2/8	OWWL2Go	1	8
Palmyra	2/11	OWWL2Go	2	18
Bloomfield	2/13	Database	9	0
Naples	2/28	Database	4	0
Red Jacket	3/7	OWWL2Go	1	25
Palmyra	5/13	OWWL2Go		
		Total	24	133

2013 Ask us 24/7 Statistics		
Column1	Sessions Req. By Our Patrons 2013	Chat Sessions By PLS Librarians 2013
January	36	20
February	46	14
March	41	11
April	25	17
Totals (2012)	148 (82)	62(133)