Central Library
Statistics and Narrative
September 2013

Narrative

The summer months were both exciting and relaxing for the Central Library. In August, Wendy and I, along with three other members from PLS, traveled to Cleveland for Digipalooza 2013, OverDrive's celebration of digital media in libraries. The conference was full of interesting sessions including presentations on the new browser based reading options and the emerging utility of "big data" in the library world- both game changers for the Pioneer Library System. The conference also provided us with opportunities to both network with our fellow digital media librarians and trainers from across the country and to socialize with colleagues from the Library System. The four day conference ultimately felt very short and we both are already looking forward to 2015.

We had no OWWL2Go or other Central Library trainings during the months of July and August. This time enabled us to revamp our trainings. We updated our handouts to reflect the new improvements to OWWL2Go and to OverDrive support that were released in the lead up to Digipalooza. We also decided to shift the focus of our trainings for patrons and staff to offer more individualized attention. While we will still provide lecture based overviews of the OWWL2Go site, we will also allow libraries to schedule individuals for one-on-one trainings in half hour blocks. The number of OWWL2Go support requests has dropped significantly from 2013. Patrons still have issues with the system and the download process but those issues are more specialized and often cannot be addressed properly in a lecture format.

Wendy continued to work on streamline the process for purchasing OverDrive content as in lieu of the large increase in recommendations we receive via OWWL2Go. Whereas before the OWWL2Go collection developers could essentially universally buy all of the recommendations now we have to be more judicious and occasionally impose limits based on subject type. New data available from OverDrive should help to enable us to track the recommendations by specific libraries or patrons. This data can be used to work with individual libraries to suggest budget increases for their own OWWL2Go purchases.

Statistics

Central and OWWL2GO Help Through August	
Type of help	Total (2012)
PLS Notes Articles	9
Help Tickets	232(316)
Phone Calls/In House	101
Total	342

Central Library OWWL Title Requests Through August	
Requests	37

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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	2	5
Williamson	6/3	OWWL2Go	1	10
Macedon	6/6	Database	5	0
Red Creek	6/26	OWWL2Go	1	5
Bloomfield	9/10	OWWL2Go	1	11
Lyons	September	OWWL2Go		TBD
Palmyra	September	OWWL2Go		TBD
Lyons	October	OWWL2Go		TBD
		Total	**34**	**164**

2013 Ask us 24/7 Statistics (Through July)		
January	36	20
February	46	14
March	41	11
April	25	17
May	32	9
June	29	5
July	21	5
Totals (2012)	230 (183)	81(270)

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