

Reference and Central Library Statistics and Narrative for PLS Board Meeting- November 2013

Narrative

The login error that many patrons experienced while trying to sign in to OWWL2Go began to pop up again at the end of October. With the help of Bob Wicksall and OverDrive support, the frequency of the error has decreased and we are optimistic that the issue has been resolved. On a more positive note, OverDrive had added the ability to renew certain OWWL2Go items. This was a feature that many of our patrons demanded and we are excited to have it available.

After our successful presentation on the JobNow job skills tutoring online resource at the September system meeting, we transitioned to the next phase of our JobNow promotional plan. Chris is traveling to each of the four counties to give a presentation for library staff on JobNow. At the time of this report, he has visited the Warsaw Public Library and the Wadsworth Library and the presentation and JobNow have been well received. After the four trainings have been completed, the next phase will include providing marketing materials and training for individual libraries and their patrons as well as a larger system wide marketing plan spearheaded by Pat Finnerty.

During October we also began to purchase OWWL2Go fiction materials using Central Library funds. The extra funds designated for fiction purchasing will enable us to reduce the waiting time for popular items and to bolster our holdings for specific subsets of the collection including children's fiction.

Meetings, Presentations, and Professional Development

Chris

- 10/10-Disaster Plan Committee Meeting
- 10/16- ALA Webinar on Patron Driven Acquisitions
- 10/18- Presented on "Everything... About Ereaders" at System Meeting
- 10/23- ALA Webinar on Patron Driven Acquisitions
- 10/24- Copyright and Fair Use Class at RRLC
- 10/29- Public Speaking Class at RRLC
- 10/30- JobNow Presentation at Warsaw Public Library
- 11/5- JobNow Presentation at Wadsworth Library
- 11/6- Disaster Plan Committee Meeting
- 11/9- JobNow Presentation at the Wood Library

Wendy

- 10/4- Fall Support Staff Workshop
- 10/10-Disaster Plan Committee Meeting

Chris Finger 11/6/2013

- 11/6- Disaster Plan Committee Meeting
- 10/14- Staff Development Day

Statistics

| Central and OWWL2GO Help Through Nov. 6 | |
|---|--------------|
| <u>Type of help</u> | <u>Total</u> |
| PLS Notes Articles | 11 |
| Help Tickets | 299 |
| Phone Calls/In House | 128 |
| Total | 438 |

| Central Library OWWL Title Requests Through October | |
|---|---------------------|
| Requests | 47 |
| Requests Purchased | 46 (1 item too old) |

| 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 | 10/1 | OWWL2Go | 1 | 0 |
| Wyoming County | 10/30 | JobNow | 9 | 0 |
| Livingston County | 11/5 | JobNow | 12 | 0 |
| Total | | | 56 | 164 |

2013 Ask us 24/7 Statistics (Through October)

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|------------------|-----|----|
| | | |
| January | 36 | 20 |
| February | 46 | 14 |
| March | 41 | 11 |
| April | 25 | 17 |
| May | 32 | 9 |
| June | 29 | 5 |
| July | 21 | 5 |
| August | 27 | 3 |
| September | 44 | 3 |
| October | 36 | 4 |
| Totals | 337 | 91 |