

Reference and Central Library Statistics and Narrative for PLS Board Meeting- February 2014

Narrative

January was packed with OWWL2Go training sessions. Over the course of the month we had five sessions, including a first ever visit to the charming Allens Hill Library. In the last three sessions we conducted hands-on, one-on-one (sometimes one-on-two) sessions for individual patrons instead of our more traditional lecture based classes. The new style enables us to provide individualized attention and cover topics we do not commonly address. This is a key 2014 objective for us since patrons are quickly growing more comfortable with the OWWL2Go site but still need help with the way the system works on their specific devices.

We are currently working on adding YouTube videos about OWWL2Go. Though there are already a number of helpful videos available on OverDrive Help and YouTube, member libraries have asked for videos that capture the specific look of OWWL2Go. We understand that not every member library has the time or space to accommodate an onsite training. These videos offer an alternative. We hope to have our initial slate of videos up by the end of February.

Another objective for the year is to make member library staff and PLS patrons more aware of the online "CBA purchase request" tools. Some member libraries are aware of the link on PLS's TWiki but others could benefit from more direct marketing of it. In addition, patrons, who do not have access to the TWiki, can use Geneva's online Suggested Purchase form to request Central Library items. What we need to figure out is how to best alert them of this fact. I was struck by the importance of this issue after Lauren Moore sent me an email from a patron that had contacted PLS with a purchase suggestion.

Meetings, Presentations, and Professional Development

Chris

- 1/7-OWWL2Go Training at Honeoye
- 1/8- PLS Board Meeting
- 1/10- OWWL2Go Training at Wadsworth
- 1/10- Meet with Ron Kirsop about Impact Survey
- 1/14- OWWL2Go Training at Allens Hill
- 1/16- PLS Webinar Day
- 1/16- OWWL2Go Training at Palmyra
- 1/17- PLS System Meeting
- 1/28- OWWLAC Meeting
- 1/30- OWWL2Go Training at Sodus
- 2/11- Emerging Trends Group Meeting

Wendy

Chris Finger 2/4/2014

- 1/7-OWWL2Go Training at Honeoye
- 1/10- OWWL2Go Training at Wadsworth
- 1/16- OWWL2Go Training at Palmyra
- 1/30- OWWL2Go Training at Sodus
- 2/11- Library Assistant's Group Meeting at RRLC

Statistics

Central and OWWL2GO Through 2/4/14

<u>Type of help</u>	<u>Total</u>
PLS Notes Articles	1
Help Tickets	27
Phone Calls/In House	9
Total	37

Central Library OWWL Title Requests Through 2/4/14

Requests	4
Requests Purchased	4

2014 Central Library Trainings

Library Name	Date	Type	Staff Attendance	Patron Attendance
Honeoye	1/7	OWWL2Go	1	12
Wadsworth	1/10		6	0
Allens Hill	1/14		2	2
Palmyra	1/16		0	6
Sodus	1/30		2	12
		Total	9	32