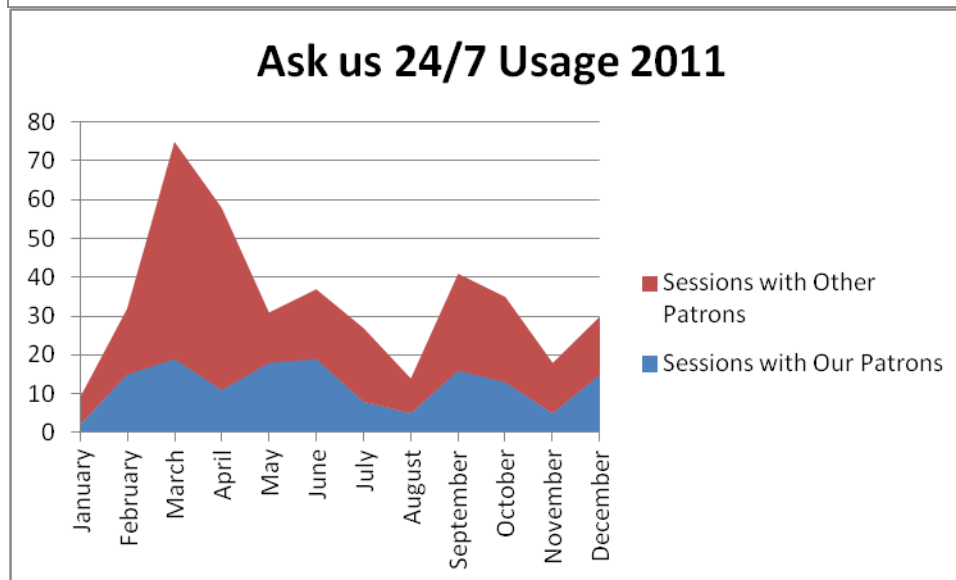
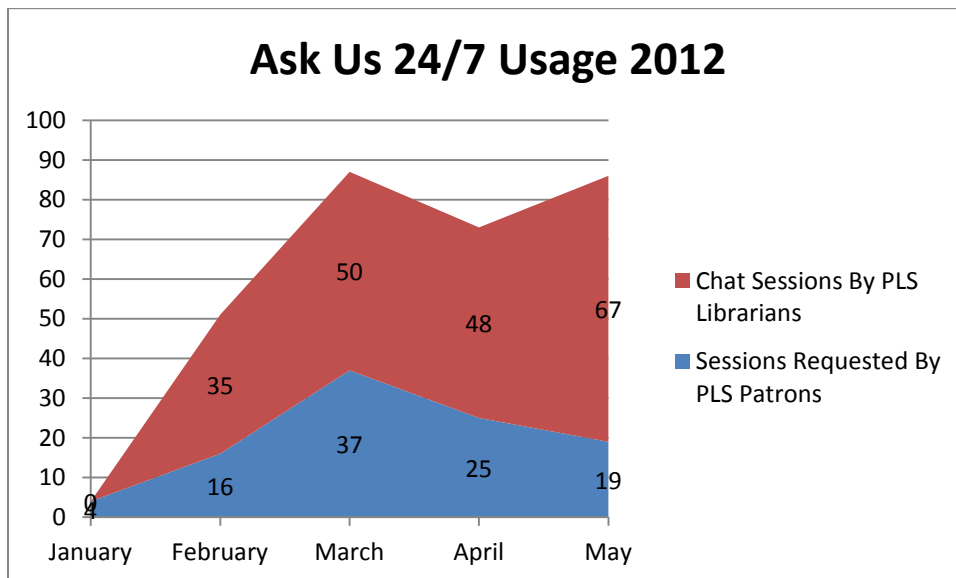


Central Library Year-End Statistics 2011 with updates for 2012

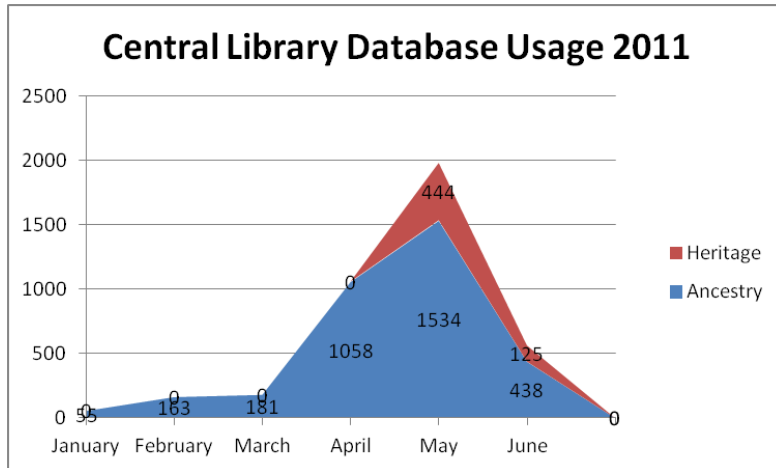
Ask Us 24/7 Virtual Reference Service

Librarians within the Pioneer Library System devote 10 hours per week to coverage of the Ask Us 24/7 Virtual Reference Service. In exchange, our patrons receive 24/7 access to online reference help. So far through May of this year we have 101 chat sessions started by a PLS patron and 200 sessions covered by a PLS librarian. This represents a large increase from the 2011 numbers.



Online Databases

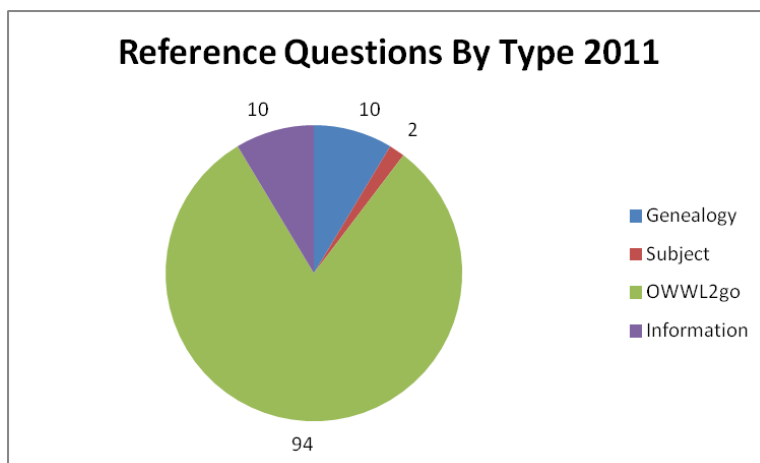
NoveList Plus usage through May 2012 is 203514 sessions and total EBSCO usage is 291012. This compares to 548364 sessions for NoveList and 797010 total sessions through this point last year. The Central Library budget funded Heritage Quest Online and Ancestry Library Edition until June 2011, at which point they were discontinued on the system wide level. The graph of their 2011 usage is below.

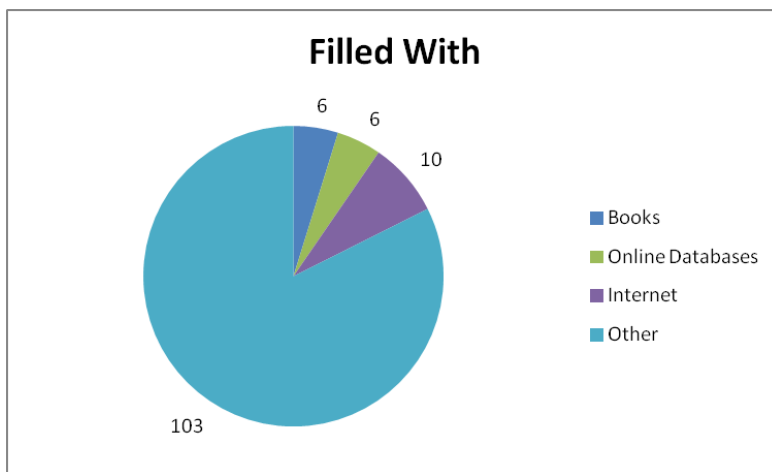
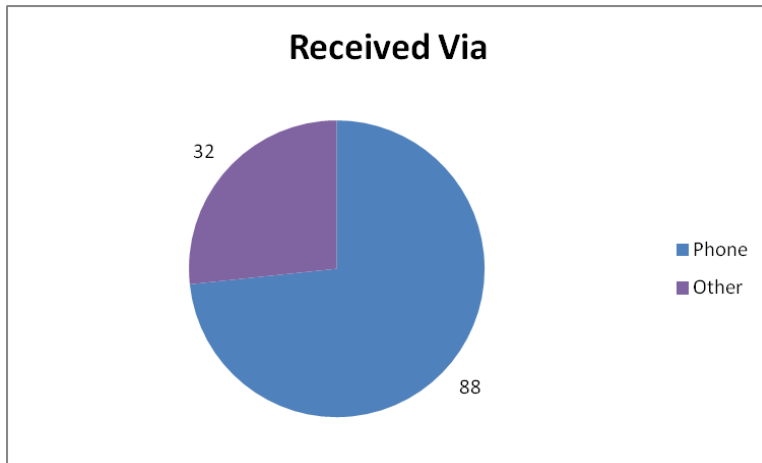


Reference Services

Through June 13th Central Library has answered 208 OWWL2Go Support Tickets placed through the online request form and 61 questions from PLS patrons via phone, in-person, etc. In 2011, we answered 49 OWWL2Go Support Tickets online and 7 via the latter category.

In 2011, the Central Library answered 116 questions from 31 member libraries. As you can see, OWWL2Go was the subject for most of the member library support questions and this year is still the same. Non-OWWL2Go questions are down this year though we do not have exact data at this time.





CBA Purchase Requests

Through June 13th of this year, we received 35 purchase requests from member library. This compares to just 34 requests for all of 2011. Last year we purchased 100% of the titles requested.



OWWL2Go Training Schedule

We have run or have scheduled 5 OWWL2Go Training Workshops scheduled at system libraries for 2012. This year's workshops focus on a more hands-on approach with a basic OWWL2Go refresher coupled with device demonstrations and fun skits. Here is the current schedule:

May 30th, June 12th -Newark

June 1st - Wadsworth

June 25th - Dansville

June 27th - Attica