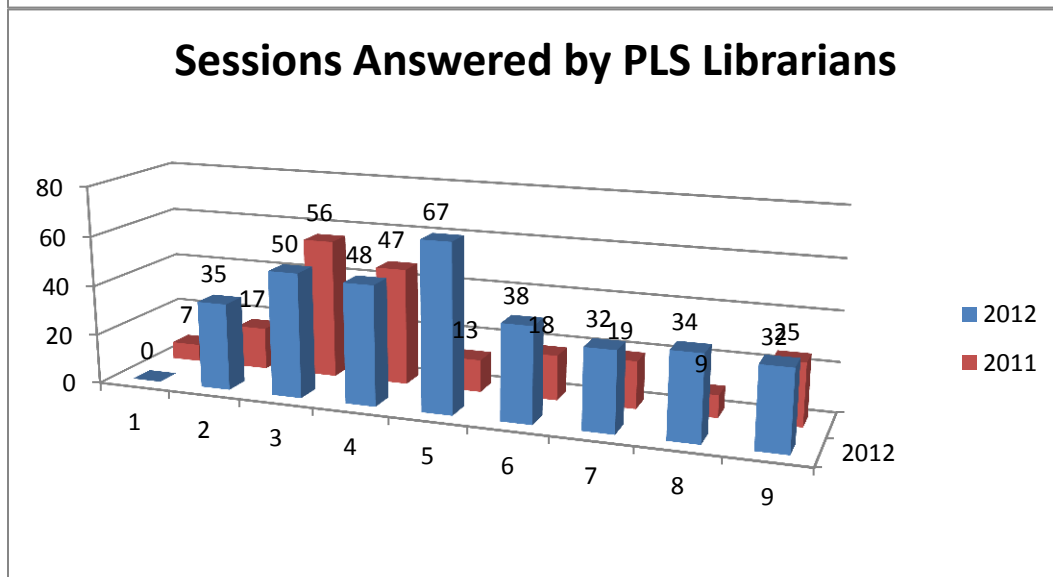
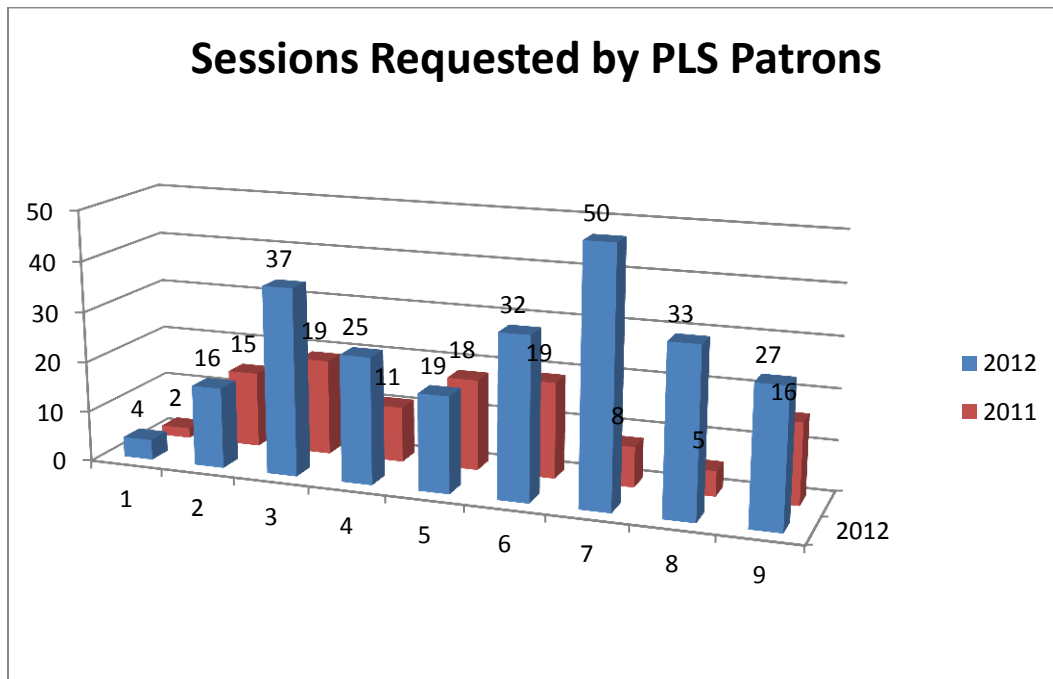


Central Library 2012 Usage Statistics (through October 2012)

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 October 2012 is 1488228 sessions. This compares to 3892709 sessions for NoveList 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. In case there is interest in restarting a central subscription, we have included usage reports for Ancestry.com Library Edition for the Geneva Public Library.

Ancestry Library Edition Usage Statistics				
	2009	2010	2011	2012
January	1442	149	55	147
February	1441	144	163	391
March	1728	287	181	1009
April	2011	487	1058	839
May	1308	169	1534	325
June	1585	381	438	548
July	2250	436	224	1051
August	2095	302	243	1598
September	158	309	282	447
October	123	340	590	573
November	120	317	535	
December	236	97	430	

OWWL2Go Help

Through November 7th, the Central Library has answered 385 OWWL2Go Support Tickets placed through the online request form and 90 questions from PLS patrons via phone, in-person, etc. Through this point in 2011, we answered 174 OWWL2Go Support Tickets online and 59 via the latter category.

Non- OWWL2Go Reference Questions

In 2012, we have had 6 non- OWWL2Go reference questions. In 2011 we had 20 such questions through this point.

Member Library Purchase Requests

Through November 7th of this year, we received 68 purchase requests from member library. We have only rejected 4 of those 68. Two of the requests were deemed too expensive, one was an e-book request that is not available through Overdrive, and one was for a topic for which we already had too many similar titles.

Central Library Statistics

CBA Purchase Statistics

With CBA funds we added 533 books, 40 DVDs, 47 audiobooks, 27 reference books, 257 OWWL2Go e-books or audiobooks.

OWWL2Go Training Schedule

We ran 12 OWWL2Go Training Workshops at system libraries in 2012 for a total of 31 hours of training. These workshops were attended by 39 staff members and 82 library patrons. The libraries we visited were Newark, Wadsworth, Dansville, Attica, Sodus, Marion, Palmyra, and the PLS System. Wendy and I logged 798.2 miles in the car, which is enough to have taken us to Myrtle Beach for a nice vacation!

This year's workshops focused on a more hands-on approach with a basic OWWL2Go refresher coupled with device demonstrations and fun skits.

Central Library Statistics