

Metric	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	2025 TOTALS
JA Support Tickets	314	407	408	373	340	376	376	324	329	329	278	297	4,151
Member Questions Answered by SALS Staff	109	110	119	108	102	103	104	121	121	195	129	135	1,456
SALS Website Page Views	3,061	2,854	2,919	3,170	3,501	3,177	3510	3,038	3,927	3559	4,179	3004	39,899
OverDrive - Items Downloaded	35,696	32,275	34,883	33,506	33,975	32,541	33,964	34,643	33,658	35568	32,973	34328	408,010
OverDrive - Users	7,926	7,568	7,852	7,685	7,631	7,610	7806	7,912	7,748	7859	7,662	7748	93,007
OverDrive- Holds Placed	14,981	11,750	11,680	11,628	11,974	11,182	12,290	11,950	10,707	10606	10,229	10886	139,863
OverDrive - Items Borrowed from Other Systems	1,512	1,333	1,515	1,488	1,591	1,604	1,547	1,623	1,721	1651	1,708	1731	19,024
OverDrive - Items Loaned to Other Systems	519	477	550	487	475	493	594	617	581	636	561	708	6,698
OverDrive - Shared Collection Purchases	323	172	154	143	383	162	223	182	353	1,443	162	393	4,093
NovelNY (Sessions)	940	1,240	1,214	1,428	1,223	542	516	482	1,149	1015	1,020	822	11,591
Ancestry (Searches)	406	254	598	831	637	375	329	541	425	457	197	549	5,599
Niche Academy (Views)	92	33	34	23	114	188	14	160	148	126	80	148	1,160
Bibliographic Records Modified	3,783	2,354	4,292	4,920	4,437	5,920	5,820	3,398	3,883	5,821	3,193	4775	52,596
Delivery - Totes Delivered									1,356	1,484	1,213	1464	5,517
Delivery - Totes Picked Up									1,335	1,489	1,222	1450	5,496

Staff Member	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Jack Scott										77	20	23
Jill Ryder	105	107	99	104	101	96	100	112	98	90	63	64
Kim Bolan	0	0	0	0	0	0	0	0	16	12	21	29
Lisa Christopher								2	5	11	24	16
Pamela DeSignore	4	3	20	4	1	7	4	7	2	5	1	3
Monthly Total	109	110	119	108	102	103	104	121	121	195	129	135