

Metric	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
JA Support Tickets	314	407	408	373	340	376	376	324	329	329
Member Questions Answered by SALS Staff	109	110	119	108	102	103	104	121	121	195
SALS Website Page Views	3,061	2,854	2,919	3,170	3,501	3,177	3510	3,038	3,927	3559
OverDrive - Items Downloaded	35,696	32,275	34,883	33,506	33,975	32,541	33,964	34,643	33,658	35568
OverDrive - Users	7,926	7,568	7,852	7,685	7,631	7,610	7806	7,912	7,748	7859
OverDrive- Holds Placed	14,981	11,750	11,680	11,628	11,974	11,182	12,290	11,950	10,707	10606
OverDrive - Items Borrowed from Other Systems	1,512	1,333	1,515	1,488	1,591	1,604	1,547	1,623	1,721	Data not available
OverDrive - Items Loaned to Other Systems	519	477	550	487	475	493	594	617	581	636
OverDrive - Shared Collection Purchases	323	172	154	143	383	162	223	182	353	1,443
NovelNY (Sessions)	940	1,240	1,214	1,428	1,223	542	516	482	1,149	Data not available
Ancestry (Searches)	406	254	598	831	637	375	329	541	425	457
Niche Academy (Views)	92	33	34	23	114	188	14	160	148	126
Bibliographic Records Modified	3,783	2,354	4,292	4,920	4,437	5,920	5,820	3,398	3,883	5,821
Delivery - Totes Delivered									1,356	1,484
Delivery - Totes Picked Up									1,335	1,489

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