Metric	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
JA Support Tickets	536	545	496									
Member Questions Answered by SALS Staff	185	238	250	0	0	0	0	0	0	0	0	0
SALS Website Page Views	3,604	4,362	7,095									
OverDrive - Items Downloaded	37,775	33,722	40,271									
OverDrive - Users	8,317	8,067	8,879									
OverDrive- Holds Placed	13,706	12,481	14,464									
OverDrive - Items Borrowed from Other Systems	2,015	1,742	2,154									
OverDrive - Items Loaned to Other Systems	637	671	705									
OverDrive - Shared Collection Purchases	399	177	192									
NovelNY (Sessions)	609	1,049	1,021									
Ancestry (Searches)	631	147	409									
Niche Academy (Views)	231	203	NA									
Bibliographic Records Modified	3,697	5,696	5,749									
Delivery - Totes Delivered	1,689	1,325	1388									
Delivery - Totes Picked Up	1,663	1,353	1,385									