

Monthly Report: March 2012

Ask a Librarian Delaware



March is typically a higher use month in virtual reference and our Delaware service had significant increased use! For the most part, this is attributed to school assignments overall.

A. **Chat Sessions for March 2012:**

March showed an increase from February and from the previous year.

Chat sessions requested for March 2012 = 370

Chat sessions requested for February 2012 = 278

Chat sessions requested for March 2011= 189

Chat sessions accepted for March 2012 = 317

Chat sessions accepted for March 2011 = 144

Our chatting librarians continue to be very active this month, more than doubling the number of chat sessions they accepted from patrons from the previous year.

Chat sessions requested per library (=per chat form link):

The Delaware Division of Libraries:	166
Dover PL:	20
Georgetown PL:	2
Lewes PL:	8
Milton PL:	2
Seaford PL:	5
Sussex:	1 (Note - website change)
Millsboro PL:	1
Selbyville PL:	1
Laurel PL:	50
Rehoboth Beach PL:	4
Del Tech:	1
Delmar PL:	1
Wilmington U:	4
New Castle County:	104

For March chat sessions there were 33 surveys. See "Top Survey Comments" below in this report.

B. **17 Provider Libraries:**

Our list of provider libraries includes:

DELAWARE DIVISION OF LIBRARIES (includes library volunteer)
SPANISH/DDL
DELMAR PUB LIBR
DOVER PUB LIBR
GEORGETOWN PUB LIBR
LAUREL PUB LIBR
LEWES PUB LIBR
LIBRARY FOR THE BLIND AND HANDICAPPED
MILTON PUB LIBR
MILLSBORO PUB LIBR
NEW CASTLE COUNTY PUB LIBR (will begin live chat mid-December.)
REHOBOTH BEACH PUB LIBR
SEAFORD PUB LIBR
SELBYVILLE PUB LIB
SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM
WILMINGTON UNIVERSITY LIBRARIES

New staff from the Owens campus of Del Tech, one from Selbyville Public Library, and one from Corbit-Calloway/NCC are now providing chat. This brings us to 37 hours covered each week (includes 4 intern hours).

C. **Trainings/Presentations**

DDL was trained for email reference using QuestionPoint on February 22, in Dover (at DDL/Training Center). Implementation of the “feedback” email to QP’s webform will happen within the next few weeks (no exact date is determined). An additional one-on-one training was provided on March 7 for staff who could not make the February training and another is scheduled for April 25 for DDL’s new staff member.

Two interns, one from the University of Maryland and one from Syracuse, were trained and each began providing 2 hours’ of chat service per week in February. Each has projects outside of chat, as well, such as to compile school information for future outreach to Delaware’s schools.

On March 28, through Dickinson High School’s librarian and an English teacher, Ask a Librarian Delaware was presented (live) to three different ninth grade English classes. Each class had prepared for this with tie-ins to their English assignment in order to try chat out as part of this demonstration/class visit (they had been provided with laptops through the school, too). The service was also notified, and the three class visits went well.

- D. **Staff Support Site:** One intern continues to assist with some organization and content on the Resources Page. The site is at: <http://aalstaff.lib.de.us>.

- E. **QuestionPoint Users' Group meeting** was held at PLA/Philadelphia on March 15.

http://questionpoint.blogs.com/questionpoint_247_referen/2012/03/user-group-meeting-this-thursday.html

Two guest speakers each featured relevant information: Bill Pardue and Arlington Heights Memorial Library's Qwidget/Chat on their site (see: <http://ahml.info/> for "chat" buttons and placement) and Betty Morganstern of Anne Arundel County Public Library in Maryland discussed the Nook contest that promoted chat use.

Brian Herzog's notes through the blog, the Swiss Army Librarian, recounts this:

<http://www.swissarmylibrarian.net/2012/03/15/pla12-chat-reference-discussion-oclc-questionpoint-user-group/>

- F. Cathay will be of one of three presenters on **behalf of AalDE and Delaware Libraries, for QP's free webinar "Best Practices in Virtual Reference: Virtual Reference in Tough Times"** on April 24 at 1pm. **To see more information and to register:**

http://questionpoint.blogs.com/questionpoint_247_referen/2012/02/join-us-for-best-practices-in-virtual-reference-series.html

- G. RUSA/RSS Marketing & PR committee is planning their ALA presentation, with David Lee King, Jennifer Robinson, and Marshall Breeding. Cathay is chair of this committee.

H. **Upcoming:**

- a. New Staff Training is on April 11, 2012 at the Seaford Public Library/Job Center.
- b. QP Email (new) staff training (for one-on-one) on April 25.
- c. Quarterly Liaison Meeting on 3, 2012 at DDL/Training Room (10:30 – 12:30).
- d. Workshop for MLA/DLA about volunteerism in libraries under development with six panelists from Maryland and Delaware to be at 2:00pm on May 10.

- I. **Top survey comments** for March, 2012

"Great service, great system, great follow up. Really appreciate this service!"

--From a patron who wondered how to request an anticipated book that would soon be published.

"Electronic support is a life-saver !!! thnx !!!"

--This customer had no idea about how to go about renewing her library card.

“Patients will be rewarded from the library's rich content. I guess good things take time.”

--The customer had placed holds on some items the day before getting on to chat to ask when they will be available and how to know.

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Ask a Librarian Delaware

April 3, 2012