

Monthly Report: May 2013

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions for FY 2013

Number of chat sessions requested			
Month	FY 13	FY 12	Running Total FY 13
July	365	192	365
August	390	260	755
September	361	240	1116
October	389	243	1505
November	233	253	1738
December	275	306	1913
January	313	392	2226
February	243	278	2469
March	297	370	2766
April	270	250	3036
May	234	278	
June			
Totals			

Number of chat sessions accepted			
Month	FY 13	FY 12	Running Total FY 13
July	236	119	236
August	258	128	494
September	263	142	757
October	244	214	1001
November	149	225	1150
December	161	230	1311
January	184	285	1495
February	191	298	1686
March	163	317	1849
April	238	267	2087
May	242	232	
June			
Totals			

Number of answers sent (email)			
Month	FY 13	FY 12	Running Total FY 13
July	195	55	195
August	223	70	418

September	180	66	598
October	184	95	782
November	134	62	916
December	192	116	1108
January	226	116	1334
February	170	96	1504
March	226	105	1730
April	179	79	1909
May	180	59	
June			
Totals			

Chat sessions requested per library (=per chat form link) for May 2013:

The Delaware Division of Libraries:	110
Dover PL:	8
Georgetown PL:	3
Lewes PL:	10
Milton PL:	0
Seaford PL:	0
South Coastal	8
Sussex:	1
Greenwood	2
Millsboro PL:	2
Selbyville PL:	1
Laurel PL:	10
Rehoboth Beach PL:	4
Del Tech:	0
Delmar PL:	4
Wilmington U:	0
New Castle County:	67
Smyrna	4
Bridgeville	0

Spanish Service **0***

Total: 234

(*Spanish service ended in March 2013; the Delaware volunteer librarian no longer provides coverage.

When we can re-establish 2 hours of Spanish coverage a week, QuestionPoint's 247 Cooperative will reinstate 247 Spanish coverage for Delaware.)

B. 21 Provider Libraries

Our list of provider libraries includes:

BRIDGEVILLE PUB LIBR
DELAWARE DIVISION OF LIBRARIES (includes library volunteers)
DELMAR PUB LIBR
DOVER PUB LIBR
GEORGETOWN PUB LIBR
GREENWOOD PUB LIBR
LAUREL PUB LIBR
LEWES PUB LIBR
LIBRARY FOR THE BLIND AND HANDICAPPED (Delaware Library Access Services)
MILTON PUB LIBR
MILLSBORO PUB LIBR
NEW CASTLE COUNTY PUB LIBRARIES
REHOBOTH BEACH PUB LIBR
SEAFORD PUB LIBR
SELBYVILLE PUB LIBR
SMYRNA PUB LIBR
SOUTH COASTAL PUB LIBR
SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM (Wilmington, Stanton, and Owens Campuses)
WILMINGTON UNIVERSITY LIBRARIES

DELAWARE LAW LIBRARIES (SUSSEX, KENT, NEW CASTLE COUNTIES)

C. Trainings, Meetings, Presentations

MLA/DLA Joint Library Conference May 8-10, in Ocean City Maryland
First Delaware Reference Services Group meeting on May 23, Dover, 9:30-3:30 with guest presentation on JAWS/Zoomtext

- D. Formed **Wiki for Reference Services Group** at: <http://goo.gl/ICYPz> for Discussion forums, Committee work, and sharing of resources

E. Upcoming:

New Staff Training for Ask a Librarian Delaware is being offered (chat/email) and for new liaisons in June and July, at the Bear Branch Library (New Castle County) and Dover Public Library (Kent County).

New Castle County is moving toward separating their SUP into individual branch institutions (SUPs). The details are almost completed.

F. Patron surveys and comments for May 2013

There were 22 surveys received.

(Some fields are not answered on surveys. Some surveys received are from patrons outside of Delaware who worked with a Delaware librarian.)

How satisfied were you?	Satisfied: 12 12	Somewhat satisfied: 1 1	Not satisfied: 0
Is this your first time using an online VR service?	Yes: 11	No: 6	
Staff Quality?	Excellent: 11	Good/Average: 2	Poor: 0
Ease of use?	Very Easy: 12	Easy: 2	Difficult: 0
Found AaLDE via:	Library website: 9	Surfing the net: 1 <hr/> Newspaper/Radio/ TV/Billboard: 0	Librarian Public Lib.: 2 <hr/> School librarian/teacher: 1

(Note that there are more survey questions and options for each question provided to patrons than what is indicated here.)

Customer Comments:

“Bob Wetherall was very helpful. He responded, on a holiday, to my questions and fixed the problem quickly. Thank you so much.”

“I appreciate that my questioned was answered with an explanation as to why it was not a possible scenario as opposed to just a response in the negative. Thank you for your help!”

“Bob Wetherall and Rebecca Hayden both responded to my several questions. Bob asked follow-up questions. At the same time, Rebecca had reviewed the transcript of my on-line chat and sent a suggestion that I used with my second computer. That suggestion worked. I am pleased with both of their responses.”

“Renee was very helpful. I got pulled away from my computer and sort of left her out to dry. Sorry about that! I should have said something”

“The librarian was very helpful.”

“Erin was very quick to respond.”

“This service has been very helpful...”

“KEVIN TURNER

THANK YOU!! YOU WERE MOST HELPFUL. YOU SUPPLIED MORE INFO THAN I THOUGHT THE QUESTION INVOLVED. MOST INTERESTING.”

G. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2012-13: Questions asked per Dewey category through chat, email, and IM (see detailed descriptions below chart)

Month	000 Generalities (ebook, computers, comp. help)	100 Philosophy and Psychology	200 Religion	300 Social Sciences (education, law, govt.)	400 Language (ESL, grammar, literacy)	500 Science (math, physics, bio., chem., earth sciences, STEM)	600 Applied Science (tech. construct., pets, health, cooking)	700 Arts & Sports	800 Literature (fiction and reader's advisory)	900 History and Geology (travel, biography, geneology)	Total
June 2012	3	5	1	16	0	7	14	3	12	16	77
July	47*	2	0	22	13	10	11	0	7	25	137
Aug	91	19	1	17	9	14	10	3	7	22	193
Sept	101	4	1	29	8	27	13	3	3	29	218
Oct	62	4	0	34	22	14	13	5	14	32	200
Nov	67	5	0	23	15	15	9	3	2	16	155
Dec	105	6	0	13	11	17	16	6	3	26	203
Jan 2013	101	3	1	28	9	16	15	7	5	53	237
Feb	89	0	0	19	13	20	17	9	11	41	219
Mar	79	2	2	25	17	22	18	5	8	37	215
Apr	79	1	3	27	11	19	18	5	11	41	215
May	87	0	2	20	10	9	19	8	6	35	196
June											
Totals	911	51	11	273	138	190	173	56	89	373	2265

*ebook questions that require explanation and/or instruction are included, beginning July 2012

Some top reference questions for May

“my computer is broken and i am at the library. i'd like to make a new my home page at the yahoo home site”

“HOW IS TAYLOR SWIFT A HERO”

“what is a probality novel”

“cool thing that girls like”

“I need info on Rosa Parks”

“I live in PA but was wondering if you offer non-resident library cards? I wish to use it to access\listen to

ebooks on your overdrive system. Any response would be great,thanks.”

“I couldn't find the monthly calendar of events. What movies are being shown at Dover Public Library? Where in the library and what time? Thanks”

“I need a book that discusses and defines specific leadership styles. Can you suggest some books, please?”

“I need help with my algebra homework.”

“Are there any forms or form samples for issuing shares for a corporation in DE? You guys rock! Thank you :)”

“Do any of the Libraries in the Townsend areas loan laptops?”

“I am having trouble transferring books that I have checked out to my nook. the first time I tried the title was on the nook, but the text was not it said that the device was not authorized. now when I try to transfer I get a message that says failed to write destination file.”

“I need help with a science question. What do horizontal sedimentary rock layers tell us? (those are the exact words from the homework sheet).”

“I cannot download the patch for Windows Media Player that I need to download audio book content from OverDrive. Their help instruction do not work. I have even turned off my firewall and still cannot get the patch. I am using Windows Media Player V12 on a Windows 7 Pro operating system.”

“What books give a good biography of the founder of Heinz ketchup?”

“I need a website that can help me answer a few questions about the dodo bird”

“how much does a business licsense cost in PA”

“how is cubas culture based on its geography”

“was the first statue of liberty an african women”

“Is it illegal to hang something from your rear view mirror? If yes, is the law different by state?”

“I need to know more information on wind energy, and why it's better than nuclear energy?”

“did the u.s. olympic team in 2000 break any records”

“How can I find out about an newborn babies death around 1946-1948?”

“hi i was just wondering if there are many book about chickens”

"How is the children's section of the library arranged? Is it by age group? Author? Subject?" [Patron was asking about Smyrna.- *Cathay*]

"I need websites that will help me on my social studies report on slavery. It needs to have lots of information on it because my report has to be 3-5 pages long."

"Do you have any personal tips for organization?"

"Thank you Sara for answering earlier. I got confused! I need consumer reports for Central Air systems (5 Ton size)."

"Role of church in mid evil times"

"i'm in fifth grade can you help me on a report"

"Interpretation of sec.40.01.120 and sec. 40.01.130 of unified development code of New castle county to determine sun setting of MINOR LAND DEVELOPMENT PLAN"

"who are some of the famous people born on November 18, 2000"

"My phone wouldn't take photos. Is there a solution to it?"

"Where can I get my PA Driver's license changed to a DE one in Sussex county?"

"What is it called when different time periods are combined in one piece of art or image?"

"hi my question is when a baby polar bear is born does it eat big foods."

"Where can I find a good website to get critical sources for my research paper?"

"what are the lyrics to "O God, Our Help In Ages Past" ?"

"I am doing some family research after a trip to Lewes over the weekend. While searching your website, I came across what appears to be a magazine article about a ghost in the Lubker family home in Lewes in Delaware Today in May 2006. I believe this would have been my ancestors. Is there any way to get a copy of this article? I would love to read it! Thank you!"

"how do I find articles or books about the history of nursing education"

"How did the Anglo Saxons replace the Roman Empire's territory, customs, and belief value system to create feudalism and the foundation for modern Europe?"

"If the area of a pentagon is 49, what is the perimeter."

"how do you write a critical analysis?"

"I am a young dance teacher. I was wondering if there are any resources about dance teaching (how to do it well or studies about methods that work or do not)."

"Who is listed as the owner on the Title Page of the architectural drawings if the owner is paying or overseeing the tenant's renovation?"

"i am looking for celtic history and the creation story of celtic religion"

"Hi, I need help with my writing english. Could you help me?"

"How do you open dvd movie with a red thing on the middle."

"How can I find new movies on the library site?"

"Do you know where I can look at scholarly journals?"

"Do you know of any books on the Different Learning Styles of Children?"

"I'm writing a research paper on how racism affects our children. Wondering if you can help me search some information please and thank you."

"I need some info about American literacy/illiteracy"

"What ear did God give the Abraham the land of Canaan?"

"i need help im making a poster on the battle of the monitor and the merimack (css virginia) i need the crew numbers"

"I am doing a report on a career in Horticulture. I need information on a job in horticulture. Like a florist. Could you give me info and a couple of links to pictures?"

"What is being done to fix hunger?"

"I am interested in having a talk with my 14-year-old son about the dangers and prevalence of pornography (before he's exposed to it in high school, etc.). I was hoping there would be a book out there on this, but I've been afraid to google the topic for fear of what would come up. I found a couple on Amazon (I figured it would be safe to do a search there), but they were all Christian-based and I am just looking for a secular resource on this topic. Thank you"

“Does the library offer resume writing assistance? Or is there a place you can recommend?”

“In APA journal article citations do you italicize the journal title and the issue number??”

“Do u have an recommendations for a fith grade reader abovr avrage whos moving on to 6th grade? im looking for a just fit book!!”

“In the book "The Lord of the Flies", what does the killing of Simon represents in the book or the boys society?”

“hi i need a book on how 2 have sex...but i need a book on that 4 class parenting classes”

“I am writing an I-search paper about robots replacing humans in the work force. Do you have any articles that may help?”

“Was Luther Pierce born 1792 born in CT or VT? He married Sally Hubbel in 1814.”

“What are different foods in Germany?”

“Hi. I'm writing an essay on lowering the drinking age. I'm looking for facts and other articles about this topic. I can't find many. Thanks!”

“What are some ways to make a rube goldberg project to open a soda can?”

“How do dolphins make noises through thier blow hole”

“Hi I'm doing a research project on David Sedaris' "Naked" and need a critical source on his rhetorical strategies

“composers writing sacred choral music in the second half of the twentieth century were at a disadvantage when compared with their predecessors from earlier epochs”

“i am looking for an ergonomic weight bearing book mount. what do librarians use?”

“Where is Bawcombrigg Creek in Kent County Delaware”

“i need help on building an air cannon.”

“What are the different sections or divisions of the islam belief ”

“Hello! I am looking for a food web for tropical dry forest.”

“I'm looking for sources about the early use/creation of atomic weapons”

"What permit do I need to cut a window out and put in a door in a commercial bldg in new castle county"

"Can you explain or send me information on the Albanese Act concerning inherited property. A copy of the law on this"

"does a separation start when a person moves out of the house or when they stop having relations with the person?"

"Where can we find a historical map of Lancaster County and the Delaware Valley in 1763?"

"I am doing a science experiment for school. I am fizzing bath bombs in different liquids. Can you help me figure out what's in the bath bombs that makes them fizz?"

"hi!! im a fifth grader doing a report on Quebec and I need to know the bodies of water there. I havn't found a reliable site and I've been looking for a while. I leave it the hands of your wisdom, miss librarian. :)"

"what is the term used if the bank deducts the entire amount of interest for life of loan before giving the borrower the net proceeds?"

"can i have a website on sex desegregation of golf"

"Hi. Who invented the first hairbrush and how did they invent it?"

"Why is an emotion for giving up and feeling used to the situation in a way. Another emotion other than comfortable."

"what was the third reich? what is the origin of this term and how is this term significant in understanding the goals of nazi germany?"

"Where can I find an electronic treatise on DE General Corporation Law? THanks!"

"a good resource against gun control"

"What is the department of labor and what is there job what do they do?"

"What are some supporting and opposing theories of UFOs?"

Dewey	Types of questions - Details
000	Generalities (computer help, computer technology, questions about the e-book services)
100	Philosophy/Psychology (and self-help questions)
200	Religion
300	Social Sciences (education, law, financial, veterans, government, politics, folklore questions)
400	Language (ESL, grammar, and literacy questions)
500	Science (STEM*, mathematics, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs)
600	Applied Science (technology, health, engineering, pets, cooking, management, job hunting, home building and construction questions)
700	Arts/Sports (fine arts, architecture, home decorating, photography, music, recreation/ sports questions)
800	Literature (questions about fiction including readers' advisory questions)
900	History and Geography (genealogy, travel, and biography)

Fiction Common Genres and Codes to Use

Fantasy = F	Romance = R
Horror = H	Science Fiction = SF
Inspirational = I	Urban = U
Mystery = M	Western = W

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