

Monthly Report: October 2013

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions for FY 2014

Number of chat sessions requested			
Month	FY 14	FY 13	FY 12
July	280	365	192
August	285	390	260
September	241	361	240
October	268	389	243
November		233	253
December		275	306
January		313	392
February		243	278
March		297	370
April		270	250
May		234	278
June		184	359
Totals		3554	3421

Number of chat sessions accepted			
Month	FY 14	FY 13	FY 12
July	184	236	119
August	247	258	128
September	246	263	142
October	227	244	214
November		149	225
December		161	230
January		184	285
February		191	298
March		163	317
April		238	267
May		242	232
June		188	212
Totals		2517	2669

Number of answers sent (email)			
Month		FY 13	FY 12
July	237	195	55
August	303	223	70
September	265	180	66
October	344	184	95
November		134	62

December		192	116
January		226	116
February		170	96
March		226	105
April		179	79
May		180	59
June		154	183
Totals		2243	1102

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

Note that on 8/30/13 New Castle County branch locations were offered through the newly designed portal page on the Delaware Libraries site and the AaLDE logo was unlinked from DDL's SUP:

The Delaware Division of Libraries:	59
Dover PL:	19
Georgetown PL:	4
Lewes PL:	9
Milton PL:	5
Newark Free	11
Seaford PL:	1
South Coastal	4
Sussex:	2
Wilmington PL	4
Greenwood	0
Millsboro PL:	5
Selbyville PL:	1
Laurel PL:	18
Rehoboth Beach PL:	2
Del Tech:	1
Delmar PL:	0
Wilmington U:	1
New Castle County:	3
Delaware State Courts Law	31
Smyrna	1
Bridgeville	1
Corbit-Calloway	1
Appoquinimink	6
Bear	18
Brandywine Hundred	11
Claymont	4
Delaware City	2
Elsmere	6
Hockessin	14
Kirkwood	10

New Castle	9
Woodlawn	5
<u>Spanish Service*</u>	0
Total for month:	268

(*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.)

Trainings, Meetings, Presentations

Lydia Collins presented an ACA-related workshop at the Sussex County Staff Development Day and, in the afternoon, at the Dover Public Library on October 3.

Cathay attended a NCC meeting with Dr. Annie Norman and Alta Porterfield to discuss issues pertaining to Delaware reference services (Job Center changes, video conferencing equipment, etc.) on October 10.

The third "Next Thing Now" was held in Wilmington on October 21, in which two authors/consultants spoke about management organization and ways to use and incorporate our creativity with our work ("Creative Confidence" Tom Kelly).

An email, chat, and liaison training was held at the Seaford Library on October 23.

ACA presentations and enrollment sessions are being scheduled for Sussex, Kent, and New Castle Counties. See the Evanced Calendar: <http://goo.gl/yrmcwf> (In the search field, use the words "Affordable Care Act" to easily find the programs.)

- B. **Wiki for Reference Services Group** at: <http://goo.gl/lCYPz> for Discussion forums, Committee work, and sharing of resources. The School Partnership Committee and Database Committee moved forward on their projects (School Toolkit for how to have a class visit and Database Days scheduled for January).

C. **Upcoming:**

There is a Reference Services Group meeting scheduled for November 14, at Dover Public Library. See the staff support site (<http://aalstaff.lib.de.us>) for meeting agendas, minutes from past meetings, and future meeting dates.

Roll-out of School Partnership Committee's "How to have a class visit" toolkit at the November 14 Reference Services Group meeting.

Database Days the week of January 21-24, 2014 (January 20 is a holiday).

- D. **Patron surveys and comments** for October 2013

There were 19 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	Somewhat satisfied: 5	Not satisfied:
Is this your first time using an online VR service?	Yes: 8	No: 6	0
Staff Quality?	Excellent: 10	Good/Average: 6	Poor: 0
Ease of use?	Very Easy: 10	Easy: 5	Difficult: 0
Found AaLDE via:	Library website: 8 Friend/Relative: 1	Surfing the net: 1 Newspaper/Radio/ TV/Billboard/Bookmark: 1	Librarian Public Lib.: 1 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 feedback from surveys:

“This website is great with many friendly librarians very willing to help you! I will definitely use it again soon!”

“Very helpful as the local Seattle library isn't open this early, didn't expect to get it resolved until later, now I can plan to pick it up while downtown, this morning.”

“VERY helpful helped with both websites AND books”

“I really like this service. However, its clear they don't have complete access to relevant info in the state's library system. All in all, its better than the email system we had to depend on before.”

“Thank you for showing us this resource.”

“Answer given by Janet was quick, understandable, and professionally provided. Thanks!”

“My making contact was not planned as I did not know of this facility. I was frustrated by a phone message which kept referring me to the Birmingham city library website, and all I wanted was to talk to someone-and then I did thru conversation! Karen and Rose were so helpful, and so thorough. There messages to me were

sensitively delivered and full of factual information. a brilliant service, that I will use again.
 Many , many thanks”

E. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2013-14: 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, genealogy)	Total
July 2013	74	3	2	22	3	11	7	3	9	17	151
Aug	72	2	1	26	10	12	13	7	18	19	180
Sept	75	4	0	40	18	13	13 (no ACA)	9	4	36	212
Oct	85	4	1	56	16	16	19 (no ACA)	9	4	35	245
Nov											
Dec											
Jan 2014											
Feb											
Mar											
Apr											
May											
June											
Totals	306	13	4	144	47	52	52	28	35	107	788

*ebook questions that require explanation and/or instruction are included.

Top reference questions for October

“Under the International Human Rights what is the difference between a bundle of rights and core rights?”

“Need help with library card/a source for a project”

“website about bmx bike parts”

“Who was Marie Antoinette in the late 18th century France?”

“what is an excusable absence for missing a court date at the justice of the peace”

"Does the North Wilmington branch have computers with Microsoft Word?"

"here is the religion books"

"i need a good website for England in the 1650's can you help me?"

"how good is the giver"

"why the state of del can not help homesloess plople out when there in need"

"I understand that the Dover Public Library has a station for researching grants. I work for a non-profit and am new to grant writing. Is there a tutorial or any useful guides on how to use the grant research station?"

"Out of all of Tony Danza's performances, which one does he consider his personal favorite?"

"I'm looking to better understand how business operations work through medical practices."

"I have a project on how TV's progressed over the years and cant find any websites. Can you help me?"

"Is a tape recording of a phone call of someone admitting heroine drug use admissible in court for petition of guardianship?"

"Do you carry books in braille? Specifically books for a middle school student(Diary of a Wimpy Kid, Harry Potter, etc...)"

"How do you cite something in your paper that has already been cited?"

"I have the book "Procter's Poems", published in 1858 by Frank F. Lovell. Is it worth any money and if so where would I sell it? Thank you for your help."

"Who was the Mayor of New York during World War two?"

"Can I access online a bibliography of in stock books (audio) at Harrington, De.?"

"Why do kids use drugs? Are there statistics that show why and when they start using? Has there been any data on what prevents kids from using drugs? "

"My preschool gets a visit from the Bookmobile every three weeks. However, we do not have a library card. Is there a way to request that certain books be held for us on the bookmobile so that we can use them in our curriculum over the next three weeks?"

"i need a court case that involves lanham act of 1946, statistics from 1946-present of trademarks registered, and how lanham act of 1946 affects us presently"

"I am doing a research paper on coal fired power plants and I was wondering if you can help me find information about the economic impact if there weren't any coal power plants, please?"

"statistics help please"

"Hi. I need some info on what oncologist do"

"Do you have a program that delivers books, etc. to the homebound? I am on Disability, am unemployed, and am working on a second Masters in Adult/Global/Higher Ed. I am a bibliophile, have volunteered at libraries since junior high, and worked for H.P. Kraus just after receiving my BA. I have some disabilities and the bus is too far and takes too long. My car was totaled by a DUI. I hope to get another car in January. Just moved here from out of state. Live at Top of the Hill Apts, off Silverside, just past the 95 overpass. I prefer not to have to ask my neighbor for rides all the time.

Thank you. "

"I need to know what percent of Argentina is lower class, middle class, and upper class."

"How can I find the materials about civil war at the rapid speed?"

"A friend lives in Nevada and his wife lives in Delaware. does he need to file for divorce in the state he lives in or does he need to file here in Delaware where she lives?"

"Good morning, I am looking for ISO 9000 and ISO 9001 certified companies that sell disposable medical supplies both nationally and internationally. Do you have any directories that would have a listing of these suppliers(companies)?"

"The headmaster of my daughter's school is facing allegations of child abuse and has stepped down pending the results of a police investigation. I am unsure how much or how little I should or shouldn't explain. Could you provide any resources concerning speaking to children about a difficult situation such as this? My daughter is only six, so any resources that provide age-appropriate guidance would be especially helpful. Thank you for any assistance... it would be greatly appreciated."

"How much does it cost for a mansion"

"I need social studies help:)"

"i am doing a science fair project about using distractions to effect sensation of pain"

"Where are som books on Asian culture specifically in laurel library?"

"What color socks go with brown shoes and pants?"

“how would I find cases to sue and credit reporting agency”

“I am interested in Delaware Chancery Court transcript opinions. Increasingly, I have seen random transcript opinions on various websites (e.g. legal blogs). But I don't know what the source is. Where can I retrieve a transcript opinion for a particular case? Is there an electronic database? Are these opinions more readily available now than they were in the recent past?”

“I am writing a paper on Family farms vs. Factory farms and I am having trouble finding a hard copy book about the two subjects. Would you know of any that would be helpful? Thank you”

“what is a personal example of supply chaining ? , i know its a process used by company's and organizations to move products to its consumers”

“Where is a good place to find articles that have fallacies in them?”

“How do I view a proposal by DelDOT that was supposed to be avail 10/28/2013?”

“we have to write an essay on the short story "Araby" and i need to find examples for mustiness in the story”

“Are there any cyber-schools in Pennsylvania that I could be doing without an adult being home with me? Because my father works from early in the morning until 4 or 5 in the evening.”

“is there proof that the government spied on civil rights leaders (like MLK) during the civil rights movement”

“do australian cattle dogs have brindle”

“I was wondering when I block a person on facebook does the name disappear on the friends list?”

“I'm going to go spend a week with my dad. It takes me more than 5 minutes to pack one outfit, and I will be there for 7 days. How many minutes will it take for me to pack 7 outfits?”

“Is there a Foundation Center Database in Delaware?”

“I need help finding information on the annual temperature and precipitation in estuaries.”

“Does the Delaware Library have any books about military library systems? Or government libraries?”

“I need to order a copy of a marriage license. How do I do that?”

“Information on Scoliosis”

"I am considering getting a dog, but I'm not sure what breed I should get. Where would a good place to start be?"

"I am having a difficult time trying to access information about the future of vitamin and supplement sales. I am looking for a market analysis and the predictions of sales into 2017 and cannot find this information. Can you help?"

"Do you have any books about Dracula the ballet?"

"I need a website that shows the pros and cons of uniforms."

"do you like donuts?"

"What are the different positions on a football team, and what are their jobs during the game?"

"should other countries have free elementary education for their kids?"

"Hello. I need sources for the mistreatment of mentally ill during American Progressive era (1890-1910)."

"hello how are you i would like to know what habitat brown rats live in"

"the fight or flight method ...when was it first known about"

"What does "SMS" stand for? (as in "SMS Notifications")"

"What tools/machines did it take to build the AquaLung? Also, how long did it take to build it?"

"Could you help me find the most important works by Meyer Schapiro?"

"what is society's perspective on teenage pregnancy?"

"leadership skills of Henry Clinton"

"I am having trouble finding article on media violence"

"I'm looking for a book about International students and motivation. Do you have something like that?"

"Was King George 3 organized?"

"I need help to get info on the human body systems. i also need info on how to make an artificial heart"

"Do you know anything about how Rosa Parks life was??????"

"I'm trying to figure out who to contact about submitting books for the Blue Hen Book Award. We'd love to provide samples. Please let me know if the award doesn't accept publisher submissions. Thanks,"

"Hi! I'm looking for information on monasteries in Quebec."

"i need help on figuring out the species age of the horseshoe crab based on fossils"

"I'm permanent residence (Green card) purchase the firearm for citizenship only?"

"what are the requirements of a civilization"

"I am having a hard time trying to find articles about autistic children being taught in public or private schools. or anything about the psychological factor of the teaching"

"I have a 14 year old boy and he's struggling with reading-comprehension and writing complete sentences, etc. Are there instructional resources either in the library or online that would help me get him to practice? Thank you!"

"i have a few concerns about my privacy act rights. Hoping you can help me?"

"who do I contact about landlord not fixing a water problem and bad water smell in my apartment"

"What does Sea Floor Spreading have to do with Plate Tectonics?"

"How do you remove your personal information that is outdate and over 10 years old from Delaware State website. Ive contacted the webmaster and have not received a response"

"Do you have any primary resources about the 2007 Indian Ocean tsunami earthquake? thank you"

"Please help me find 3 criticisms about Sophocles' play, Antigone, that are written in the archetypal perspective"

"I am trying to get some history of the house I bought in taylor,pa"

"how do emotions tie into politics"

"Hello! I am doing on a project on Macy's. I am trying to find some statistics on how much clothing they have sold in the past year vs. the amount of house items they have sold. I need this to prove my point that they sell more clothing items."

"What is the official name of China?"

"Will a 1350 SAT score lower your chances of getting accepted?"

"I need to find some information on the Tea Party."

"How do I browse all the mysteries at the Kent County Library"

“is overdrive included in the gov' shutdown? i was trying to download a book that is available but just freeze my screen on my ipad then goes to my home screen.”

“I am an 8th grade student doing a research paper on the Shirtwaist Strike of 1909, New York. If there is any information you could find, it would be very helpful. Thank You”

“What is the difference between fiction and non fiction?”

“i'am a new in united state i'm guinea it's a french country so i want to learn english so help me i'm a win a lotterie americain his name green card.i'm coming here the last Friday”

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)

Submitted by: Cathay Crosby
Statewide Coordinator
Ask a Librarian Delaware
November 4, 2013