

Monthly Report: July 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 | | 390 | 260 |
| September | | 361 | 240 |
| October | | 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 | | 258 | 128 |
| September | | 263 | 142 |
| October | | 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 | | 223 | 70 |
| September | | 180 | 66 |
| October | | 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 July 2013:

| | |
|-------------------------------------|-----|
| The Delaware Division of Libraries: | 130 |
| Dover PL: | 20 |
| Georgetown PL: | 4 |
| Lewes PL: | 9 |
| Milton PL: | 1 |
| Seaford PL: | 5 |
| South Coastal | 5 |
| Sussex: | 1 |
| Greenwood | 0 |
| Millsboro PL: | 5 |
| Selbyville PL: | 4 |
| Laurel PL: | 10 |
| Rehoboth Beach PL: | 6 |
| Del Tech: | 1 |
| Delmar PL: | 1 |
| Wilmington U: | 5 |
| New Castle County: | 66 |
| Smyrna | 1 |
| Bridgeville | 0 |

Spanish Service 0*

Total: 280

(*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. 22 Provider Libraries (*New academic library added in July 2013)

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)
*WESLEY COLLEGE/PARKER LIBRARY
WILMINGTON UNIVERSITY LIBRARIES

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

C. Trainings, Meetings, Presentations

ALA Annual, in Chicago from June 28 – July 2: Attended Library Association Leaders and co-led “Slam the Boards” final part, a discussion about how to market virtual reference services to potential library customers using popular venues such as Yahoo Answers.

Chat, email and liaison training was given at the Dover Public Library, in the Small Business Center computer lab on Tuesday, July 9.

A Delaware Reference Services Group meeting was held at the Dover Public Library in the meeting room on Thursday, July 11. This included a hands-on Technology Petting Zoo with about 15 different eReaders from DDL’s collection as well as from some individuals for personal use.

Liaison training was given at the Bear Branch Library was held the morning of Thursday, July 18.

Cathay attended a Virtual Reference Group meeting online, on Thursday July 25. This group meets every month or two. VR coordinators share products, issues, ideas about chat, texting, IMing, email, and ways to promote and use our online library services.

The AaLDE School Partnership Committee had their first meeting the morning of Friday, July 26, which was held online using Google Hangouts. The focus was to not only learn and gain experience about using software for meetings, but primarily to develop a School Toolkit for online class visits using Ask a Librarian Delaware in time for general back to school use this fall.

Cathay participated in the teleconference on the Affordable Care Act’s initiative regarding the Health Insurance Marketplace and Delaware’s involvement.

- D. **Wiki for Reference Services Group** at: <http://goo.gl/ICYPz> for Discussion forums, Committee work, and sharing of resources. This wiki currently has 19 participants and is frequently updated.

The second discussion topic concerns professional development/training ideas, listing what we need to know for reference services in our libraries and online.

E. **Upcoming:**

New Staff Training for Ask a Librarian is offered on August 15 at the Brandywine Hundred Branch, to train on chat, email and provide liaison training for administrators of QuestionPoint accounts.

New Castle County ‘s SUPs are completed and training is being finalized on Aug 15. Website presences are now being updated, including Delaware Library’s site – to provide a portal of “ways to contact” options for patrons (not just chat) that includes the Qwidget, email, telephone, etc. Chat and webform URLs are being sent out (NCC is completed).

A note of gratitude to Seaford and Dover for picking up global coverage! We’ve added 7 new hours for Delaware to help ensure Delaware patrons are being assisted by Delaware librarians when they come on to chat to ask for help. Thank you everyone! To see our coverage, go to the staff support site’s Schedule at: <http://aalstaff.lib.de.us/schedule/>

F. **Patron surveys and comments** for July 2013

There were 18 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: 13 | Somewhat satisfied: 1 | Not satisfied: 2* ** |
| Is this your first time using an online VR service? | Yes: 14 | No: 3 | |
| Staff Quality? | Excellent: 14 | Good/Average: 2 | Poor: |
| Ease of use? | Very Easy: 8 | Easy: 9 | Difficult: 1 |
| Found AaLDE via: | Library website: 14 | Surfing the net: _____ Newspaper/Radio/ TV/Billboard: | Librarian Public Lib.: _____ School librarian/teacher: 1 |

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

**One “not satisfied” customer has been responded to regarding her item that was showing up on her account, but that she claims was returned. The Delaware librarian followed up within two days and gave a very positive and thorough response.*

***The patron was not satisfied with the answer that she cannot renew books when others have placed requests on them, but indicated staff was excellent and using the service was very easy to do (this was a first time user).*

Customer Comments:

“the online staff was not able to make the changes I needed but did refer my request to the Seaford Library. She was very prompt in response and friendly. I like this service!”

“The problem was resolved by shutting down the iPad and rebooting it a couple of minutes later. Thank you for your interest in resolving my problem. [patron signed name]”

“I was very appreciative of the prompt and helpful responses. Thanks, again.”

“Very quick response as well as helpful...thank you so much!!!”

“Patty got me to a Delaware resource, and my questions were answered.”

“I could not locate a description on how to have my pin reset without having to contact someone. Thank you”

“Thanks, Kelly in Delaware!”

“Great service. Made my life easier. Thanks”

From transcripts:

“I got disconnected, but wanted to thank you for your help.”

“ok thanks, this chatting service is brilliant by the way!”

G. 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, geneology) | Total |
|-----------|---|-------------------------------|--------------|---|---------------------------------------|--|---|-------------------|--|--|-------|
| July 2013 | 74 | 3 | 2 | 22 | 3 | 11 | 7 | 3 | 9 | 17 | 151 |
| Aug | | | | | | | | | | | |
| Sept | | | | | | | | | | | |
| Oct | | | | | | | | | | | |
| Nov | | | | | | | | | | | |
| Dec | | | | | | | | | | | |
| Jan 2014 | | | | | | | | | | | |
| Feb | | | | | | | | | | | |
| Mar | | | | | | | | | | | |
| Apr | | | | | | | | | | | |
| May | | | | | | | | | | | |
| June | | | | | | | | | | | |
| Totals | | | | | | | | | | | |

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

Some top reference questions for July

“what websites can be used for wolf behavior”

“I want to be a missionary and i didnt know if they had a book about what its like. Im not talking about books about people's experiences, just about facts and documenteries. I dont know stuff like that. Oh and also I love the disney show "Good luck charlie" and I wasnt sure if any librарys had that yet. thanks!!!!!!!!!!”

“I know some states like maryland have a website called casesearch where anyone can access court records (civil, criminal, ect.). Does delaware offer such a site? If so what is the site? Thank you for you time.”

“Are the universal classes free for library members.”

“I was wondering if my local library would have copies of old newspaper articles?”

"How do I download a Kindle USB book?"

"I work for the Delaware Division of Family Services and I am active with a low income family that has an overdue library fine. At this time, we would like to pay for the fine, to make sure this child still has access to books and other library services. Can you tell me if there is a way to make a check or credit card payment for this?"

"I was wondering if you had any type of library card available for students of UDel who are not residents of DE. I would like to use the library, but is there any way around the \$40 fee for non-residents?"

"Sometimes I see or hear about a book that is not carried by any of the Delaware libraries, and I think that it might be of interest to other people also. Is there a way to make recommendations for books to add to the system?"

"i want to volunteer this summer and i choose to volunteer at the library"

"Can we donate books to library? Hard back and soft."

"Is it possible to look at Summer reading lists from prior years? There was a book I read in high school and I've been trying to find it for years. However I wouldn't remember the title until I saw it, or read a synopsis."

"Can you borrow a book then buy it?"

"Do you have any CD's for relaxation techniques for children?"

"I'm looking for books on spell casting and magik. Do you know what delaware library would have and thing around those lines? thank you"

"I'm wondering how I might search for and find a list of audiobooks in Spanish."

"Having seen that you already stock several of my titles, I thought you might like to know that the "Claudia Seferius" mystery series is now available for the first time in e-book format."

"I updated to android 4.3 and now the status bar is stuck while I am reading a book"

"She went to download an ebook and in the process of it downloading it got stuck and the "circle" where it shows it is processing just keeps cycling. It has been 2 or 3 days now. It won't even let her close the app"

"I would like to know if a probate for an estate is public. If so, where can I go to see if the estate was settled? Thank you"

"Do any of the branches offer any How to Ebay classes?"

"How can a homeless person living in Delaware get a library card?"

"how do I find the list of books that I can download to my Kindle."

"I am searching for a Carpenter in the 1600's. Where do I look for this information?"

"what were roman instruments made out of"

"I need a citation. I heard of a story in which Obama was doing everything in his power to not allow Jews cause Yaakov Simon to lose his share of Paradise. But there's something Obama does not know. This Yaakov Simon already lost his share of Paradise by reading heretical books (heretical in any religion), and then thinking if any religion is right, it should not have anything to hide To make this irreversible by repentance in any religion, he said I'll sin now, but repent later if applicable. It's a tabloid "

"How do I return an ebook? Does it get erased on the due date or do I have to "return" it somehow?"

"when can premature babies see?"

"Where can I find brand information on Cheez-it. How much is the brand worth and the benefits?"

"Does Delaware have a racial profiling statute?"

"Hello, I am trying to locate Connection 2013 & the Job Search A Guide for formerly incarcerated people. I have been told that I can print it out from the website. I tried the link www.nypl.org/help/community-outreach/correctionalservices but it didn't work. Thank you."

"how to search news journal obituaries for 7/22/13"

"If jewelry distribution is part of a will and the executor never had possession of the jewelry, is the value of jewelry subject to the 5% executor fee?"

"did edwin hubble see combat in world ar 1"

"I need help to figure out what's wrong with my laptop?"

"Is there any public auctions of books scheduled? If so, when?"

"am trying to locate articles that deal with same race racism, same race prejudice, intra racial racism."

"For the Dig into summer reading program, have you already had the Dino Date?"

"My husband is going threw custody issues with his 2 children, ages 12 & 9. The mother just got her

visitation back with every other weekend. Which he has been very lenient and tolerable with. The mother is on level 2 probation..."

"books for 9th grade tht i have to read during summer"

"Do you know of any books like remember me? by christopher pike"

"i would like to know what the industry trends are for railroad bar car"

"Hi, I'm looking for information about rBST: what is it exactly, and what are some of the studies on it and consumer information about it"

"What are some fundraising ideas?"

"I am a M.S.W. student and I was wondering if you could help me find some resources. I need at least two empirical based references for my crisis assessment paper. My crisis situation is a 23 y.o. girl that plans to self harm and is thinking of suicide after recently losing her job. I was looking for journal articles related to unemployment as a suicide risk and also journals on self-harming behavior. I have been able to find any full text written within the last five years."

"who was the editor in chief of the news journal and delaware state news at the time of 1985 ?"

"looking for a psychology website that talks about sexuality,drugs,relationship."

"on yahoo trying to find weller utility trailers 16889 n main st gridgeville de frm laurel de"

"What country is known for having knowledge economy?"

"hello, I just gave my mother a kindle and she would use it to read library books. do you offer any classes on how to do this? I live in Arizona and cannot help her"

"What is the annual Federal discretionary budget money per year(1960 - 2013)for K-12 education?"

"I need assistance locating a book by rosemary nieswiadomy titled the foundation of nursing class 343 of wilmington university can you assist"

"is there wifi that can be used when at bear library?"

"What are the three highest selling models of cars in the United States?"

"I am doing a research paper on Deaf Jews and I am a little lost trying to find information. Would you be able to tell me where I could find information or what databases I could use?"

"Do you have a suggested reading list for incoming 8th graders?"

"I have never had an issue finding large texts books for my 92 year old mother. Recently, she has been reading Grace Livingston Hill. However, when bring up the list for this author, I haven't found but one book. At first, I didn't narrow the search, and then narrowed it to large print, finding only 1 book indicating it was large print. As I have ordered quite a number of large print text books for this author over the last six months, I know there is more than one book. What am I doing wrong? I'm not finding the new format user friendly. Can you assist?"

"My daughter told me that I can schedule a session to learn more about accessing the library's offerings on my Kindle. I could not find this on library website. Can you help? Thank you."

"What is the Federation of Australia?"

"I'm preparing to complete detailed research project for a Marketing class."

"do you have science movies?"

"Is Affirmative Action in employment relevant in 2013"

"WHAT TIME FRAME IS ALLOTTED TO RECEIVE SETTLEMENT FUNDS AFTER MEDIATIONS COMPLETED."

"I wanted to know is there a difference between the classic library catalog and the new catalog?"

"Are Skype call sessions available? [to contact the library]"

"Can you give me and good humor romantic books to take on a trip"

"I like comic books but I don't know what to get"

"I am conducting a research on a company named United Theatres, a concern registered under the Delaware General Corporation Law in 1933. This concern focused on the theatre industry in Shanghai. I am wondering whether Delaware archives and libraries have located any related historical materials about this concern? If any, where I can find these.

Thanks."

"I am looking for the link on your website about L.E.A.P. Not seeing it. thanks"

"Did YouTube make an changes yesterday, July 9,2013?"

"Hello, I have to do a research paper on termination of impaired infants. Do you have any resources I could use?"

"Does the Delaware library system belong to the Oxford English Dictionary online system?"

"I am from out of state and am looking for associations/orgs that would keep me informed on utility related regulations, publications, and judicial decisions. I haven't been able to find one just looking online. Any suggestions, since you're in-state?"

"how do i become a country singer or a doctor?"

"I am doing a research report, and I have to use an article from the "electronic database." Does that just mean from the Library Catalog? Or am I missing this database? If so, where is it located?"

"What would be the closest library to the Greenville area?"

"Do the NCC libraries offer electronic books for ebooks like Kindle?"

"What time is the VIP early entry for Six Flags in Baltimore?"

"I am trying to get: A linguistic myth of the first Soviet 5-year plan. A Google search indicates that you have it for download, but I cannot figure out how to fin it on your website."

"Looking for local microbreweries in the Delmarva area."

"Hi! I am currently taking an online course at Del-Tech as a vising student. I am trying to find an article using the online library but I am having a lot of trouble. I keep getting messages saying that I need to sign up for free trials but students need to contact the school's librarian."

"Can I use my flashdrive at a Library computer? And, do you have Adobe Flashplayer so I can read .pdf files?"

"I need help on how to gameshare on the PS3."

"For Delaware City library branch. Do you have historical aerial photographs of the Delaware City area?"

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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