

Welcome to our Delaware Reference Services Meeting

Wednesday May 21, 2014

10am to 12pm at Dover Public Library, Meeting Room A

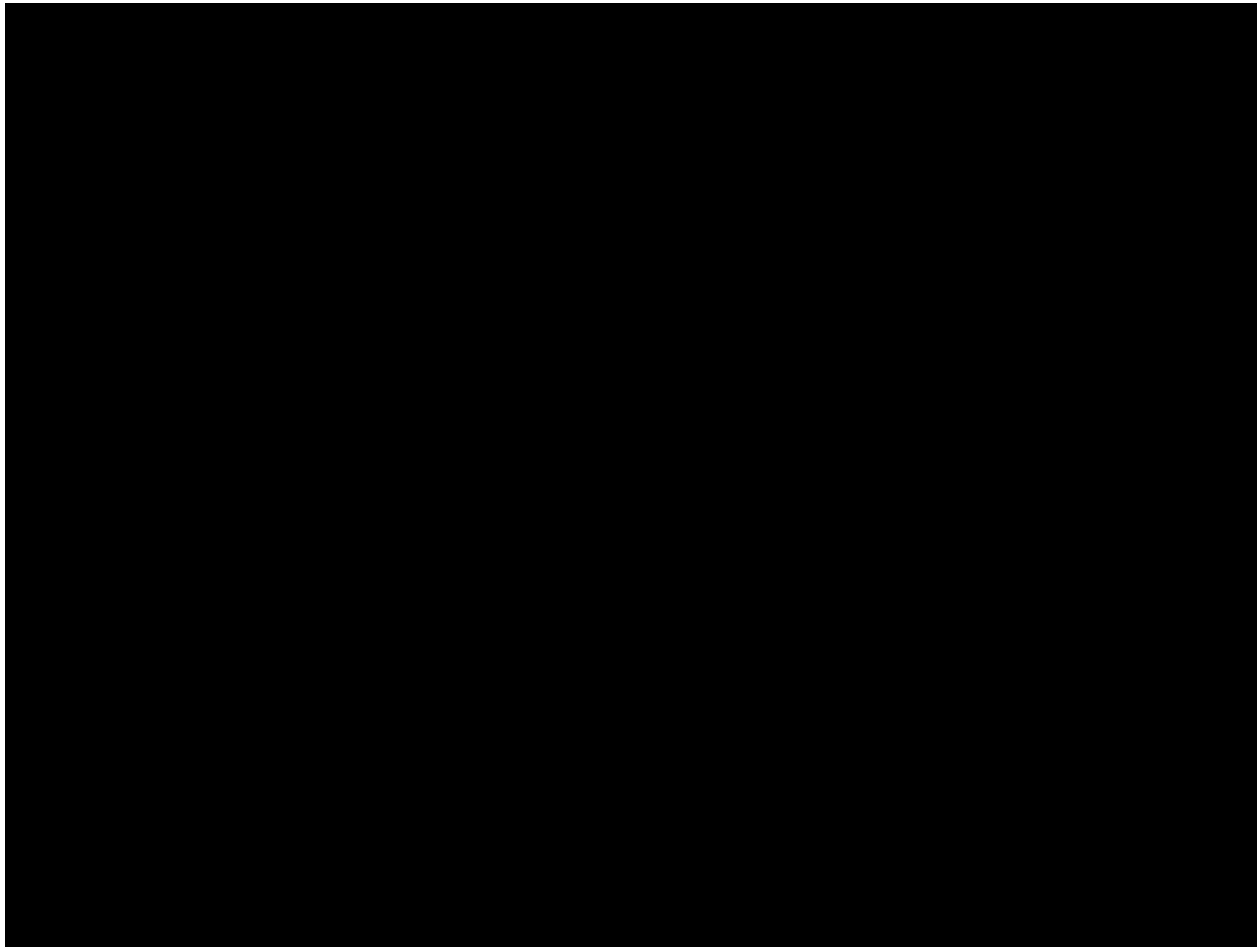
<http://aalstaff.lib.de.us/>



May 23, 2013 – First Delaware Reference Services Group meeting



March 11, 2014 Database Days



“What to expect from libraries in the 21st century”

Pam Sandlian Smith at TEDxMileHigh

<https://www.youtube.com/watch?v=fa6ERdxyYdo#t=34>

Delaware Libraries



Some changes in reference

Delaware Libraries



Some changes in reference - **IS (Inspiration Spaces)**

Descriptive Codes – usage from December 2013 through April 2014 on chat/email

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
Dec*	14	0	1	2	2	0	4 (no ACA reported)	1	4	1	29
Jan 2014	6	1	2	8	0	3	4	0	3	3	30
Feb	49	2	4	44	3	6	17	7	18	19	169
Mar	49	4	4	44	1	4	15	6	17	15	159
Apr	61	3	3	53	2	4	11	9	18	21	185
Totals	544	26	19	340	69	83	122	65	109	205	1582

*Beginning December 2013, questions tagged by Dewey Decimal category strictly show number of Delaware questions asked and coded. Previously, questions reported included *all* that Delaware librarians worked on, inside and outside of Delaware.

What do you use with your library customers?
brief discussion

Some changes in reference – **Resources**

--[LibGuides](#), Databases, online resources, open source journals, moocs, TedTalks, social media, YouTube--

AaLDE/ Reports, revisiting local vs. global and 24/7

Some changes in Reference – **exploring new software**

-- Examining hourly usage and general types of questions asked



Delaware Libraries

35-50 Delaware Library staff are trained since 2010 and most of these actively provide chat	53 hours are provided every week; of these 6 are local/law and 2 hours are Spanish http://aalstaff.lib.de.us/schedule/

What if we provided local hours only?

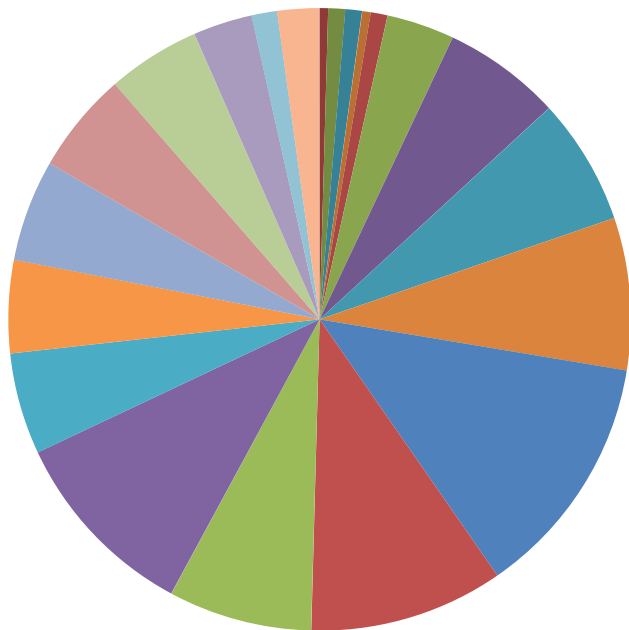
<http://lib.de.us/askalibrarian/>

Delaware chat sessions requested by Delaware patrons for January and April 2014, by Hour

Delaware chat sessions by hour showing busiest hours (highlighted)

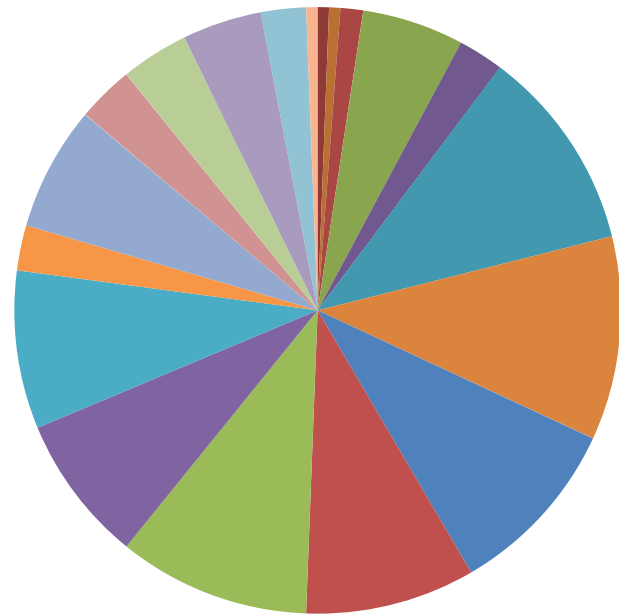
	April	January	Combined	Average (Apr + Jan)
12:00 AM	0	0	0	0
1:00 AM	1	1	2	1
2:00 AM	0	2	2	1
3:00 AM	0	0	0	0
4:00 AM	0	2	2	1
5:00 AM	1	1	2	1
6:00 AM	0	0	0	0
7:00 AM	2	2	4	2
8:00 AM	9	8	17	8.5
9:00 AM	4	14	18	9
10:00 AM	18	15	33	16.5
11:00 AM	18	18	36	18
12:00 PM	16	29	45	22.5
1:00 PM	15	23	38	19
2:00 PM	17	17	34	17
3:00 PM	13	23	36	18
4:00 PM	14	12	26	13
5:00 PM	4	11	15	7.5
6:00 PM	11	12	23	11.5
7:00 PM	5	12	17	8.5
8:00 PM	6	11	17	8.5
9:00 PM	7	7	14	7
10:00 PM	4	3	7	3.5
11:00 PM	1	5	6	3
Totals	166	228	394	197

January, 2014 chat sessions requested by Delaware patrons, by hour



- 12:00 AM
- 1:00 AM
- 2:00 AM
- 3:00 AM
- 4:00 AM
- 5:00 AM
- 6:00 AM
- 7:00 AM
- 8:00 AM
- 9:00 AM
- 10:00 AM
- 11:00 AM
- 12:00 PM
- 1:00 PM
- 2:00 PM
- 3:00 PM
- 4:00 PM
- 5:00 PM
- 6:00 PM
- 7:00 PM
- 8:00 PM
- 9:00 PM
- 10:00 PM
- 11:00 PM

April, 2014 chat sessions requested by Delaware patrons, by hour



- 12:00 AM
- 1:00 AM
- 2:00 AM
- 3:00 AM
- 4:00 AM
- 5:00 AM
- 6:00 AM
- 7:00 AM
- 8:00 AM
- 9:00 AM
- 10:00 AM
- 11:00 AM
- 12:00 PM
- 1:00 PM
- 2:00 PM
- 3:00 PM
- 4:00 PM
- 5:00 PM
- 6:00 PM
- 7:00 PM
- 8:00 PM
- 9:00 PM
- 10:00 PM
- 11:00 PM

Database Review Summary

Our meetings are also changing!

Now monthly -- alternate virtual (using Adobe Connect) with F2F at the Dover Public Library

All meeting times are normally scheduled from 10am to 12pm. If we add a presentation or learning opportunity, the meeting time may change to accommodate this.

Upcoming meetings:

June: Wednesday June 18, **online via Adobe Connect**

July: Wednesday July 16, at the Dover Public Library

August: Wednesday August 20, **online via Adobe Connect**

September: Wednesday September 17 at the Dover Public Library

October: Wednesday October 15, **online via Adobe Connect**

Thank you for attending today!

See you online on June 18, 10am