



A. Chat Sessions for April 2012:

April showed a drop in use from March, which is usual. It is significantly higher than the previous year.

Chat sessions requested for April 2012 = 250

Chat sessions requested for April 2011= 194

Chat sessions accepted for April 2012 = 267

Chat sessions accepted for April 2011 = 208

Our chatting librarians continue to be very active this month, helping overall with more questions than were requested by Delaware patrons.

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

The Delaware Division of Libraries:	137
Dover PL:	3
Georgetown PL:	2
Lewes PL:	5
Milton PL:	1
Seaford PL:	2
Sussex:	1
Millsboro PL:	9
Selbyville PL:	0
Laurel PL:	39
Rehoboth Beach PL:	1
Del Tech:	0
Delmar PL:	3
Wilmington U:	1
New Castle County:	46

For April chat sessions there were 24 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 Delmar Public Library are now providing chat. This brings us to 39 hours covered each week (includes 4 intern hours).

C. Trainings/Presentations

Implementation of the “feedback” email to QP’s webform will happen soon. The webform is created and all DDL staff who cover feedback questions are trained as of April 25.

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. They finish up their internship the first week of May.

New Staff Training was held at the Seaford Public Library’s Job Center on April 11.

Dave Giglio, the Dover Public Library’s new liaison was trained on April 19.

- D. **Staff Support Site:** One intern is finalizing her work on the Resources and Liaisons pages. The site is at: <http://aalstaff.lib.de.us>.
- E. **QuestionPoint Advisory Board Meeting** was held on April 5.
- F. Cathay attended the second “**Just Ask**” committee meeting on April 10.
- G. Cathay was 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. This webinar was recorded for future access.

- H. A Virtual Reference Collaborative meeting was held on April 30th. Topics included working with “serial patron” situations and updates about how state services are doing. Cathay also reported on the “Just Ask” committee progress.
- I. 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.
- J. **Upcoming:**
 - a. No New Staff Training is scheduled.
 - b. Quarterly Liaison Meeting is proposed for Wednesday, August 8, 2012 at DDL/Training Room (10:30 – 12:30).
 - c. Workshop for MLA/DLA conference about volunteerism in libraries is set. There will be seven panelists from Maryland and Delaware. It is scheduled to be at 2:00pm on May 10.
- K. **Top survey comments** for April, 2012

“I service was excellent!!!!”

--From a patron who needed information about using the library’s genealogy resources.

“The online chat with the librarian thing is so cool! You actually get your answers within 2-3 minutes. It was as easy as pie! It was so fast that even I didn't believe it! It really helps out when you need help finding out things like your PIN number or things close to that. I really loved it and I plan to use it again when I need it.”

--This customer asked, “How do you know what your PIN is? I need it to renew my books online don't I?”

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Ask a Librarian Delaware

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