

Monthly Report: April 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			
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			
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			
June			
Totals			

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

The Delaware Division of Libraries:	128
Dover PL:	14
Georgetown PL:	2
Lewes PL:	16
Milton PL:	5
Seaford PL:	1
South Coastal	5
Sussex:	2
Greenwood	0
Millsboro PL:	4
Selbyville PL:	1
Laurel PL:	10
Rehoboth Beach PL:	1
Del Tech:	0
Delmar PL:	3
Wilmington U:	1
New Castle County:	72
Smyrna	3
Bridgeville	0

Spanish Service **0***

Total: 270

(*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

D. Upcoming:

New Staff Training for Ask a Librarian Delaware is being offered for email as well as for chat as we move from the old Request Module (in Sirsi) to a webform (in QuestionPoint, located on our websites).

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

E. Patron surveys and comments for April 2013

There were 20 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: 1	Not satisfied: 1 * (see below)
Is this your first time using an online VR service?	Yes: 13	No: 4	
Staff Quality?	Excellent: 11	Good/Average: 3	Poor: 1* (see below)
Ease of use?	Very Easy: 9	Easy: 6	Difficult: 1** (see below)
Found AaLDE via:	Library website: 8	Surfing the net: 2 _____ Newspaper/Radio/ TV/Billboard: 1	Librarian Public Lib.: 2 _____ School librarian/teacher: 2

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

*On reading the transcript it was obvious that the patron expected a “local librarian” – sometimes this can be an unwelcome surprise and we do our best to let patrons know we assist each other through the 24/7 cooperative. The question was correctly set to “follow up by patron’s library” and the local librarian jumped in to respond.

**Patron’s connection was unexpectedly severed (on patron’s side) without completion. Question was asked again by patron soon after, with positive results.

Customer Comments:

“The librarian in Delaware was an AWESOME line of resource in my serch for MORE in life. The answers were precise and directly to the point of what I needed. I'm am so Thankful that this service has been added. Please keep up the GOOD WORK! If I can help in any other way contact me at *[patron’s email was deleted for privacy]*.”

“This is a wonderful service. Saves time and librarians have been so prompt in replying. Keep up the good work!”

“Renee was wonderful, patient and very helpful. I really appreciated her help. This is a wonderful program.”

“the librarian was very helpful and kinda gave me a feel on what librarians do and how helpful they are”

F. 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											
June											
Totals	824	51	9	253	128	181	154	48	83	338	2069

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

Some top reference questions for April

“Do you feel multicultural literature should be written by someone of that culture to be authentic?”

“I am currently taking a children's literature class for my Bachelors program. I need to interview a librarian for a paper and was wondering if I could ask you a few questions?”

“HAS THERE EVER BEEN A TOWN IN DELAWARE NAME OF BLOOMINGTON?”

” How can I find a scholarly website on an author?”

“how has catholicism shaped latin America?”

“What is the answer to (2.3-1.3)x49?”

“Who is my state representative and how do I contact him or her? I live in Hockess, Delaware 19707.”

“Fun facts abo neon”

“Do you have video of regional productions?”

“what famouse roller coasttters are made of like what type of metal is used”

“What are the best perrenials to plant in Delaware at this time of year?”

“How do you use Skype?”

“Can I be fired from my job for an instance that happened off property and off the clock?”

“find the country that provided the ships, crew, and supplies for the exploration for roald amundsen”

“do you have books on contemporary Christianity in India”

“Does public transportation add to congestion in Washington DC or help ease congestion in Washington DC?”

“How do I provide an in-text citation for a government publication from a website...APA?”

“I need to know some facts about the black-footed ferret for a project in school.”

“my mother is 90 and never learned to use a computer. i want to take out a book to help her learn how to use a computer”

“what time of year does the constellation lyra appear?”

“how to obtain vehicle identifcaiton temporary pass?”

“What is the minimum age to work at a library in Delaware?”

“What is the average working wage for someone who works as a car detailer?”

“Hi, I would like to find information about what type of projects or work experience students who want to pursue a MLIS degree should achieve before they graduate”

“seeking article for time management and strees techniques for nurses has to be peer reviewed article. “

“What is the Dewey Decimal System?”

“I want to read some 6th grade books that are teenage books”

“I would like to know about the Brookside and overview gardens housing developments. Was the Brookside housing track large like famous Levittown development. Where there several sections? For example, the c section with Carlon Lane?”

“Do you have any books about Minecraft or Beauty or bullying”

“I am looking for available resources to study for the Praxis II for art. Are you aware of any resources available through Delaware libraries? I would be interested in online and reference sources as well. Thank you,”

“I am looking for a reliable website that gives tutorials on how to work on cars.”

“I am doing research and was wondering if the New Castle County Library system has copies of the Brandywine High School yearbook on file? In particular, I am looking for the 1977 yearbook. Thanks.”

“Do you have a urban fiction section”

“Hi, I am a Temple University student and I was looking to do research on a particular case. I was looking for a particular brief for a case in which a public defender was used. Is it possible to receive that info through e-mail? Or, could you possibly see if a brief is available at all? Thank you.

The case is:

Knox V. State

Dechanta KNOX, Defendant Below, Appellant, v. STATE of Delaware, Plaintiff Below, Appellee.

No. 685, 2010.

-- October 07, 2011”

“What is involved in the day-to-day activity of Surgeons?”

“I need Plantery Facts about Saturn . I Have a science project due”

“When is the next class on how to take out library books with a kindle?”

“Magnesium is an example of

Carbohydrate

Fat

Protein

Mineral

which one out of those four? I know its not carbohydrate.”

“okay i’m a little confused, my girlfriend went to the drs like a month ago, and she was bleeding a lot, and they said she had a miscarriage. than she went to the dr like couple days ago, and dr said shes 9 weeks pregnant, but the pregnancy test have been negative ever since the miscarriage, and today she finally told me that's she's pregnant, and whats weird is she got on the depo shot, and and we got a little sexually and I had a little blood spots on my hand, could she be pregnant or she lying? there's an another ultra sound next week. so im confused.”

“can you find me information on Alaskan king crabs for a report?”

“hi.. im doing a worksheet in history and i need help please.. how did the industrial revolution impacts slavery?”

“I was looking for Consumer Reports magazines online. I used to access editions that were 3 months old or older online through Ebsco Host I thought on the library site. Is this still available? I couldn't find it”

“i was wondering how you know where to shelve the returned books.”

“Hi. Thanks for your help. I'm doing a project on Neptune. Can you please help me find information?”

“Information on sea life or sea creatures.”

“I need help fixing my laptop”

“can you help me find photos of a robot called professor green”

“Hello! I'm hoping you can help. I'm trying to find legislation or an authoritative summary that tells me about lobbying in Delaware.”

“When a person is citing an online journal in APA format, shouldn the person list the page number in which the information came from?”

“I am doing an essay on massage therapy and pain reduction. I have to use scholarly journals/articles. are there any places for me to search online?”

“Can you find for me a book in this library I read some years ago about five famous Philadelphians/locals including the duPonts, Biddles and others I cannot remember? It was quite an old book then.”

“I'm looking for books that talk about how to determine a student's reading/comprehension/whatever level are and also a list of books that are possibly easy enough for people of grades k-12 I guess. It's been a while since I've tutored someone.”

"I'm researching 'what are the opportunities that arise when we bring people and technology together in one place'. Could you direct me to 2-3 good resources? Thank you"

"I want to know about horses"

"I'm actually inquiring for my sister who is not as Tech savvy, though a DE resident. I simply need an exact link for her to search for audio books.... RSVP"

"May you please tell me what the question define weight means, please?"

"as a president what precedent did George Washington set"

"Where do cows typically live state or country please"

"Why is Lord Brahma considered the creator of all creation?"

"Not sure how to use the databases, but I am looking for information regarding the importance of ethics in clinical trials and any changes that were made that ensured quality in clinical studies."

"The effectiveness/impact of the 'war on terror'"

"I would like some info on the Tang Dynasty-please, NO WIKIPEDIA!!"

"Is there a significance how many times the fire station sounds the alarm?"

"Genealogy question. I am looking for an obit for cousin, Thomas Joseph Turner, DOB 22 Jul 1943 in Ky. Death 13 March 2007. Would you have any information on microfilm? Thank you for your assistance."

"My friend reset his stats in Battlefield 3, why is his KDR 0.00?"

"When you use Facebook on your library computers does it store your password or keep you active?"

"How many hearts does an earth worm have?"

"Hello..I am a Wilmington University student doing research on Lewes, DE. I am in desperate need of obtaining information on how many acres of land is residential, commercial, and vacant. I greatly appreciate all the assistance."

"Do you know who has the records for old Welsh cemetery there in Newark Delaware?"

"I need a copy of my tax bill and cannot find it online. Thanks!"

"Hi, I would like to find statistics on EMT response calls versus fire response calls but do not know where to start my search"

"I am a vegetarian and I have been for 4 months. It is starting to effect how much energy I hve. Is there any books about supplementing for vegetarians"

"I need info on sample grant proposals."

"Hi, will you help me find out : How many children are born with genetic disorder per year"

"I have Windows 8 on my computer now and cannot use my old printer with the new software. Is there a list of printers that are supported by Windows 8 so when I buy a new one I get the right one?"

"In a search for self defense classes for women, the site referred to the Appoquinimink Center only. Can you provide any further direction to me as I am looking for classes for myself and 2 teen daughters over the summer? Thank you very much. Appreciate your help,"

"I have a student that could use some help with being more positive. I was wondering if you could recommend some books that I could read to the class to help with manners and positive behavior in general? This would be a kindergarten class so the ages are 5 and 6. The material could be fiction or nonfiction. Thanks"

"where do I go to find out how high I can put a fence up around my yard? For Wilmington, Delaware." "What is the correct name for someone who collects postcards.? like phalatalist is someone who collects stamps?"

"need..to..find..out..history...of..my..house"

"can u get me some sites on hans riegel the gummy bear inventor? that might sound strange."

"What plant does the yellow sulfur butterfly prefer? thank you."

"This is for the Delaware law librarians - what is the rule about having bees on your property, being a beekeeper, in New Castle County? I can't seem to get an answer from anyone in the County government. Maybe there isn't a law about this? Thanks!"

"i need some websites on levi strauss that are awesome"

"I would like a book or online resources on how discretionary power affects the public administrator's role in implementing public policy."

“Hi, do you know if when i am writting a paper if i can put more than one appendix on a page?”

“can I buy head phones with a cross with wings at Delaware tech library.”

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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