

## Monthly Report: April 2014

### 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	221	233	253
December	221	275	306
January	228	313	392
February	175	243	278
March	194	297	370
April	166	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	273	149	225
December	237	161	230
January	234	184	285
February	273	191	298
March	254	163	317
April	217	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	272	134	62

December	230	192	116
January	244	226	116
February	221	170	96
March	248	226	105
April	230	179	79
May		180	59
June		154	183
Totals		2243	1102

**Chat sessions requested per library (=per chat form link) for February 2014:**

The Delaware Division of Libraries:	38
Dover PL:	7
Georgetown PL:	1
Lewes PL:	6
Milton PL:	0
Newark Free	13
Seaford PL:	3
South Coastal*	6
Sussex*	0
Wilmington PL	3
Greenwood	0
Millsboro PL:	1
Selbyville PL:	0
Laurel PL:	5
Rehoboth Beach PL:	4
Del Tech:	1
Delmar PL:	0
Wilmington U:	4
New Castle County:	5
Delaware State Courts Law	18
Smyrna	3
Bridgeville	0
Corbit-Calloway	1
Appoquinimink	4
Bear	11
Brandywine Hundred	6
Claymont	3
Delaware City	1
Elsmere	2
Garfield Park	0
Hockessin	9
Kirkwood	6
New Castle	3

Woodlawn	7
Frankford	1
<b><u>Spanish Service*</u></b>	0
Total for month:	166

(\*Spanish service resumed in March, 2014.)

### **Trainings, Meetings, Presentations**

ACA presentations and enrollment sessions continue for Sussex, Kent, and New Castle Counties. Open enrollment ended on April 1.

On Thursday April 3, Cathay attended the Transition to Adult fair (Christina School District) in collaboration with DLAS (Delaware Library Access Services - [http://libraries.delaware.gov/Collection\\_Development/LBPH/](http://libraries.delaware.gov/Collection_Development/LBPH/)) and John Phillos, to promote library services including Ask a Librarian Delaware.

Cathay attended the Delaware State Health Care Innovation Planning meeting/workshop on Tuesday, April 8 at the STAR campus/UD to learn about next steps for health care partnerships and collaboration in Delaware (such as initiated by ACA enrollment). A common thread of the day concerned the need to have resource sharing on a personable level; someone who can help those in need where they reside with doctor, nurse, PT, insurance, pharmacy, and social work coordination. The UD's nurse's program works with the theater program to help with understanding how they interact (and best practices for optimal interactions) when working with patients through theatrical scenarios.

The trial of Adobe Connect as a viable tool for meetings, webinars and presentations successfully ended on April 18. The Delaware Division of Libraries signed a contract for this software, and it is active now (end of April). Cathay is one host; Katie McDonough is another.

The Customer Service training for Delaware is an initiative to help with consistency in how we work with Delaware patrons as well as with each other. This in turn affects and is in alignment with best practices for our reference services. Cathay co-presented this training (with Katie McDonough) twice in April for Wilmington and North Wilmington Public Libraries.

Reviews of databases and online resources are submitted to Delaware Division of Libraries for budget considerations and final decisions (probably mid to the end of May).

B. **Wiki for Reference Services Group** at: <http://goo.gl/ICYPz> for Discussion forums, Committee work, and sharing of resources.

C. **Upcoming:**

The next Reference Services Group meeting is on Wednesday, May 21 at the Dover Public Library from 10am to 12pm.



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	59	3	1	45	14	14	19 (no ACA)	14	14	39	222
Dec*	14	0	1	2	2	0	4 (no ACA)	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
May											
June											
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.

ACA code is removed as of April's report.

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