

Monthly Report: August 2014

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions for FY 2015

Number of chat sessions requested			
Month	FY 15*	FY 14	FY 13
July	88	280	365
August	82	285	390
September		241	361
October		268	389
November		221	233
December		221	275
January		228	313
February		175	243
March		194	297
April		166	270
May		171	234
June		215	184
Totals		2665	3554

*Began local Delaware coverage on July 1, 2014. This reduced the number of hours a librarian was available when Delaware patrons came on to chat.

Number of chat sessions accepted			
Month	FY 15	FY 14	FY 13
July	87	184	236
August	82	247	258
September		246	263
October		227	244
November		273	149
December		237	161
January		234	184
February		273	191
March		254	163
April		217	238
May		197	242
June		160	188
Totals		2749	2517

Number of answers sent (email)			
Month	FY15	FY14	FY 13
July	268	237	195
August	275	303	223
September		265	180
October		344	184

November		272	134
December		230	192
January		244	226
February		221	170
March		248	226
April		230	179
May		217	180
June		272	154
Totals		3083	2243

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

The Delaware Division of Libraries:	18
Dover PL:	3
Georgetown PL:	0
Lewes PL:	3
Milton PL:	3
Newark Free:	4
Seaford PL:	0
South Coastal*	3
Sussex*	1
Wilmington PL:	2
Greenwood*	0
Millsboro PL:	1
Selbyville PL:	1
Laurel PL:	0
Rehoboth Beach PL:	0
Del Tech:	0
Delmar PL:	0
Wilmington U:	0
New Castle County*	5
Delaware State Courts Law	8
Smyrna*	2
Bridgeville*	0
Corbit-Calloway:	1
Appoquinimink	5
Bear:	5
Brandywine Hundred:	5
Claymont:	0
Delaware City:	1
Elsmere:	1
Garfield Park:	0
Hockessin:	4
Kirkwood:	2

New Castle:	2
Woodlawn:	2
Frankford:	0
Total for month:	82

Trainings, Meetings, Presentations

1. AdobeConnect webinar software is used for our online meetings – a 4-minute ‘how to log on’ tutorial has been created and is available to help library staff prepare for meetings, trainings and webinars. You can view this at: <http://aalstaff.lib.de.us/2014/07/10/how-to-log-on-to-adobeconnect/>
2. In preparation of piloting and exploring how LibChat and LibAnswers can work for Delaware libraries, Cathay has attended 7 SpringShare LibChat/LibAnswers training webinars in July and August. (SpringShare has just recently rolled out version 2 of their products; webinar training just started to be offered.)
3. Our first Springshare LibAnswers meeting (of Pilot Libraries Bear, Kirkwood and Rehoboth Beach) was on Wednesday, August 27.
4. The Aalde “Closed Message” – when library staff are not logged onto chat for Delaware students and patrons, is now on every provider’s QuestionPoint account. It gives patrons links to email and library hours/locations as part of this “chat is closed” message.
5. The Reference/Public Services group met on Wednesday, August 20 for the regular monthly meeting. These meetings are held online. Rick White from Reference USA was a guest presenter. See the Aalde staff support site for meeting notes and a recording link (<http://aalstaff.lib.de.us/liaisons/meeting-minutes/>) .

B. Upcoming:

The next Reference/Public Services Group meeting is online, Wednesday September 24 2014, 10am to 12pm. We will be introducing a regular “Peto Quest” exercise each month (more to come).

C. Patron surveys and comments for August 2014

There were 2 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: 1	Somewhat satisfied:	Not satisfied: 1 (patron was not happy about having to renew library card in person)
Is this your first time using an online VR service?	Yes: 1	No: 1	
Staff Quality?	Excellent: 1	Good/Average: 1	Poor:
Ease of use?	Very Easy:	Easy: 2	Difficult:
Found AaLDE via:	Library website: 2 Friend/Relative:	Surfing the net: Newspaper/Radio/ TV/Billboard/Bookmark:	Librarian Public Lib.: School librarian/teacher:

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

Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2014-15: Questions asked per Dewey category*											
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
July 2014	81	3	2	18	4	3	7	6	47	22	193
Aug	89	3	3	19	2	3	8	5	54	17	203
Sept											
Oct											
Nov											
Dec											
Jan 2015											
Feb											
Mar											
Apr											
May											
June											
Totals	170	6	5	37	6	6	15	11	101	39	396

*Note that each question can be assigned up to four descriptive code categories.

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