

Monthly Report: August 2012



Ask a Librarian Delaware

A. Chat Sessions for FY 2013

August's totals showed another increase in chat sessions requested and accepted from July and the previous year.

Number of chat sessions requested			
Month	FY 13	FY 12	Total FY 13
July	365	192	
August	390	260	
September		240	
October		243	
November		253	
December		306	

Number of chat sessions accepted			
Month	FY 13	FY 12	Total FY 13
July	236	119	
August	258	128	
September		142	
October		214	
November		225	
December		230	

Number of answers sent (email)			
Month	FY 13	FY 12	Total FY 13
July	195	55	
August	223	70	
September		66	
October		95	
November		62	
December		116	

Chat sessions requested per library (=per chat form link) for August2012:

The Delaware Division of Libraries:	186
Dover PL:	17
Georgetown PL:	5
Lewes PL:	8
Milton PL:	6

Seaford PL:	2
Sussex:	0
Millsboro PL:	0
Selbyville PL:	0
Laurel PL:	13
Rehoboth Beach PL:	3
Del Tech:	3
Delmar PL:	13
Wilmington U:	3
New Castle County:	137
<u>Spanish Service</u>	0
Total:	390

For August chat sessions there were 35 surveys. See “Surveys” below in this report.

B. 17 Provider Libraries:

Our list of provider libraries includes:

DELAWARE DIVISION OF LIBRARIES (includes library volunteers)

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

REHOBOTH BEACH PUB LIBR

SEAFORD PUB LIBR

SELBYVILLE PUB LIB

SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM (Wilmington, Stanton, and Owens Campuses)

WILMINGTON UNIVERSITY LIBRARIES

C. Trainings, Meetings, Presentations

The intern from the University of Maryland finished her field study with Ask a Librarian Delaware and Maryland AskUsNow!. She has been giving one hour of global chat for Delaware’s service a week as well as to provide assistance with training materials. Two new tutorials are now uploaded on the Ask a

Librarian Delaware staff support site, in the Training area (<http://aalstaff.lib.de.us/training/training-tutorials/>)

Cathay attended the **QuestionPoint Advisory Board Meeting** was on Monday, August 6, 2012. The "Persistent Repeat Patron" and "Rude Patrons" policies were discussed. The Rude Patrons Policy has been updated and a Policy of Mutual Respect is added. See the Policies in the "Types of Patrons" section on QuestionPoint's wiki at: <http://wiki.questionpoint.org/w/page/13839422/247-Policies#45TypesofPatrons>

The **Quarterly Liaison Meeting** was held at the Delaware Public Archives building, in the Training Center, on Wednesday August 8 from 10:30 to 12:30.

Staff Support Site: The site is at: <http://aalstaff.lib.de.us> and is continuously being updated. This month the Training Tutorials were uploaded (<http://aalstaff.lib.de.us/training/training-tutorials/>)

- D. RUSA/RSS provided Blackboard Collaborate training, which Cathay attended. She is currently the chair of the Marketing and PR Committee. (The Just Ask campaign continues during a leadership transition.)
- E. Cathay finished a six-week course, "Turning the Page 2.0" through PLA online on August 16. The class is focused upon learning skills for library advocacy. A workplan and further skills for advocacy efforts targeting AalDE's needs as well as all library services (and reference services) is finalized.
- F. Cathay met with Sussex County Law Librarian Leah Chandler on August 8 to discuss the State Law Library's participation with Ask a Librarian Delaware. Leah and New Castle County Law Librarian Alda are registered for new staff training and will begin providing unique reference assistance.

G. **Upcoming:**

Cathay will attend the Overdrive "Next Generation Digital Library" training on Thursday, September 6.

The next Quarterly Liaison Meeting is set for Thursday, November 15, 2012 at the new Dover Public Library, at 1-3pm.

H. **Survey comments** for August, 2012

"My e-mail was handled very promptly. Thank you"

"i loved my librarian susan"

"This is a wonderful service. MANY THANKS to Renee from the Wilmington Public Library in Delaware. I needed to "dog a detail" about the library workers' union in Buffalo NY and she methodically led me to an appropriate source. She signed off before I could write my thanks into the transcript so I would appreciate it very much if you could forward this response to her."

"Michelle, made this transaction very easy and timing to get back to me was very positive for me. Thanks for the help."

“The Delaware Division of Libraries is a jewel! Although I live in PA, I am very happy to drive to the Brandywine branch for books and videos. I have always had wonderful service there. This email exchange about the Nexus tablet is another great illustration of super service! Thanks!”

“Thank you so much!”

“I really do love using this cite. Another thing is that the ease of using this cite is amazing.”

“Very efficient, great job”

“I DO NOT UNDERSTAND THE REASONING BEHIND HAVING TO GO TO THE LIBRARY TO RENEW A CARD. THERE SHOULD BE AN ONLINE METHOD FOR RENEWING A MEMBERSHIP. IT WOULD BE DIFFICULT FOR A HOMEBOUND OR ANYONE WITHOUT TRANSPORTATION TO DO IT THIS WAY. THANK YOU FOR ANSWERING MY QUESTION PROMPTLY AND COMPLETELY. I WILL BE GOING TO THE LIBRARY SOON TO RENEW. YOU REALLY DO PROVIDE A GREAT AND NEEDED SERVICE. THANK YOU.”

“Richard was great!”

“I request books on line all the time. It's very convenient.”

“Delaware Librarian Renee was GREAT.”

“The libraian was very helpful and fully answered my question. This is a great service.”

“It was so nice to have someone to clear things up for you right away!!!! My girl was from Dover.....she was very nice and very fast with the response. LOVED IT!!!! Thanks so much!!!!”

I. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2012: 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	3	5	1	16	0	7	14	3	12 (M, SF, H, children)	16	77
July	47*	2	0	22	13	10	11	0	7 (YA, children)	25 (F, children)	137
Aug.	91	19	1	17	9	14	10	3	7	22	193
Sept.											
Oct.											
Totals	141	26	2	55	22	31	35	6	26	63	407

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

Some top reference questions for August

"What causes bad breath?"

"I am looking for World war II historical fiction books."

"Does the library have resources to assist with dyslexia, meaning books, tapes, study guides to borrow? Also does the jobs resource also assist those who are learning disabled?"

"I need articles comparing and contrasting evolution and creation."

"I'd like to improve my research skills, both online and in public or academic libraries. Do librarians offer 1:1 training for this in my area?"

"What is the answer of $3x^2 + 5 = 41$ by solving the equation by taking roots?"

"What websites could you give me that will help me understand CPR better?"

"How do I figure the following: $3(x-5) - 4(2x-4) = -2(x-11)$?"

"When I enter the research topic of "medical testing on inmates" I get no results. Can you assist me in learning how to enter the topic in a way that will allow me to access a list of books?"

"Where can I find the TIP Module link?"

"Do you have biographical information about actress Kelly Preston?"

"Do you have biographical information about NFL athlete Franco Harris?"

"A dear friend lives in Bridgeville and is interested in beginner computer classes. Do you know where they can take one? Does the Bridgeville Library offer ANY classes? Thanks!"

"How can I erase a ball point pen ink stain from a soft-cover vinyl chair without damaging the fabric?"

"I need to know when the title Beowulf was added to the text. Can you help me?"

"How can I request a cd or dvd that the library does not have?"

"What is a good read aloud for beginning of 4th grade and it's on cd?"

"Hi. What is "Playaway"? Is it different than a regular cd sound recording?"

"How many public libraries are in the State of Delaware?"

"what was the virginia company of london given to start a colony between NC and the potomac river"

"How do I find out if my neighbor is in violation of property codes due to overgrown grass and weeds?"

"Hello, how do I search Chinese books for children? I have a 3 year old and a 5 year old."

"Hi. Could you please find records on Thomas Egerton Hogg?"

"I was asked to 'propose an alternative principle to Machiavelli's view that "the end is all that counts"' and I was wondering what that meant."

"what is civil law 132"

"how can i get a review for a good dentist in my area"

"Is cattle and beef the same thing?"

"I was playing Modern Warfare 3, then it said "MW3 online is not available please try latter. Then I got signed out of PlayStation Network. I try to sign back to it then i said " DSN Error" Why did this happen?"

"Absolute Value Equation $\frac{1}{2}|x-1|=2$ Answer $x=5$ and $x=-3$ Is this correct?"

"Should a good researcher ignore all existing literature on their topic in order to remain unbiased?"

"What can I find on Parkinson disease?"

"i am having trouble with my itunes. when importing music cds it says that the songs are in my library but they are not there"

"How many bugs do you swallow in your sleep over a year?"

"If I give an elected official a jet-ski for his bar-mitzva, is the purchase tax deductible?"

"is the white house celebrating Ramadan?"

"How did Hardscrabble De get its name?"

"how many years does it take to become a physician assistant?"

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 and 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

Submitted by: Cathay Crosby
Statewide Coordinator
Ask a Librarian Delaware
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