

## Monthly Report: August 2013

### 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		361	240
October		389	243
November		233	253
December		275	306
January		313	392
February		243	278
March		297	370
April		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		263	142
October		244	214
November		149	225
December		161	230
January		184	285
February		191	298
March		163	317
April		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		180	66
October		184	95
November		134	62

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

**Chat sessions requested per library (=per chat form link) for August 2013**

Note that on 8/30/13 New Castle County branch locations were offered through the newly designed portal page on the Delaware Libraries site and the AaLDE logo was unlinked from DDL's SUP:

The Delaware Division of Libraries:	94
Dover PL:	24
Georgetown PL:	3
Lewes PL:	18
Milton PL:	7
Seaford PL:	0
South Coastal	9
Sussex:	1
Wilmington PL	3
Greenwood	1
Millsboro PL:	2
Selbyville PL:	2
Laurel PL:	19
Rehoboth Beach PL:	6
Del Tech:	0
Delmar PL:	1
Wilmington U:	4
New Castle County:	59
Delaware State Courts Law	22
Smyrna	6
Bridgeville	0
Bear	1
Brandywine Hundred	2
Claymont	1
<b><u>Spanish Service*</u></b>	0
Total for month:	285

(\*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. **Trainings, Meetings, Presentations**

Cathay attended the TEDX in Wilmington on Wednesday, August 7. Twenty-four authors, motivational speakers, business and community leaders gave presentations on a wide range of topics. Most of the speakers were from the area.

Chat, email and liaison training was offered at Brandywine Hundred on Thursday August 15 and again at Woodlawn on Friday, August 23.

Testing of video conferencing equipment took place throughout the month, to prepare for the September 12 meeting and for use beyond that. Dover Public Library, DDL, Seaford and Georgetown Job Centers/Small Business Centers collaborated.

Adobe Connect webinar software was tested this month.

The School Partnership Committee worked on the Class Visit Toolkit for the development of a way to promote the planning of class visits using Ask a Librarian Delaware. It is to be completed in mid-September.

Cathay met with Lauri McIntosh, OCLC-QuestionPoint Product Manager, in Newark on Wednesday August 21<sup>st</sup> to discuss Delaware's needs with the use of QP for Ask a Librarian DE.

Cathay attended the Affordable Care Act Stakeholders Meeting at DelTech/Stanton on Wednesday and has been involved in online webinars and discussions throughout the month. Among some of the preparations, a workshop is scheduled for Delaware Reference Services Group on October 3.

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

## D. **Upcoming:**

New Staff Training for Ask a Librarian is being developed for Sussex County in mid-October, probably in Seaford.

New Castle County 's SUPs are completed and offered on the Delaware Libraries site's newly designed portal page (<http://delawarelibraries.org/askalibrarian>). New Castle County libraries' website will be updated within the next few weeks.

Reference Services Group meeting on Thursday, September 12 to be in person at Dover Public Library with a simultaneous live video conferencing at Seaford.

ACA Workshop on Thursday, October 3 (morning workshop at Sussex County Staff Development Day and repeat at Dover Public Library in afternoon).

Roll-out of School Partnership Committee's "How to have a class visit" toolkit in September.

E. **Patron surveys and comments** for August 2013

There were 18 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: 17	Somewhat satisfied: 1	Not satisfied:
Is this your first time using an online VR service?	Yes: 9	No: 5	
Staff Quality?	Excellent: 13	Good/Average: 3	Poor:
Ease of use?	Very Easy: 12	Easy: 2	Difficult:
Found AaLDE via:	Library website: 11	Surfing the net: 1 _____ Newspaper/Radio/ TV/Billboard:	Librarian Public Lib.: 1 _____ School librarian/teacher:

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

**Customer Comments:**

“Very helpful and friendly, thanks.”

“Patty@Delaware Tech Library Owens' was extremely helpful, and friendly! This is a wonderful service! Thank you!”

“The library who answered my question was quite pleasant.”

“The librarians answer were very helpful i plan on using this sight again.”

“Thank you. This venue worked well.”

“LOVE the chat !!! Awesome addition. Thank you !!”

F. Dewey Delaware

**Ask a Librarian Delaware Reference Transactions 2013-14: 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, genealogy)	Total
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											
Oct											
Nov											
Dec											
Jan 2014											
Feb											
Mar											
Apr											
May											
June											
Totals	146	5	3	48	13	23	20	10	27	36	331

\*ebook questions that require explanation and/or instruction are included.

Some top reference questions for August

“Today while at my local library I noticed they have cds. Am I just seeing things or do they really now provide cds; if so is it okay to download their content onto my computer say for an itunes account?”

“What is a good teen fiction book?”

“What was Virginia colony's relationship with mother country England?”

“Hi! I have a question about the Grapes Of Wrath book! can you help?”

“does the claymont library offer free access to a printer?”

“Can you reserve a book before it is released?”

“I have custody/visitation w judge. requesting to move to az. Dad and i agreed out of court on terms but now have a job opportunity and he hasn't committed to agreement on paper, girls r w him. Want 2 kno

what doc do I need 2 submit and return 4 hearing so I don't get abandonment ruling prior court date?"

"How do I use these databases for research?"

"How any deaths per day in the US."

"I am trying to find out if someone who was found guilty of a crime has been sentenced yet; and if so, what they were sentenced to. Would you be able to tell me how to find this out? Thank you for your assistance."

"What happens if you lose a library book?"

"When is claymont library closing and where is the new one?"

"How do high school students volunteer at the Brandywine Hundred Library?"

"I wish to file suit against my old roommate/landlord for illegal eviction and money owed to me. What type of suit must I file?"

"how can i find a criminal record for someone"

"can you help me find old photos of caring coach a robot who taught children about drugs"

"Hi I was wondering if you have a selection of books on cd for young children in kindergarten or first grade that come with the book?"

"can u tell me anything about mini rex rabbits?"

"howard zinn biography"

"Do you have any books on street photography?"

"Looking for movie about troubled boy who sees his father's guitar in pawn shop. There is also a dog and a large tree that was struck by lightning attempting to be chopped down. The man has a heart attack."

"Hi! isnt there a website that automatically formats your paper for APA"

"Which of the following would be one effective strategy when beginning your research"

"I'm working on writing poetry and stories for children. I'm planning on working towards a professional writing career. I'm 34 and have forgotten some of the grammar and punctuation rules. What are very good resources online? A librarian mentioned something about OWL, but I've forgotten the web address."

"Where can I Find books on islamic finance/economics"

"Can JP judges declare a non-suit judgment when traffic ticketing officers (plaintiffs) fail to appear at the defendants hearing. Can the plaintiff send a note to the judge?"

"looking for Consumer Report comparison of dry dog food"

"I'm trying to find a list of top economic indicators that a mid-sized and small business owner would find most important in making business decisions."

"I am looking for article from Pacific island monthly magazine from 1942,1943,1944,1945. I am doing research on my dad's wwii experience in the Solomons during wwii."

"I am looking for a sign language book - published by woodbine. Not sure the author name. Please look into it and let me know if you can hold the book for me? I tried to search via online and did not see it. Thanks"

"is there any way I can get information about the price of my books?"

"I have a small survey I have to ask people and I am wondering if a librarian would help me out by providing personal opinion. It is for a Bible course and consists of 6 questions most of which are one word answers."

"What is an age range for the Sarah dessan books"

"I am looking for both fiction and non-fiction books for 6-8th grade students relating to government and public administration. Any suggestions?"

"I need help to find an book of Historical christian romance around the 1800s that I had out before did not write the name or author down. It's about one man who turn bounty hunter to fine the killers of his family when he was younger teen. also its the scnd book of an series, second sister became an actess of the stage."

"Are " Play Aways" listed in the online catalogue? If so, how do I find them? Can they be reserved?"

"Hi, my wife is very interested in working in the library. I wonder if you could do us a favor to let us know if there is such an opening and get us the requirements."

"does the library offer books for students who can not afford to purchase them"

"How did the zebra get its name?"

"DO YOU HAVE ANY BOOKS BY DOSTYEVSKY IN LARGE PRINT"

"I need to have the page numbers of 6 articles from DE papers, namely from Wilmington. Is it possible to

obtain those through your staff? I am not a DE resident. I will gladly pay for the service. I have a web site thefriendshiptrain1947.org. DE is included on this site, but I need page numbers. Thank you."

"Good Morning. I am looking to for a Web link to the Courts Records of the owners whose property were sold at the Sheriff's Sale. This link is for the New Castle Sheriff Sale.

[http://courts.delaware.gov/Superior/sale\\_a\\_b1.stm#a](http://courts.delaware.gov/Superior/sale_a_b1.stm#a)

I appreciate any help in finding this info. Regards"

"Can you assist me getting the Windows Media Player to up grade to allow me to down load and plan wm3 or version. When I go to the microsoft sight it says I have some problem that will not allow the upgrade. I used to go through itunes but Overdrive has upgraded.

Can I get a new version of Media Player that will already have the security software upgrade??

Thanks"

"I am having a difficult time finding scholarly articles on the Beltway Snipers. Can you offer any suggestions?"

"How do I file a report of a false business filing to the state of Delaware, can I speak to someone about it?"

"Isn't he the one that does films about the robots?"

"Is it illegal or against the rules for a grant writer to include the cost of their service into the grant that they are writing for their client?"

"Does your ebook service include Barnes & Noble's Nook? If so, how do I set up an account?"

"Looking to see if the library has a shredder which i can use to safely shred some personal documents that has sensitive (financial, personally identifiable) information"

"discuss all the types of courts in Zimbabwe giving their jurisdiction and hierarchy."

"how do u write 0.7 into a fraction"

"Can I find opinions in a format other than PDF? I want to manipulate the documents so I am looking for Word or HTML."

"After I get the search results, when I'm clicking the check box next to +My List, a window pop up saying Create a list before attempting to keep an item. So my question is how to create a list ?"

"What is the evolution of Caucasian/white peoples' hair? How did it so straight and a very fine grade?"

"how can i get my ged free"



“Does the library system subscribe to Consumer Reports Online and can patrons access it via the library web site?”

“maximum statute of limitations for a civil a judgement”

“Can you email me the first and last name of a Judge who graduated in 1974 from a Dover High School, he dad was an attorney and I knew him in second grade taught by Mrs. Lois Arnott at W.B.Simpson, Wyoming County, this Judge has gotten Daniel Beattie and other Beattie's in trouble about theft and identity theft, the Judge might have been contacted by Legal Shield Pre-Paid Legal Attorney Valerie Dance, here through email tndocs@merrittwebb.com, I hope to hear back from you soon, thank you for your time and patience since I am a Senior Citizen.”

“whats the point of this site”

“Is it considered entrapment or a safety hazard if a police is parked with out any lights on then tries to give you a ticket for not stopping at a stop sign long enough and what is considered long enough?”

“ok tell me which studio is responsible for dubbing cartoon in india”

“Do you have any state tests for practice?”

“Does a typed letter notarized by a certified notary hold in court? When someone now deceased wrote a letter in 2007 to give all belongings like pictures memorable items to stepmother and not for his children. Does that notarized letter legal? If so, what are the children's legal rights. Please help answer this question. Thank you.”

“How do you renew a book”

“All info on lazerus fredrick death in 1986 1987”

“would like to know more about the language learning program”

“Is the US Court Organization a non-profit?”

“What book is recommended for a. 12 year old?”

“Dear Sir or Madame, I am researching the origin of the name of 3 R's Road located south of the Indian River inlet. If you can assist me in my research, please contact me. Thank you”

“is the Bermuda triangle an actual disappearing site”

“I was wondering if you could help me identify what type of publication this is. Here is the link <http://www.nсна.org/> Also I was wondering how I would put this in my reference page in APA format and how to do an intext citation for this website”

"I am trying to locate a case from the 1930s what challenge school segregation pertaining to Delaware High Schools (Howard High School). The last name of the plaintiff was Wheeler and the lawyer was Louis Redding"

"there is a House in Georgetown that my dad built and owned that was on my great grandmothers land and no longer owns it. I was wondering if at all possible what I would need to do to gain ownership of that house and its land"

"how 2 apply 4 a job"

"i want 2 know about bharatiya shiksha vikas mission"

"If a horse is given as a gift, can it be legally taken back and can a judge order the horse be given back?"

"What is the scientific name given to fingerprint identification?"

"What is the state of Delaware's dress code?"

"just curious, if you happen to know, how are items transferred between libraries, by mail? by driver?  
Thanks."

"I need to write a essay, but I need to find the articles to support my point. I have a questions how to find articles with general Databases"

"Looking for a grave for Hatton Howard Haupt died 1940"

"can i live in a different state then my childrens father?"

"Why can't the films of broadway shows that are on view at lincoln center be digitized and made available for popular use?"

"Who would I contact to find information of a murder case from 1923?"

"How to look up old news paper clippings on line in humbolt county in 1984"

"What should I major in if I want to open up my own gymnastics gym? or  
What should I major in if I want to be a stunt coordinator?"

"Where can I find information about presidents that have been assassinated?"

"is there evidence before our civilization on earth?"

"how old do you have to be to check out rated r movies"

"I am a new student at Del Tech... How do I find out what books I need for my classes?"

"I am doing an academic apa paper and having a lot of trouble finding references.a friend recommended cinahl and ovid but I have no idea where to find them. I am using emagazines and more tab and then using medline and other sources. my thesis for my persuasive paper is eating non-processed food promotes good health. I am feeling like I need an entirely new subject!"

"I need a non-fiction book that is related to the American Experience for 11th grade Honors English at Cape Henlopen HS. I have dyslexia and am not an avid reader. Thank you."

## Dewey      Types of questions - Details

<b>000</b>	<b>Generalities</b> (computer help, computer technology, questions about the e-book services)
<b>100</b>	<b>Philosophy/Psychology</b> (and self-help questions)
<b>200</b>	<b>Religion</b>
<b>300</b>	<b>Social Sciences</b> (education, law, financial, veterans, government, politics, folklore questions)
<b>400</b>	<b>Language</b> (ESL, grammar, and literacy questions)
<b>500</b>	<b>Science</b> (STEM*, mathematics, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs)
<b>600</b>	<b>Applied Science</b> (technology, health, engineering, pets, cooking, management, job hunting, home building and construction questions)
<b>700</b>	<b>Arts/Sports</b> (fine arts, architecture, home decorating, photography, music, recreation/ sports questions)
<b>800</b>	<b>Literature</b> (questions about fiction including readers' advisory questions)
<b>900</b>	<b>History and Geography</b> (genealogy, travel, and biography)

Submitted by: Cathay Crosby  
Statewide Coordinator  
Ask a Librarian Delaware  
August 6, 2013