

Monthly Report: December 2011

Ask a Librarian Delaware



A. Chat Sessions for December:

Chat Sessions Requested:

December commonly shows a slow-down in chat, with academic studies taking term and holiday breaks. However, Ask a Librarian Delaware actually showed an increase in chats over November (253) and over December 2010 (219), possibly due to the roll-out of OverDrive on December 19.

In December 2011, the number of chat sessions requested by Delaware patrons was 306!

Most provider libraries have an Ask a Librarian Delaware orange logo and link their library's chat form prominently displayed on their library's website. Library patrons using online resources or looking for information through their library's website and catalog link will ask for help when needed, if the chat is effectively displayed.

In December, the Delaware Division of Libraries had 184 chat sessions requested. Lewes and Laurel had their highest months as well. New Castle County almost doubled the previous month's chat sessions requested.

Chat Sessions Accepted:

There are 38 actively chatting librarians as of the end of 2011. Some providers have teamed up – to offer two librarians who alternate bi-weekly. Every librarian on chat provides global coverage to help with Delaware patrons as well as patrons outside Delaware.

In 2011, the number of chat sessions accepted by Delaware librarians was 1922. In 2010, the total was 285.

December showed high activity with our Delaware librarians, with 230 chat sessions accepted. This is a record number of chat sessions accepted. The second highest was in November, 2011 with 225.

For the year:

The total number of chat sessions requested from January through December 2011 is 2687. The total number of chat sessions requested during the same period in 2010 was 2251.

For these December 2011 sessions of 306, we received 20 surveys.

B. Provider Libraries:

Our list of provider libraries includes:

DELAWARE DIVISION OF LIBRARIES (includes library volunteer)
SPANISH/DDL (as of November 23, 2011)

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 (began live chat mid-December)
REHOBOTH BEACH PUB LIBR
SEAFORD PUB LIBR
SELBYVILLE PUB LIB
SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM
WILMINGTON UNIVERSITY LIBRARIES

- C. **Staff Support Site:** Content for the new site is being added (at: <http://aalstaff.lib.de.us>). Information regarding training, tech help, the schedule, contact, liaison, and provider libraries is offered.
- D. **Liaison Training:** For providers who could not make the training in October, a repeat of this was hosted by the Milton Public Library on December 14.
- E. **School Librarians/Media Specialists and Ask a Librarian Delaware:** Partnering with school libraries is a win-win situation for all and Ask a Librarian Delaware has been contacted by a school library media specialist in New Castle County. A meeting with the Dickenson High School librarian was held on December 15. A follow up meeting will be held in February to plan for upcoming class visits, as well as to explore Delaware library catalog partnering and possibly providing chat service through their school.

We have leads to other schools as well, and look to develop partnerships over the next year and beyond. One goal is to organize class visits (to use Ask a Librarian Delaware's chat service) so that we have set up, in advance, resources and staff to handle multiple students who are trying out the service as part of their class work.

F. **New Staff Training:** Hosted by the Woodlawn Branch, New Castle County Public Libraries on December 1. New Castle County public librarians (mostly adult services librarians) now provide chat as of the middle of December.

G. **Upcoming:**

- a. Virtual Reference Collaborative meeting on January 10
- b. ALA Midwinter virtual meeting on January 18
- c. Workshop for MLA/DLA about volunteerism in libraries under development with six panelists from Maryland and Delaware.
- d. Cathay is organizing a workshop for ALA Annual, as chair of the RUSA RSS Marketing and PR Committee.

H. **Top survey comments** for December, 2011

"i am 73 years young and need time to learn a new sight but i will keep trying thank you for your help i was very satisfied"

-from a customer who was looking for the author of 'Writer's Market'.

"Great Service, Thanks, [patron signed name]."

-from a patron who was having trouble with his library account: "The item for renewal indicate, they are "user Blocked". What does this mean, since the items indicate they have only been renewed once."

"Thanks for providing a nighttime on-line service."

-this was from a customer who was accessing OneClickDigital: "I tried to check out an e-audiobook that comes through OneClickDigital, but it won't let me create an account. The error message is "We are unable to identify you as a patron. Please contact your library for more information." Can you please let me know what I should be doing to get this set up? Thank you."

"The person i chatted with was just fantastic. very, very kind and intelligent."

-from a customer who was searching for a specific item: "Can you get a book called Gray Matter by David Levy, MD?"

"I appreciate all efforts to answer my 'holiday hours' at Smyrna Library question. Perhaps is was in one of the newspapers that I do not have delivered. It most surely is posted on the Opera

House door if I drive over there. I will continue to read and use the library regardless of the answer to my question. Have a great holiday and thank you for searching. “

-from a customer who was trying to find Smyrna library's holiday hours : “What are the Smyrna Library Holiday hours through the New Year? Thank You.”

Submitted by: Cathay Crosby
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Ask a Librarian Delaware

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