

Monthly Report: December 2014

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions (requested by Delaware patrons when Delaware library staff are online to help) for FY 2015

Number of chat sessions requested			
Month	FY 15*	FY 14	FY 13
July	88	280	365
August	82	285	390
September	61	241	361
October	51	268	389
November	45	221	233
December	35	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; when a librarian is not logged on, patrons cannot use chat.

Number of chat sessions accepted			
Month	FY 15	FY 14	FY 13
July	87	184	236
August	82	247	258
September	68	246	263
October	56	227	244
November	54	273	149
December	33	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	221	265	180

October	190	344	184
November	166	272	134
December	183	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 December 2014

See also supplement attachment of chat details by hour for December 2014.

Note that if a librarian is not logged on to help, chat is closed to the patron. Delaware's service was reduced by over ten hours in the last two months. See our weekly chat schedule for current hourly coverage in Delaware on the AalDE staff support site at:

<http://aalstaff.lib.de.us/schedule/>):

The Delaware Division of Libraries:	7
Dover PL:	0
Georgetown PL:	0
Lewes PL:	2
Milton PL:	0
Newark Free:	2
Seaford PL*:	0
South Coastal*	1
Sussex*	0
Wilmington PL:	3
Greenwood*	1
Millsboro PL:	0
Selbyville PL:	0
Laurel PL:	1
Rehoboth Beach PL:	0
Del Tech:	0
Delmar PL:	1
Wilmington U:	0
New Castle County*	0
Delaware State Courts Law	3
Smyrna*	0
Bridgeville*	0
Corbit-Calloway:	0
Appoquinimink	1
Bear:	5

Brandywine Hundred:	3
Claymont:	1
Delaware City:	1
Elsmere:	0
Garfield Park:	0
Hockessin:	1
Kirkwood:	0
New Castle:	1
Woodlawn:	1
Frankford*:	0
Total for month:	35

*Not participating as chat providers.

Trainings, Meetings, Presentations, and Notes

1. December meeting was cancelled (conflict with Customer Service for Excellence training).
2. Academic libraries went on term break mid-month and will resume regular hours January 5 2015.
3. UMD LIS graduate student for DDL/Ask a Librarian DE Evelyn Alfred finalized her internship on December 9, 2014. She provided 2 hours of chat each week, and 2 FAQs per week as well as a tutorial "How to make a FAQ" presented at the November meeting.
4. Cathay is providing ongoing trainings on LibAnswers/LibChat since October 1 through December 31. In January, training is being scheduled for Academic, Law and other special libraries.
5. Cathay is representing Delaware Libraries/Delaware Division of Libraries as part of a NIH/MAR (National Institutes of Health Mid-Atlantic Region) planning group. This group is working on developing a conference in Philadelphia to be on Friday, April 25, 2015 regarding health and medical issues, resources, and partnerships for libraries of all types (Medical, Academic, Public). We will meet about every two weeks online as we form the conference.

B. Upcoming:

The next Reference/Public Services Group meeting is online, Wednesday January 21, 2015, 10am to 12pm. Ebsco's trainer will give an hour of training on Novelist, reader's advisory and using Ebsco to help patrons.

C. Patron surveys and comments for December 2014

There were 3 surveys received; responses were positive (answers to survey questions below).

1. Electronic resources: yes	2. Prefer online: Neutral and Yes
3. Satisfied?: Satisfied	4. Staff Quality?: Excellent
5. First time?: Yes -2 and No-1	6. Use again?: Very likely and maybe
7. Ease of use?: Very Easy	8. You are?: State resident
9. Found us via?: Library Website	
One comment: "Thank you so much!"	

D. 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	66	1	3	33	7	2	7	4	51	22	196
Oct	61	1	2	26	7	0	8	6	41	25	177
Nov	41	0	0	16	8	2	11	5	39	23	145
Dec	33	0	0	19	5	3	14	6	21	18	119
Jan 2015											
Feb											
Mar											
Apr											
May											
June											
Totals	371	8	10	131	33	13	55	32	253	127	1033

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

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 Ask a Librarian Delaware
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