

| Dec-14 | Day                | Chat sessions requested (when a librarian is logged on to provide chat) | Patron's library   | Chat Sessions Accepted | Institution on chat/picked up question   | Missed Chat Sessions | By Hour (Note that all chat sessions were requested from 7am to 5pm)   |
|--------|--------------------|---|--|------------------------|--|----------------------|--|
| 1      | Monday             | 4   | DDL - 1 (3-4pm); Newark - 1 (2-3pm); Wilmington - 1 (11am-12pm); Del City - 1 (12-1pm)   | 3                      | DDL - 1, Bear - 1 and WU - 1   | 1                    | 11am-12pm; 12-1pm; 2-3pm; 3-4pm  |
| 2      | Tuesday            | 2   | DDL - 1 (3-4pm); Bear - 1 (2-3pm)  | 2                      | Millsboro and BH   | 0                    | 2-3pm and 3-4pm  |
| 3      | Wednesday          | 1   | BH - 1 (12-1pm)  | 1                      | NC Public  | 0                    | 12-1pm   |
| 4      | Thursday           | 1   | DDL - 1  | 0                      |  | 1                    | 9-10am   |
| 5      | Friday             | 7   | DDL - 1 (10-11am); Lewes - 11-2pm); Greenwood - 1 (10-11am); Laurel - 1 (9-10am); Law - 1 (10-11am); Appo. - 1 (11am-12pm); Bear - 1 (10-11am) | 2                      | Georgetown - 1 and Law - 1   | 5                    | 9-10am, 10-11am, 11am-12pm, 1pm -2pm   |
| 6      | Saturday           | 0   |  | 4                      | DDL - 4*   | 0                    |  |
| 7      | Sunday             | 0   |  | 0                      |  | 0                    |  |
| 8      | Monday             | 0   |  | 0                      |  | 0                    |  |
| 9      | Tuesday            | 1   | NC Public - 1 (3-4pm)  | 1                      | Newark - 1   | 0                    | 3-4pm  |
| 10     | Wednesday          | 2   | BH - 1 (7-8am); Claymont - 1 (8-9am)   | 2                      | Dover - 2  | 0                    | 7-8am and 8-9am  |
| 11     | Thursday           | 1   | Law - 1 (9-10am)   | 1                      | Wilmington - 1   | 0                    | 9-10am   |
| 12     | Friday             | 4   | Bear - 1 (3-4pm); Wilmington - 1 (11am-12pm); Hockessin - 1 (10-11am); Woodlawn - 1 (4-5pm)  | 3                      | Millsboro - 1 and Law - 2  | 1                    | 10-11am, 11am-12pm, 3-4pm, 4-5pm   |
| 13     | Saturday           | 0   |  | 2                      | DDL - 2 *  | 0                    |  |
| 14     | Sunday             | 0   |  | 0                      |  | 0                    |  |
| 15     | Monday             | 2   | Wilmington - 1 (4-5pm); Bear - 1 (11am-12pm)   | 2                      | Selbyville - 1 and Bear - 1  | 0                    | 11am-12pm and 4-5pm  |
| 16     | Tuesday            | 0   |  | 0                      |  | 0                    |  |
| 17     | Wednesday          | 0   |  | 0                      |  | 0                    |  |
| 18     | Thursday           | 0   |  | 0                      |  | 0                    |  |
| 19     | Friday             | 0   |  | 0                      |  | 0                    |  |
| 20     | Saturday           | 0   |  | 1                      | DDL - 1 *  | 0                    |  |
| 21     | Sunday             | 0   |  | 0                      |  | 0                    |  |
| 22     | Monday             | 1   | DDL - 1 (4-5pm)  | 1                      | Selbyville - 1   | 0                    | 4-5pm  |
| 23     | Tuesday            | 0   |  | 0                      |  | 0                    |  |
| 24     | Wednesday          | 2   | DDL - 1 (10-11am); Bear - 1 (9-10am)   | 2                      | Dover - 2  | 0                    | 9-10am and 10-11am   |
| 25     | Thursday (holiday) | 0   |  | 0                      |  | 0                    |  |
| 26     | Friday             | 1   | Lewes - 1 (4-5pm)  | 1                      | Millsboro - 1  | 1                    | 4-5pm  |
| 27     | Saturday           | 0   |  | 0                      |  | 0                    |  |
| 28     | Sunday             | 0   |  | 0                      |  | 0                    |  |
| 29     | Monday             | 0   |  | 0                      |  | 0                    |  |
| 30     | Tuesday            | 3   | DDL - 1 (1-2pm); Delmar - 12-3pm); BH - 1 (2-3pm)  | 3                      | BH- 2 and Del City - 1   | 0                    | 1-2pm and 2-3pm  |
| 31     | Wednesday          | 3   | Newark - 1 (11am-12pm); South Coastal - 1 (9-10am); Law - 1 (11am-12pm)  | 2                      | Dover - 1 and NC Public - 1  | 1                    | 9-10am and 11am-12pm   |
|        | Total:             | 35  |  | 33                     |  | 10                   |  |
|        |                    |   |  |                        | Note that some questions are picked up from outside of Delaware, such as on Saturdays. (DDL volunteer currently provides chat late at night as an experiment to see if patrons will request it.) |                      | Summary: When Delaware library staff are logged on for chat, patrons generally ask! If we are not online, chat is not available. |