

Monthly Report: December 2012

Ask a Librarian Delaware

A. Chat Sessions for FY 2013

Number of chat sessions requested			
Month	FY 13	FY 12	Running Total FY 13
July	365	192	365
August	390	260	755
September	361	240	1116
October	389	243	1505
November	233	253	1738
December	275	306	1913

Number of chat sessions accepted			
Month	FY 13	FY 12	Running Total FY 13
July	236	119	236
August	258	128	494
September	263	142	757
October	244	214	1001
November	149	225	1150
December	161	230	1311

Number of answers sent (email)			
Month	FY 13	FY 12	Running Total FY 13
July	195	55	195
August	223	70	418
September	180	66	598
October	184	95	782
November	134	62	916
December	192	116	1108

Chat sessions requested per library (=per chat form link) for December 2012:

The Delaware Division of Libraries:	136
Dover PL:	21
Georgetown PL:	0
Lewes PL:	3
Milton PL:	3

Seaford PL:	3
South Coastal	4
Sussex:	3
Greenwood	2
Millsboro PL:	1
Selbyville PL:	1
Laurel PL:	11
Rehoboth Beach PL:	6
Del Tech:	0
Delmar PL:	1
Wilmington U:	3
New Castle County:	74
Smyrna	1
Bridgeville	2
<u>Spanish Service</u>	0
Total:	275

For December chat sessions there were 16 surveys. See “Surveys” below in this report.

B. 22 Provider Libraries (up from 19):

Our list of provider libraries includes:

- BRIDGEVILLE PUB LIBR
- DELAWARE DIVISION OF LIBRARIES (includes library volunteers)
- SPANISH/DDL
- DELMAR PUB LIBR
- DOVER PUB LIBR
- GEORGETOWN PUB LIBR
- GREENWOOD PUB LIBR
- LAUREL PUB LIBR
- LEWES PUB LIBR
- LIBRARY FOR THE BLIND AND HANDICAPPED
- MILTON PUB LIBR
- MILLSBORO PUB LIBR
- NEW CASTLE COUNTY PUB LIBRARIES
- REHOBOTH BEACH PUB LIBR
- SEAFORD PUB LIBR
- SELBYVILLE PUB LIBR
- SMYRNA PUB LIBR
- SOUTH COASTAL PUB LIBR
- SUSSEX CNTY DEPT OF LIBR

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

DELAWARE LAW LIBRARIES (SUSSEX, KENT, NEW CASTLE COUNTIES)

C. Trainings, Meetings, Presentations

Cathay co-provided an abbreviated Turning the Page 2.0 workshop (4-hour) on library advocacy at the Library Town Meeting on December 6.

Upcoming:

Ask a Librarian DE new staff training is scheduled for January 17 at the Brandywine Hundred Branch Library.

Cathay will be attending ALA Midwinter in Seattle on January 24 – 29, 2013.

D. Patron comments for December, 2012

I decided to show something a little different through our surveys. Out of the 16 surveys from Delaware patrons, only one offered a positive comment: “Was very helpful and answered my question right away.”

Since comments were scarce, I thought it might be more helpful to look at some of the details of the surveys. Surveys asked for patron feedback on staff quality, if the question was answered and how the patron felt about the level of answer received. I also included information about whether the patrons used this for the first time or not.

It’s wonderful to see that the majority of December’s patrons were first-time users of our chat service and that they found this to be an excellent experience. One patron indicated a poor experience. Let’s look into that a little more (see below the table).

How satisfied were you?	Satisfied: 14	Somewhat satisfied: 1	Not satisfied: 1*
Is this your first time using Ask a Librarian Delaware?	Yes: 14	No: 2	
Staff Quality?	Excellent: 15	Poor: 1*	

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

The negative survey offered in December shows important patron feedback about the expectation of obtaining an answer in chat (in the 'place' the patron chose), not to be sent away to call or visit the library in person.

1. Electronic resources: Neutral or N/A	2. Prefer online: Neutral or N/A	
3. Satisfied?: Not Satisfied	4. Staff Quality?: Poor	
5. First time?: Yes	6. Use again?: Maybe	
7. Ease of use?: Easy	8. You are?: State Resident	
9. Found us via?: Surfing the net		
Comment: i asked a simple question was told to call library.i could have come up with that answer on my own		

When I reviewed the transcript I saw that the librarian was from another state, assisting our patrons since no Delaware librarians were available for chat. The patron's question was "How do I put a book on hold and get a PIN?" The chatting librarian did not check the policy pages for PIN retrieval information and missed the opportunity to help with instructions about how to place a hold. She directed the patron to call the library and set the question to "Answered" instead of offering to the patron a way for us to get back to him/her (obtaining an email address and setting the resolution code to "follow up by patron's library").

Through our diligence and excellent service, we're able to get back to our patrons in a timely and friendly manner and usually do! We have a PIN retrieval policy and we tell our patrons to expect a response within a couple of regular business days (if they opt for that and provide contact info).

(For this transcript, I sent in a Quality Review through QuestionPoint.)

Another comment that came in December shows how polite our Delaware patrons can be! --

"I sent this at 0521 am, not wanting to wake anybody, I closed the session so they could reply via email. the answer to my question doesnt have to be right at this moment"

All in all, patrons have been very satisfied with the quality of Ask a Librarian Delaware and their experience using it!

E. 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	101	4	1	29	8	27	13	3	3	29	218
Oct	62	4	0	34	22	14	13	5	14	32	200
Nov	67	5	0	23	15	15	9	3	2	16	155
Dec	105	6	0	13	11	17	16	6	3	26	203
Jan											
Totals	476	45	3	154	78	104	86	23	48	166	1183

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

Some top reference questions for December

“Can you look up old newspapers on line”

“Are there any awuarium [aquarium] parks near Delaware?”

“I am trying to return Abode ebooks from ipad. The Return/Delete option does not show. I only have the option to Delete but not return. Also, the little count down indicator showing how many days I have until check out expires is also not showing on my bookshelf display. I need to return the books so I can check out others that I had on hold but are available now. Please help.”

“I have a library card but have not used it in a very long time. I have no idea what the P.I.N. number is, or if the card is still good. I received a Kindle for Christmas and would like to access the library e-books. Can you help?”

“When the Bear Library opens in January, will they be offering Zumba classes there again? If so what days and what is the cost?”

"I selected book "the impeachment of Lincoln" just now and tried to download but see that the format came up WPA which I cannot use on my Mac. The "due date" is 1/9/13 and there is no way to de-select it even tho it says it has downloaded and been charged to my library card"

"I've lost a digital book, would like to pay you for it. I use your service a lot. Hope you can let me know, how much & how to pay. Book is FINAL APPEAL by Lisa Scottoline."

"My Wife danced on Paul Whiteman,s TV teen Club in 1951. Looking for pictures for that time."

"I have been using my Kindle to download books. I return each book as soon as I finish reading it so am not holding up anyone else who might be waiting for that book. I was just notified that one of my holds was available and when I tried to download it I got an excessive use error. How can I be using the system excessively when I read each book and return it within a day or two. This makes no sense to me."

"What section would nikki turner be in"

"When I linked my Youtube with Black Ops 2 can I upload videos from Black Ops 2 file share into my Youtube account?"

"What is the population of California?"

"I am trying to find infomation about a fire in Mississippi around 1947 it is known as the rythem club fire? our rithym club fire it happened in Natchez Mississippi I was told there was a copy of this historical fire in wilmington have any ideas thank you"

"How many licensed life & health insurance agents are in Deleware?"

"12/03/2012 what date is this"

"Hi, do you know if there are any Jewish books on eBooks? Also Children's books."

"Does the Delaware Library System have any books on the soccer player, Alex Morgan?"

"Where did Bread and Cheese Island get its name (New Castle County, DE)?"

"[I am]looking for torque specs for a volvo construction equipment engine is a TD45B need head ,rocker arm injector torques and valve adjustments"

"do u have any info on bonus army march"

"I would like to have some information on a salt water crocodile"

"I am doing some research on "Comfort Women" statues. I want to know where these statues are world wide. I have only been able to find the one in Seoul, Korea. There is a monument to Comfort Women in New Jersey, but it's not the statue. And then I've found an article that reports on a potential statue being placed in New York."

"what is the process to a pediatric nurse have to take to become a maternity nurse?"

"Do you guys carry any books or even articles on drug addiction or specifically heroin addiction?... well I just found out that someone very close to me uses and I am just trying to get an understanding of the drug itself and learn about the effects, how it's going to effect me being a non-user,etc"

"Good Morning.

I am trying to locate an article in the Wilmington News Journal or Delaware State News - newspapers. The article is about 'unclaimed property,' and I was told that the article was published in November 2012. I am trying to get the actual article for my supervisor who needs to check the listing. She was told that her name was on the list. Please advise, thanks."

"Can you please help me find information on color psychology and the influence of color? I need to prove that color is more than what we see"

"Do you have any pictures to do with Title IX?"

"Is 2012 the end of the world or just a myth or nor true?"

"How can I block numbers in my Boostmobile Andorid cell phone?"

"Where can I watch Patriots vs 49ers online?"

"My daughter just received an ipad. She has a disability & must see print and hear it at same time to read. What formats do both?"

"how do I access peer reviews through the wilmu website"

"i need to compare and contrast the salary wages and overall working conditions of jobs in the early 1900s to jobs today...for an American history class."

"What was an information officer in the American Revolution and what did they do"

"I am currently looking for literary criticism on Dante's The Divine Comedy. It is for a research paper, and I am focusing in on the Inferno. Could you recommend me some good sources, whether they are in print or online?"

"i would like to find some good sources on Martin Luther King Jr."

"I need some more info. on the mangrove forest"

"What are some states in the U.S. with the most cases of child leukemia."

"may you please give me sites on brisingid starfish photos and information"

"Why is A college professor important"

"Do you have any recommandations for books regarding the duPonts and their gunpowder? I am particpatins in National History Day, and need strong resources."

"can you tell me a sentence with the word exagaerate in it."

" What are the signs of overdose for ecstasy? This is for 9th grade"

"I need a list of organations that work with and on behalf of veterans"

"How many people commit suicide every year due to bullying?"

"I work for DNREC's recycling office. We were wondering if you had any tips for how to recycle hard back books that are no longer relevant (in particular, a very old encyclopedia set)."

"what is a volcano"

"I am having trouble finding resources on the Battle of Gettysburg. This is for NHD."

"Hi! I'm a college student doing a research paper on local government (or government like entities) and participation rates in their programs. Do you have any programs at the library and do you have any stats on your participation rates?"

"Hello,can you help me? I need information on the invention of the human heart transplant made in 1967 in South Africa?"

"What will happen to my dog if it ate a bunch of orange peals?"

"hey! i m doing some research project on my history day topic which is murders in mississippi. That is a turning point in history and i need some secondary sources."

"How can you open a soda bottle which wont open?"

"hello, I would like to involve in volunteer services at Bear, Delaware library and would like to know how can i enroll into it."

"Is there a program or book to learn the korean language ?"

"I'm doing a report on the sport fishing and I need help finding the date it originated and where"

"Well, my school is doing a science fair, and I don't know what to do for a project, can you help?"

"don't understand wholes and parts...fractions,using trapezoids, rhombuses,hexagons,triangles"

"What is the composition of Neptune's atmosphere?"

" Why do some politicians and countries believe that having nuclear weapons is a necessity?"

" How many commas should be used for addressee - John Q Smith II Esq"

"why is it so foggy out side in Laurel,Delaware?"

"For the challenge " Trip Cao" in Black Ops 2 does it have to be 3 staright minutes or 3 minutes totally?"

"what is the chemical properties of oxygen?"

"How does rust form?"

"Can you help me find a wiring schematic for a delphi radio?"

"I am working on a paper about the benefits of e-books for both libraries and users. I've found lots of info on the benefits of e-books for libraries, but I need info about the benefits for the user. Can you help? Thanks!"

"how to look up clippings from old newspaper (1956)"

"hi i have a project due very soon on wild fires and i need some important facts on wild fires"

"how do I learn fractions"

"I want to purchase an mp3 player to listen to audiobooks. Go you have a recommendation? Approximately how many GB should I look for?"

"In the call of the wild by Jack London, what type of dog was Buck? And how big do they get?"

"I am looking for biographical information on Hannah Tinti (author of "the good thief")"

“Hello! Where can I download alien vs predator 2 game for free.”

“What is the the definition of a perpendicular line?”

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/ 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
December 3, 2012