

Monthly Report: December 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	241	361	240
October	268	389	243
November	221	233	253
December	221	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	246	263	142
October	227	244	214
November	273	149	225
December	237	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	265	180	66
October	344	184	95
November	272	134	62

December	230	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 December 2013:

The Delaware Division of Libraries:	54
Dover PL:	14
Georgetown PL:	4
Lewes PL:	8
Milton PL:	0
Newark Free	21
Seaford PL:	0
South Coastal	6
Sussex:	1
Wilmington PL	0*
Greenwood	0
Millsboro PL:	2
Selbyville PL:	2
Laurel PL:	2
Rehoboth Beach PL:	2
Del Tech:	0
Delmar PL:	0
Wilmington U:	1
New Castle County:	4
Delaware State Courts Law	10
Smyrna	3
Bridgeville	2
Corbit-Calloway	2
Appoquinimink	3
Bear	11
Brandywine Hundred	16
Claymont	6
Delaware City	7
Elsmere	5
Garfield Park	0
Hockessin	14
Kirkwood	8
New Castle	9

Woodlawn	4
Spanish Service*	0
Total for month:	221

(*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.)

Trainings, Meetings, Presentations

ACA presentations and enrollment sessions continue for Sussex, Kent, and New Castle Counties; the first enrollment period ended on December 24, 2013 (it changed a few times). See the Evanced Calendar. (In the search field, use the keyword "Affordable" to easily find the programs.) The Inspiration Spaces (aka "Job Centers") is beginning to provide weekly drop in times, often on Wednesdays, until March 31, 2014 which ends the enrollment period.

The Library Town Meeting was held on Thursday, December 5 at the Dover Public Library.

Cathay attended a GED webinar hosted by the US Department of Education and HUD, regarding the upcoming changes to GED tests.

An Ask a Librarian Delaware chat training was given via Skype to Delaware City's intern from Syracuse University on Thursday, December 12. Intern Hend began providing chat on Monday, December 16.

Cathay attended WebJunction's "Health Happens" webinar on Thursday, January 19, which discussed what libraries can do and are doing around health/medical resources and the impact of ACA.

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

C. **Upcoming:**

Database Days the week of January 21-24, 2014 (January 20 is a holiday).

The Reference Services Group meeting showcases Database Days, on January 22, 2014, in Dover. Three vendors will present in-person on their products (Learning Express, ProQuest and Ebsco) and webinars for other vendors and presentations will be provided throughout the week. See the staff support site for details and registration information: <http://aalstaff.lib.de.us/2012/07/22/quarterly-liaison-meeting-coming-up/>

- D. **Patron surveys and comments** for December 2013

There were 17 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: 13	Somewhat satisfied: 1	Not satisfied: 0
Is this your first time using an online VR service?	Yes: 8	No: 5	
Staff Quality?	Excellent: 12	Good/Average: 2	Poor: 0
Ease of use?	Very Easy: 9	Easy: 3	Difficult: 0
Found AaLDE via:	Library website: 8 Friend/Relative: 0	Surfing the net: _____ Newspaper/Radio/ TV/Billboard/Bookmark: 0	Librarian Public Lib.: 1 _____ School librarian/teacher: 1

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

Customer feedback from surveys:

“I am a retired librarian and absolutely love this service. I have worked abroad in a library as a volunteer much of the past 8 years. When our library was inadequate for some reference ???, I would pull this wonderful 'rabbit out of my hat' and the answer would fly across the ocean to us. Everyone was always astonished and jealous. I was always PROUD.”

“This is an invaluable service provided by the network of librarians. I love it.”

“the lady I chatted with was stacey from seford library she was very kind and helpful you should thank her for me she is the nicest and fastest help I have gotten on the chats thanks :)”

“The first response I received when I submitted my question was from an assistant in the UK. Her response was unsatisfactory to me so I submitted my question again on the Kirkwood Hwy. library site. Within a couple of hours my problem was resolved by Cathay Keough. Thank you.”

“KATHYYYYY YOU ARE MY LIFE” [from a K-12 grader to Katy Goff for her help]

E. 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	75	4	0	40	18	13	13 (no ACA)	9	4	36	212
Oct	85	4	1	56	16	16	19 (no ACA)	9	4	35	245
Nov	59	3	1	45	14	14	19 (no ACA)	14	14	39	222
Dec*	14	0	1	2	2	0	4 (no ACA)	1	4	1	29
Jan 2014											
Feb											
Mar											
Apr											
May											
June											
Totals	379	16	6	191	63	66	75	43	53	147	1039

*Beginning December 2013, questions tagged by Dewey Decimal category strictly show number of Delaware questions asked and coded. Previously, questions reported included *all* that Delaware librarians worked on, inside and outside of Delaware.

See supplemental attachment of Excel Workbook for December, 2013 “Dewey Delaware Descriptive Codes Reference Services Monthly Report” for top reference questions for December and details by library.

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 Ask a Librarian Delaware
 January 6, 2014