



A. Chat Sessions for February:

February 2012 showed an increase in the number of chat sessions requested and accepted from the previous year (2011).

Chat sessions requested for February 2012 = 278

Chat sessions requested for February 2011 = 196

Chat sessions accepted for February 2012 = 298

Chat sessions accepted for February 2011 = 135

Our chatting librarians were very active this month, exceeding the number of questions asked by Delaware patrons/students for the first time.

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

The Delaware Division of Libraries:	161
Dover PL:	18
Georgetown PL:	2
Lewes PL:	12
Milton PL:	1
Seaford PL:	3
Sussex:	0 (Note - website change)
Millsboro PL:	3
Selbyville PL:	1
Laurel PL:	10
Rehoboth Beach PL:	8
Del Tech:	2
Delmar PL:	1
Wilmington U:	4
New Castle County:	52

For these sessions we received 7 surveys.

B. 17 Provider Libraries:

Our list of provider libraries includes:

DELAWARE DIVISION OF LIBRARIES (includes library volunteer)
SPANISH/DDL

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 (will begin 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. Trainings/Presentations

DDL was trained for email reference using QuestionPoint on February 22, in Dover (at DDL/Training Center). Implementation of the “feedback” email to QP’s webform will happen within the next few weeks (no exact date is determined). An additional one-on-one training will be provided on March 7 for staff who could not make the February training.

A one-on-one refresher training (on policy pages) was provided on Thursday, February 16.

Two interns, one from the University of Maryland and one from Syracuse, were trained and each began providing 2 hours’ of chat service per week in February. Each has projects outside of chat, as well.

D. Staff Support Site: One of the interns is assisting with some organization and content , such as on the Resources Page. The site is at: <http://aalstaff.lib.de.us>.

E. QuestionPoint Advisory Board meeting was on Friday, February 3. At this meeting, an upgrade and maintenance of the QP software was mentioned, to be on February 12. Details about the installation is on QP’s Blog:

http://questionpoint.blogs.com/questionpoint_247_referen/2012/02/release-notes-for-february-12-install.html

F. **RUSA/RSS Marketing & PR committee is planning their ALA presentation, with David Lee King, Jennifer Robinson, and Marshall Breeding.** Cathay is chair of this committee.

G. **Upcoming:**

- a. New Staff Training is on March 1, 2012 at the Georgetown Public Library.
- b. Delmar Public Library new staff training – date probably mid-April.
- c. Dickenson High School / Ask a Librarian DE Class Visit in April.
- d. QP Email staff training (for one-on-one) on March 7.
- e. Staff Day presentation of Ask a Librarian Delaware in Laurel, on March 9.
- f. Quarterly Liaison Meeting on May 2 or 3, 2012 at DDL/Training Room.
- g. Workshop for MLA/DLA about volunteerism in libraries under development with six panelists from Maryland and Delaware.

H. **Top survey comments** for February, 2012

“Wonderful experience! The chat was ended by the librarian because I had a phone call and did not return before she/he had to go. Sorry that I was not able to say thank you.”

“Heather was extremely attentive to my needs and offered excellent direction beyond the information not available on line. On my way to another somewhat local library in possession of the required reference volume. Thanks Heather, thanks DE Library!”

Submitted by: Cathay Crosby
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Ask a Librarian Delaware

March 3, 2012