

Monthly Report: February 2015

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	53	228	313
February	32	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	67	234	184
February	41	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	190	244	226
February	170	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 February 2015

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

Delaware City:	0
Elsmere:	0
Garfield Park:	0
Hockessin:	2
Kirkwood:	3
New Castle:	0
Woodlawn:	1
Frankford*:	0
Total for month:	32

*Not participating as chat providers.

Trainings, Meetings, Presentations, and Notes

1. This is the final month of QuestionPoint use for chat/email. Springshare's LibAnswers will be used for Ask a Librarian (chat, email and now, texting) as of March 1, 2015.
2. Ongoing trainings on LibAnswers/LibChat have been provided since October 1 through December 31 and continues through March 1 as needed.
3. The Ask a Librarian Delaware monthly meeting was on Wednesday February 11, 2015; a refresher training was given during this recorded meeting (see the Ask a Librarian DE staff support site for a link to the recording in "meetings").
4. Cathay attended American Library Association's Midwinter conference in Chicago January 29-February 2, 2015. This conference included reference services (RUSA/RSS) and involvement with the "Just Ask" committee.
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 developing an ACA-focused 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 meet about every two weeks online as we form the conference. Registration is free and open to public libraries and travel stipends are offered.

B. Upcoming:

The next Reference/Public Services Group meeting is online, Wednesday March 11, 2015, 10am to 12pm. This meeting will largely be a presentation given by library consultant Bill Wilson. (Registration is required.)
(Note: This meeting and presentation was cancelled and will be rescheduled. – Cathay)

Apr											
May											
June											
Totals	456	9	10	177	41	17	82	46	304	161	1303

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

QuestionPoint was last used as Ask a Librarian Delaware's VR service in February. Springshare LibAnswers began on March 1.

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