

Monthly Report: February 2014

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	228	313	392
February	175	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	234	184	285
February	273	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	244	226	116
February	221	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 February 2014:

The Delaware Division of Libraries:	50
Dover PL:	11
Georgetown PL:	2
Lewes PL:	8
Milton PL:	1
Newark Free	14
Seaford PL:	0
South Coastal	5
Sussex:	0
Wilmington PL	0
Greenwood	0
Millsboro PL:	1
Selbyville PL:	0
Laurel PL:	4
Rehoboth Beach PL:	3
Del Tech:	2
Delmar PL:	0
Wilmington U:	3
New Castle County:	5
Delaware State Courts Law	11
Smyrna	2
Bridgeville	0
Corbit-Calloway	1
Appoquinimink	5
Bear	7
Brandywine Hundred	12
Claymont	4
Delaware City	1
Elsmere	0
Garfield Park	0
Hockessin	6
Kirkwood	9
New Castle	3

Woodlawn	7
Spanish Service*	0
Total for month:	177

(*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 Reference Services Group created a Database Survey Review Form, online at: <http://tinyurl.com/l3p26ah>. This form is for evaluating shared Databases and online resources, such as Ebsco, Learning Express, etc. The evaluations provide feedback for future considerations, especially pertinent for FY 2014-15.

Database Days was rescheduled to March 11, 2014 from January 22, due to inclement weather. Webinars from ProQuest, Zinio, and Mango were given during the week of January 21-24 (Monday January 21 was an observed holiday).

Cathay is participating as a trainer for the Customer Service "Onboarding" workshops for the Delaware Division of Libraries. She and Katie McDonough provided two trainings in February (Tuesday, February 11 and Wednesday February 19).

Cathay participated in giving a webinar hosted by RUSA, with Stephanie Gerding on "How to develop your Parking Lot Speech," on Wednesday February 12.

A QuestionPoint Refresher Training was given on Thursday, March 20 at the Hockessin Public Library for library staff who provide chat/email.

Cathay met with webmaster Christine on Tuesday, February 25 to go over Qwidget placement and customization for library sites she is working on.

(Cathay was on vacation from January 31 through February 9, 2014.)

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

C. Upcoming:

Database Days the week of March 10-14 (rescheduled from January due to inclement weather). Two vendors are offering webinars; Zinio will give a repeat of their webinar given in January and Learning Express is offering a webinar twice to go over their new platform (3.0). See the staff support site (<http://lib.de.us>) for information.

The Reference Services Group meeting will showcase Database Days, on March 11 in Dover. Five vendors will present in-person on their products (Reference USA, ProQuest, Gale, Credo Reference 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/events/39/database-days-rescheduled/>

Patron surveys and comments for February 2014

There were 23 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: 21	Somewhat satisfied: 1	Not satisfied:
Is this your first time using an online VR service?	Yes: 12	No: 6	
Staff Quality?	Excellent: 17	Good/Average: 1	Poor: 0
Ease of use?	Very Easy: 13	Easy: 6	Difficult:
Found AalDE via:	Library website: 14	Surfing the net: _____1_____	Librarian Public Lib.: 1
	Friend/Relative:	Newspaper/Radio/ TV/Billboard/Bookmark:	School librarian/teacher: 1

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

**Patron received a follow up explanation of why they did not receive 'their library' when they logged onto chat. They did receive a follow up from their library.*

Customer feedback from surveys:

"iREALLY APPRECIATE THE TIME AND AVAILABILITY OF THE LIBRARIAN. IT REALLY HELPED."

“Sara was very helpful in finding me the information that I need. Thank you for your quick and thoughtful responses and for finding me exactly what I need! Excellent service!”

“She gave me some good leads. Thanks!”

“I like it”

“Chat is a great addition to the help options. Thanks for providing it.”

“i have a better idea of what to look for but cant seem to find a book that tteaches typing in way of ascll for jr high school level or lower. i hope when someone contacts me we can discuss in more detail.”

“Very helpful resource.”

“Very helpful service that is much appreciated. Thank you.”

“Thank you”

D. 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	6	1	2	8	0	3	4	0	3	3	30
Feb	49	2	4	44	3	6	17	7	18	19	169
Mar											
Apr											
May											
June											
Totals	434	19	12	243	66	75	96	50	74	169	1238

*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
February 21, 2014