

Monthly Report: January 2012

Ask a Librarian Delaware



A. Chat Sessions for January:

January 4, 2012 marked our one-year anniversary under the revised virtual reference service with a schedule of weekly chat shifts covered by Delaware providers. The service now has 38 chatting librarians and over 30 hours of weekly service.

Typically, January is a slower use month but Ask a Librarian Delaware actually showed another jump. For comparison, here are the last four months of chat sessions requested by Delaware patrons:

- October: 243
- November: 253
- December: 306
- January: 392

The Delaware Division of Libraries received 231 of these requested chat sessions for January 2012.

The number of chat sessions accepted by Delaware librarians was 285.

For these sessions we received 22 surveys.

B. 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

Liaison training was provided for Wilmington Library's representative as a back up liaison for New Castle County on January 4.

- D. Staff Support Site:** Content for the new site is being added (at: <http://aalstaff.lib.de.us>). Information regarding training, tech help, the schedule, contact, liaison, and provider libraries is offered.
- E. A newspaper article** about Ask a Librarian Delaware was featured in the Dover Post on January 4, 2012.
- F. LIS graduate student interns:** Two interns were accepted for the term. One is from the University of Maryland, College Park campus and the other is from Syracuse University. They will provide 2 hours of chat reference service each week and assistance on projects from gathering school data to helping with the staff support site organization. End of term is the first week of May.
- G. Collaborative Virtual Reference meeting.** This was held on January 10, featuring North Carolina's service. Phil Blank, coordinator for NC's VR service, explained their process for moving away from QuestionPoint to using an alternative service (Library H3lp) and is enlisting collaboration with other state services to cover hours for each other, emulating an near 247 service for all.
- H. RUSA/RSS Marketing & PR committee meeting** was held on January 18 during ALA Midwinter. Cathay is chair of this committee.
- I. Cathay took a vacation (January 21 – 29)!**
- J. Upcoming:**
- a. Quarterly Liaison Meeting on February 1, 2012 at DDL/Training Room.
 - b. Workshop for MLA/DLA about volunteerism in libraries under development with six panelists from Maryland and Delaware.
 - c. Cathay is organizing a workshop for ALA Annual, as chair of the RUSA RSS Marketing and PR Committee.

- d. DDL's "Feedback" librarians will be trained on QuestionPoint's email function and best practices for answering through email on February 22, at DDL/Training Room.
- e. New Staff Training is scheduled for March 1, 2012 at the Georgetown Public Library.

K. **Top survey comments** for January, 2012

"Easy to use to communicate clearly and accurately to get the best answer. Glad to have this option for help."

"Very nice feature and easy to use! I will next be using my Nook to download ebooks and I am so glad this is an available library option. I just wish that more books of my favorite authors were available. But that's okay because it's all free no matter what and I love to read!"

"I am trying to download an e book. This is a new process for all of us and I am still trying to figure out how to do it- as are the librarians. I am sure this service will improve as we become more familiar with it."

"Very pleased with assistance given. Very friendly and helpful."

"I had a very great experience with the librarians on this help line. Thank you very much."

"I was amazed that the librarian I worked with was from Queens, NY. What a world!! :-)"

"Keep up the excellent work!!! Fast response, didnt have to wait long!! Will defiently use again!! Thank you so much!! "

Submitted by: Cathay Crosby
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Ask a Librarian Delaware

February 3, 2012