

Monthly Report: January 2013

Ask a Librarian Delaware

A. Chat Sessions for FY 2013

Number of chat sessions requested			
Month	FY 13	FY 12	Running Total FY 13
July	365	192	365
August	390	260	755
September	361	240	1116
October	389	243	1505
November	233	253	1738
December	275	306	1913
January	313	392	2226
February			
March			

Number of chat sessions accepted			
Month	FY 13	FY 12	Running Total FY 13
July	236	119	236
August	258	128	494
September	263	142	757
October	244	214	1001
November	149	225	1150
December	161	230	1311
January	184	285	1495
February			
March			

Number of answers sent (email)			
Month	FY 13	FY 12	Running Total FY 13
July	195	55	195
August	223	70	418
September	180	66	598
October	184	95	782
November	134	62	916
December	192	116	1108
January	226	116	1334
February			
March			

Chat sessions requested per library (=per chat form link) for January 2013:

The Delaware Division of Libraries:	180
Dover PL:	17
Georgetown PL:	2
Lewes PL:	1
Milton PL:	8
Seaford PL:	5
South Coastal	6
Sussex:	0
Greenwood	0
Millsboro PL:	0
Selbyville PL:	3
Laurel PL:	13
Rehoboth Beach PL:	4
Del Tech:	1
Delmar PL:	3
Wilmington U:	5
New Castle County:	63
Smyrna	2
Bridgeville	0
<u>Spanish Service</u>	0
Total:	313

For January chat sessions there were -- surveys. See "Surveys" below in this report.

B. 22 Provider Libraries

Our list of provider libraries includes:

BRIDGEVILLE PUB LIBR
DELAWARE DIVISION OF LIBRARIES (includes library volunteers)
SPANISH/DDL
DELMAR PUB LIBR
DOVER PUB LIBR
GEORGETOWN PUB LIBR
GREENWOOD PUB LIBR
LAUREL PUB LIBR
LEWES PUB LIBR
LIBRARY FOR THE BLIND AND HANDICAPPED
MILTON PUB LIBR
MILLSBORO PUB LIBR

NEW CASTLE COUNTY PUB LIBRARIES
 REHOBOTH BEACH PUB LIBR
 SEAFORD PUB LIBR
 SELBYVILLE PUB LIBR
 SMYRNA PUB LIBR
 SOUTH COASTAL PUB LIBR
 SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM (Wilmington, Stanton, and Owens Campuses)
 WILMINGTON UNIVERSITY LIBRARIES

DELAWARE LAW LIBRARIES (SUSSEX, KENT, NEW CASTLE COUNTIES)

C. Trainings, Meetings, Presentations

On January 11, Cathay participated in a Continuing Education Committee meeting “Network of Exchange”.

Cathay attended the Customer Service workshop held at the Milford Public Library on January 15.

AaLDE new staff training was held at the Brandywine Hundred Branch, New Castle County on January 17.

ALA Midwinter was on January 24 through 28. Key workshops included “New Tech for Reference” and information about social media. Cathay also worked on two committees (RSS Marketing and PR, and the “Ask Campaign”).

D. Upcoming:

Preparation for Social Media workshops in Kent County, to be on Tuesday, March 12. I will provide two presentations – “Ask a Librarian DE” (what it is, how it works, etc.) and “Working with WordPress”

Continued work on “ask” (webform replacing the old Request Module).

E. Patron surveys and comments for January, 2013

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: 22	Somewhat satisfied: 0	Not satisfied: 1* (see below)
Is this your first time using Ask a Librarian Delaware?	Yes: 20	No: 3	
Staff Quality?	Excellent: 18	Good/Average: 3	Poor: 0

Ease of use?	Very Easy: 14	Easy: 7	Difficult: 0
Found AaLDE via:	Library website: 18	Surfing the net: 1	Librarian Public Library: 1

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

***One survey showed “not satisfied”** and rated the librarian’s work as “average”. The patron offered the following comment:

“I was actually just trying to send a question because I thought that the chat session would not be available on Sunday afternoon. [*The librarian*] signed in and basically told me, briefly, to contact a library on the phone during business hours...duh... and insisted I give him my home library as if that was my only choice?

Lo siento [*librarian’s name removed*], but, the above was not helpful. I hope he was a robo system, that would be understandable and a bit less, frió ;)

Thanks anyway, I still love the library. LOL”

This is valuable feedback in that it shows how important it is to provide options where the patron is, not to send the patron away (such as, ‘to call the library’). We have the ability to follow up with our customers!

The other important message was that the librarian sounded robotic. Online, it’s easy to compensate for this by offering some enthusiasm and genuine interest in the patron’s question, and in helping. Joining with our online customers to find the information they need is an active and often delightful partnership! It’s great that this patron ended with “Thanks anyway, I still love the library.”

Note that I provided a follow up with the patron since there was an email address and sent in a quality review to QuestionPoint as this was a QP backup librarian.

Other Customer Comments:

“I am amazed at the convenient help the public library is giving. Excellent service. Keep up the good work.”

“The online librarian (Abby) that I chatted with was FANTASTIC! She was thorough, patient, and very knowledgable! She answered EVERY question I had, and even on the final question that she didn't know the answer to initially, she found an answer for me. A TERRIFIC resource! Will definitely use again! Thank you!”

“The Librarian who helped me (Ping from the Harris County Public Library, TX) was extremely helpful and her advanced knowledge of the technology involved in this Ask a Librarian service, combined with that gracious and informative helpfulness, made it possible for me to receive "above and beyond" assistance with my question. Thank you!”

“Thank you very much for prompt and courteous reply, and your site. I have found so much I've been looking for for many years.”

“Great service! Super Friendly. “

“Being able to use the Overdrive system has made reading so much easier for me to do. I cant thank you enough for bringing this to Delaware. “

“Very knowledgeable and had all the information in assisting me with my request. Very professional.”

“I just say all the staff are excellent, very polite and supportive .No words to say about their work excellent work they are doing. God Bless you all.”

F. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2012-13: 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, geneology)	Total
June	3	5	1	16	0	7	14	3	12 (M, SF, H, children)	16	77
July	47*	2	0	22	13	10	11	0	7 (YA, children)	25 (F, children)	137
Aug	91	19	1	17	9	14	10	3	7	22	193
Sept	101	4	1	29	8	27	13	3	3	29	218
Oct	62	4	0	34	22	14	13	5	14	32	200
Nov	67	5	0	23	15	15	9	3	2	16	155
Dec	105	6	0	13	11	17	16	6	3	26	203
Jan	101	3	1	28	9	16	15	7	5	53	237
Feb											
Mar											
Apr											
Totals	577	48	4	182	87	120	101	29	53	219	1420

*ebook questions that require explanation and/or instruction are included, beginning July 2012

Some top reference questions for January

“I would like Peter Tchaikovsky's entire Nutcracker performed by a big name orchestra on one CD.”

“Do you offer free online practice job applications?”

“what are some good books on the history of television and american entertainment and how it impacted us?”

“Is there an emovie that I can watch on my Kindle Fire HD?”

“i need a book tha explains how adding color,and sound impacted us and what it was like before and after”

“I would like to find websites about codes...like morse code”

“Do you know of any reputable sources where I can find the definition of plasma, where it is found in the universe, and the properties of it? Thanks :D”

“I'm looking for a non-fiction book for my 11 year old son to do a 5th grade book report. Animals, sports are all of interest. I was trying to do something other than a biography since they have to do that later in the year. Do you have any recommendations? Needs to be 6th grade level roughly.”

“Are there any books in stock that deal with basic refinery skills. Like a test booklet or maybe a text book?”

“During victorian times, what did adults and children do for fun?”

“I have a project in geography and I was wondering if you could help me find information on current events in colombia”

“Do the photocopiers at the library also scan?”

“what is the name of the system that houses grant information.. I think its called the fountain” *(During the reference conversation, it was determined that the Dover Public Library has the Foundation Directory.)*

“math homework: Multiplying a 4 didgit number by a three didget number.”

“Hi! I've been in contact with Cathay Crosby (the head of) about the Ask-a-Librarian Delaware system. I wanted to check something: do you know if the Ask-a-librarians ever work from non-library locations?”

“Are there any websites I can get information on Traveler's Rest historic landmark in West Virginia?”

“What war was Pearl Harbor in? World War 1 or 2?”

“can i have websites for wildfires”

“I am unemployed and do not have access to high speed Internet. Many of the jobs I would like to apply for now require filling out applications on line. Is this something I could come into the library and do? How do I go about the process and how much is it to be a member?”

“Is there a chess group or club that meets at any of the Wilmington-area libraries? I am trying to find a place to meet other chess players (adults).”

“How legal can a prank call be?”

“Hi, I need help finding statistics on the low food storage japan faced during the atomic bomb”

“i need sources on the boston massacre”

"I need help writing an 4 paragraph essay about EE Cummings but dont know where to start"
"Reading suggestions for 3rd grade student - liking's are- funny, animal related books"

"I'm currently attending Wilmington University. Are books required for my course work, available in the library available to me?"

"How is sushi prepared in japan???"

"I need a list of common phobias but from a trustworthy website"

"My 9th grade daughter is doing a report on Ruth Bader Ginsberg. We are looking for cases she was involved in. How would we look this up?"

"how tall can stilts get?"

"why did the americans first fight the british in the revoloutionary war?"

"what colors mixed together make pink"

"when did ice hockey becom a sport?"

"how long does a hermit crab liv"

"Good afternoon, can I access the the Referenceusa.com database with a Delaware library card? If yes , how?"

"how fast does the polaris ranger 6x6 800 go?"

"Is there a list or a database that the public can access that has a listing of the most circulated books for New Castle county or each individual branch library?"

"Hello! I was wondering if you could find any primary sources for my History Day project on discovering the structure of DNA. I am looking specifically at the discovery of the double helix made by James Watson and Francis Crick."

"i forget what a work cited page is can you show me a example of one?>"

"Can you please give us some helpful websites for our project on Hydrogen!"

"How would I draw a picture to show "european involvement in africa changed how slavery was practiced?""

"Which Delaware public libraries offer tumble books or something similar?"

"I need a Albert Einsein websites or books"

"I'm not fond of reading books on my leisure time, but I am interested in trying it out now. I enjoy mystery and romantic books. Any person suggestions that I can checkout?"

"hi my topic is child labor in england around the 1800s i was hoping you could help me with some resources!"

"What did Gould and Eldridge contribute to the evolutionary theory"

"how do i find an article that is peer reviewed?"

"Here is an idea from Tempe, AZ: "In Dec the Tempe library had a Food for Fines week. Anyone who had any overdue materials of any kind could bring in food and have the fines dismissed. Hundreds of people drought back stuff. Enough food was collected for 5000 meals. It was such a success they plan to do it semi-annually.""

"I have a legal'ish question may I ask you to find out where I should go to get it answered? thanks"

"I would like to know about and download any forms pertaining to personal bankruptcy. Thank you."

"doe the library have "comic" books for ebooks?"

"Do you have inventories for pre employment assessments for Cognitive Aptitude Test that measures problem-solving ability, critical thinking, reasoning, and aptitude for learning and applying new information? I version that I can reuse to give to applicants."

"I need a law book on Delaware's medical marijuana laws"

"Hi, I am a high school student looking for relevant articles on how to avoid military budget cuts"

"I don't get how to add fractions sideways"

"What is a vulcanized rubber plate?"

"do you know were i can find more info about how the northern lights work?"

"Why do DVD's "break up"? Is there any remedy? (DVD's from Netflix suggest washing with hot water and detergent for DVD's that "don't play well"; this does not help with library copies.)"

“do you have any good tips on figurative language? (Simile, metaphor, onomatopoeia, idiom, and hyperbole)”

“do you know of any how to draw websites?”

“what is the process for correcting incorrect information on a 1031 marriage license”

“I need some information on Julia Childs legacy”

“I have just finished Ellen Hopkins " Impulse" Loved the book, looking for a new one about same things, at Kirkwood library”

“i need help finding info on intolerable acts”

“I'm wondering if you have tax instruction books in the libraries?”

“Is there a way I can find/search for easy reader books on Greek Mythology? I have a 7 yr old who is learning to read and might enjoy these types of stories. But all I can search under is "juvenile" and all the titles I find there are too advanced.”

“Hii! I am doing a research project on the Earthrise photo and i was wondering if you could help me find some primary sources to take notes on?”

“What are reasons that wolves are endangered?”

“Do you know of any websites appropriate for elementary students to research the meaning of their first name? Thank you!”

“hi! im working on a project about internet safety for school and i have a few questions to ask if you have the time. what types of services do you offer to youth? (regarding internet safety)”

“i am doing a report on currency and i need to know the role the us government has played in the production and regulation of currency over time?”

“I am homeschooling my 7th grader and we would like to study the Russian Revolution. Can you please recommend some age appropriate materials? I am specifically looking for a balance of non-fiction, historical fiction, documentaries and movies. Thank you!”

“i was wondering what book or books are good comedy books for a 13 yr old.”

“Who invented the ancient Chinese compass?”

“what length remains when 586 mm are divided by 10”

“If I let my house go into foreclosure, will it make it difficult to rent an apartment?”

“can u please tell me what the metter of shakespeare sonnet 71 whould be”

“Hi I need help finding a primary source of the kent state shooting. I would likely to be on a website please.”

“Does the library have any books on Canada that would be kid friendly, ages 6-8 years old?”

“hello!!i'm an 8th grader and i'm doing a research paper on the career of an architect. I already went on the website bls.gov . do you have any other websites?”

“Is there a class on selling on ebay scheduled in Newark or other library?”

“What is a Mecca and what does it mean to people of the islamic faith. I tried to research the question but there was not really any good sources for the question. thank you,”

“Will there be other knitting lessons than the one offered tonight? I may not be able to make it there tonight.”

“Can I find journals pertaining to elementary school counseling in the New Castle County Brandywine Hundred library?”

“I need help finding specific resources on Thomas Cole's painting "The Clove" and Ambrose Bierce's short story "An Occurence at Owl Creek and how they are examples of American realism.”

Dewey Types of questions - Details

- 000 **Generalities** (computer help, computer technology, questions about the e-book services)

- 100 **Philosophy/Psychology** (and self-help questions)

- 200 **Religion**

- 300 **Social Sciences** (education, law, financial, veterans, government, politics, folklore questions)

- 400 **Language** (ESL, grammar, and literacy questions)

- 500 **Science** (STEM*, mathematics, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs)

- 600 **Applied Science** (technology, health, engineering, pets, cooking, management, job hunting, home building and construction questions)

- 700 **Arts/Sports** (fine arts, architecture, home decorating, photography, music, recreation/ sports questions)

- 800 **Literature** (questions about fiction including readers' advisory questions)

- 900 **History and Geography** (genealogy, travel, and biography)

Fiction Common Genres and Codes to Use

Fantasy = F	Romance = R
Horror = H	Science Fiction = SF
Inspirational = I	Urban = U
Mystery = M	Western = W

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