

Monthly Report: January 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 | | 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 | | 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 | | 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 January 2014:

| | |
|-------------------------------------|----|
| The Delaware Division of Libraries: | 64 |
| Dover PL: | 11 |
| Georgetown PL: | 2 |
| Lewes PL: | 15 |
| Milton PL: | 0 |
| Newark Free | 12 |
| Seaford PL: | 6 |
| South Coastal | 4 |
| Sussex: | 3 |
| Wilmington PL | 2 |
| Greenwood | 1 |
| Millsboro PL: | 4 |
| Selbyville PL: | 0 |
| Laurel PL: | 5 |
| Rehoboth Beach PL: | 2 |
| Del Tech: | 0 |
| Delmar PL: | 1 |
| Wilmington U: | 1 |
| New Castle County: | 4 |
| Delaware State Courts Law | 21 |
| Smyrna | 2 |
| Bridgeville | 1 |
| Corbit-Calloway | 0 |
| Appoquinimink | 9 |
| Bear | 14 |
| Brandywine Hundred | 17 |
| Claymont | 2 |
| Delaware City | 1 |
| Elsmere | 0 |
| Garfield Park | 0 |
| Hockessin | 10 |
| Kirkwood | 9 |
| New Castle | 2 |

| | |
|-------------------------|-----|
| Woodlawn | 3 |
| Spanish Service* | 0 |
| Total for month: | 228 |

(*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).

An Ask a Librarian Delaware chat/email training for new providers was given at the Georgetown Public Library on Thursday, January 16.

Cathay attended ALA Midwinter in Philadelphia and was a presenter sponsored by RSS/MARS on Sunday January 26 at 4pm ("Teach to fish vs. give the answer").

Cathay and Dr. Annie Norman met with WHYY reporter at ALA Midwinter to discuss ACA and what Delaware libraries are doing.

- B. **Wiki for Reference Services Group** at: <http://goo.gl/ICYPz> 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).

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 January 2014

There were 17 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: 16 | Somewhat satisfied: 0 | Not satisfied: 1* |
| Is this your first time using an online VR service? | Yes: 9 | No: 7 | |
| Staff Quality? | Excellent: 12 | Good/Average: 2 | Poor: 0 |
| Ease of use? | Very Easy: 11 | Easy: 1 | Difficult: 0 |
| Found AaLDE via: | Library website: 9 | Surfing the net: _____ | Librarian Public Lib.: 0 |
| | Friend/Relative: 0 | Newspaper/Radio/ TV/Billboard/Bookmark: 0 | 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:

"Thanks for your service!"

"very surprised that there are people in the UK answering questions???? Amazing."

"Wren assisting me late at night was overwhelmingly resourceful. Though admitted she is helping out the Librarian she was able to dig up relevant and accurate info. I'm impressed!
Keep up the good work!!"

"Even when faced with challenging questions the librarians here always come through, and my searches have been anywhere from Kleine-Levin syndrome to facts about an STD. The librarian always helps and this is a lot easier than asking my school librarian."

"Librarian was excellent in manor & information"

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 | | | | | | | | | | | |
| Mar | | | | | | | | | | | |
| Apr | | | | | | | | | | | |
| May | | | | | | | | | | | |
| June | | | | | | | | | | | |
| Totals | 385 | 17 | 8 | 199 | 63 | 69 | 79 | 43 | 56 | 150 | 1069 |

*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.

Submitted by: Cathay Crosby
 Statewide Coordinator
 Reference Services
 Ask a Librarian Delaware
 February 21, 2014