

Monthly Report: July 2012



Ask a Librarian Delaware

A. Chat Sessions for July 2012:

July's totals showed another, though smaller, increase in chat sessions requested.

Chat sessions requested for July 2012 = 365

Chat sessions requested for July 2011= 192

Chat sessions accepted for July 2012 = 236

Chat sessions accepted for July 2011 = 119

Email received (DDL's webform) for July 2012: 18

Answers sent (email and follow ups) for July 2012: 195

Answers sent (follow ups) for July 2011: 55

Chat sessions requested per library (=per chat form link) for July 2012:

The Delaware Division of Libraries:	218
Dover PL:	14
Georgetown PL:	3
Lewes PL:	9
Milton PL:	6
Seaford PL:	4
Sussex:	1
Millsboro PL:	3
Selbyville PL:	0
Laurel PL:	25
Rehoboth Beach PL:	3
Del Tech:	1
Delmar PL:	2
Wilmington U:	5
New Castle County:	71
<u>Spanish Service</u>	0
Total:	365

For July chat sessions there were 35 surveys. See "Surveys" below in this report.

B. 17 Provider Libraries:

Our list of provider libraries includes:

DELAWARE DIVISION OF LIBRARIES (includes library volunteers)

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

REHOBOTH BEACH PUB LIBR

SEAFORD PUB LIBR

SELBYVILLE PUB LIB

SUSSEX CNTY DEPT OF LIBR

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

WILMINGTON UNIVERSITY LIBRARIES

C. Trainings/Presentations

Implementation of Delaware Division of Libraries' "feedback" email to QP's webform went live on June 4, 2012. By the end of July, it was discovered that a couple of email contact links in Overdrive were still going to Feedback's email; this has been corrected.

One former intern, Theresa, is helping with projects such as compiling information about Laurel Public Library's quiz results and with hourly demand of chat sessions requested by Delaware patrons. These reports will be presented at the upcoming liaison meeting on August 8, 2012.

The intern from the University of Maryland is completing her field study with Ask a Librarian Delaware and Maryland AskUsNow!. She has been giving one hour of global chat for Delaware's service a week as well as to provide assistance with training materials.

New staff training was given at Elsmere on June 27 and at Brandywine Hundred on June 28 and seven new chatting librarians (6 from New Castle County Public Libraries and 1 from Wilmington University) beginning to add their weekly chat sessions to the Ask a Librarian Delaware schedule, raising the total over 40 hours of coverage a week.

Laurel Public Library's promotional contest was held July 4-18. A final report will be given at the AaLDE Liaison meeting. The contest offered patrons a way to get onto chat, just to be entered into a drawing to win a digital photo frame. LPL staff is also entered in the contest to win a pizza certificate (patrons mention who sent them to the chat).

- D. **Staff Support Site:** The site is at: <http://aalstaff.lib.de.us> and is continuously being updated. This week a demonstration of the Schedule page was uploaded.
- E. RUSA/RSS Committees met on Friday, July 20 to discuss plans and initiatives. Cathay is chair of the Marketing and PR Committee. The Just Ask campaign was also discussed.
- F. Cathay has been taking a six-week course, "Turning the Page 2.0" through PLA online. The class is focused upon learning skills for library advocacy. It began on July 12 and finishes on August 16. When completed, she will have a workplan and further skills for advocacy efforts targeting AaLDE's needs as well as all library services (and reference services).
- G. Cathay is meeting with Sussex County Law Librarian Leah Chandler on August 8 to discuss their library's participation with Ask a Librarian Delaware.

H. **Upcoming:**

Quarterly Liaison Meeting is set for Wednesday, August 8, 2012 at DDL/Training Room (10:30 – 12:30).
Meeting with Sussex Law Library on Tuesday, August 14, 2012.

I. **Survey comments** for July, 2012

"He was very helpful. However, I would like to see that our library is updated in order for us to pay our dues online."

"very good web site"

"When local Librarian was unavailable, my question was immediately answered by a remote Librarian. Great job!!!"

"I've been doing research for my family tree and have been using the internet to search for items regarding my family. Luckily my dad, Nello J. Fraticelli, had hundreds of pictures from his time during WWII while serving in Bora Bora.

I appreciate the fast responses I've received and will continue to use the Library and the internet for more information.

Thank you"

"Great Service that I just learned about this evening."

"I love the digital access. Easy to use, and efficient."

"Thank you from a luddite who reads non stop"

"This chat was to update my email address. I had spent many minutes searching fruitlessly for that function on the website. It would be very helpful for the website to indicate that email change can be done via chat or in person but not on the website! This would reduce frustration since most other websites do allow one to update an email.

Thanks for helping!

My experience with the online chat librarian was 100% positive. Terri addressed my need immediately and I am a Happy Patron.”

“Again, thank you for your time and information and I'm excited to check this out.....! I love the library and all I receive from books to movies so I'm getting an iPad and am looking forward to getting books (free) from the library in this way also. We live in a great country and I'm so thankful for all I can do through the library. Thank you again for your service and time.”

“it was quick,correct and efficient”

“Mary was wonderful!”

J. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2012

of questions asked per Dewey category through chat, email, and IM
(See descriptions for categories below chart.)

	000	100	200	300	400	500	600	700	800	900
June	3	5	1	16	0	7	14	3	12	16 M, SF, H, Children
July	47*	2	0	22	13	10	11	0	7	25 Children, YA
Aug										

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

Some top reference questions for July

“I'm trying to find information on a job. I don't know the actual title. But I know these people conduct interviews/focus groups for companies to find out what people think of their product or company. For example, a cell phone company might contract with them to find out what consumers think of their new phone features. Thanks!”

“Where can I find a book about the importance of Delphi to the ancient Greeks?”

“I need a book on Lance Armstrong.”

“Hello, I am new to the Digital Library site and wanted to view the videos such as OverDrive Help and the Digital Books Tour. When I click on the videos I get a blank screen. Do I need a special setting to view them? I am running Windows Internet Explorer 8. Thank you.”

"How do I find out how to cite a paper in MLA style through Blackboard?"

"Can I renew an ebook or do I have to download it again?"

"what is the ad, seen very much using the word "geek" what is "geek"?"

"I would like some information on flavonoids or bioflavonoids for a large research report I am doing. Any source with a good amount of information that is not Wikipedia would be great. I would also like to know if there is any way to test the amount of them in any given substance. Thanks!"

"Can you show me books I can use for summer reading?"

"Hello, I am researching a question and looking for supporting literature/guidelines. Can you please help me look for relevant articles? The question is: What type of emergency equipment/medications does the typical outpatient practice keep on hand? I've looked at the CDC, ISMP, ECRI, AHRQ, and JCAHO websites. I've emailed them for help as well, but they can take several days to get back to me."

"Can I download a book to my Kindle and my iPhone? I'd like to be able to read the same book on both devices. Thanks."

"i'm sopost to learn about the life of mary slessor a missionary in africa and what things impressed me"

"How do I go about information about Pete Seeger and I looking for information on what the significance of the song turn turn turn is."

"i need help looking for jobs and i cant seem to find any"

"Under the State of Delaware Code 25 in which chapter is 'land installment or owner financing'?"

"Are there any books for helping with skills for a child entering first grade?"

"Hi my name is candy jones what kind of turtle was in the tv show rizzoli and isles"

"What qualifies a book to be on the NY Times best seller's list?"

"Are there any countries that use just solar and wind energy?"

"How much has deforestation occurred in the last 100 years with regards to rain forests?"

"I am looking for a book to help a three year old learn preschool skills, such as letters, numbers, shapes, etc in a fun way."

"What is the temperature of a solar flare, what is the size of a solar flare and how long does a solar take to reach the earth?"

"I am looking for material on self-harm. I am most curious to how it affects people later on after they have stopped."

"I am the grandparent of a month old grandson. Do i need a Whooping cough shot. Where can I get the whooping cough vaccine? Thanks"

"Well am trying to join a clan in Call Of Duty Elite. When i choose accept i didnt join. It took me to a page to look up a clan or create one. Then i get another clan invite and i choose yes through my PS3 Elite. And i joined the clan. Why couldnt i join the first clan?"

"can you find me my next ya fiction to read in into intense romance and ya with sex"

"So, I dropped out in the 11th grade and I am 17 years old. I attended christiana high. I was wondering if it is at all possible that i can enroll back into Christiana and continue where i left off?"

"What are Delaware laws pertaining to noise statutes, specifically cars."

“How do I look for case studies about team building strategies?”

“How many days did it rain in Edinburgh in 2004?”

“How many books does an average person read a year?”

<u>Dewey</u>	<u>Types of question</u>
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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, questions)
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 and 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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