

Monthly Report: July 2014

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions for FY 2015

Number of chat sessions requested			
Month	FY 15*	FY 14	FY 13
July	88	280	365
August		285	390
September		241	361
October		268	389
November		221	233
December		221	275
January		228	313
February		175	243
March		194	297
April		166	270
May		171	234
June		215	184
Totals		2665	3554

*Began local Delaware coverage on July 1, 2014. This reduced the number of hours a librarian was available when Delaware patrons came on to chat.

Number of chat sessions accepted			
Month	FY 15	FY 14	FY 13
July	87	184	236
August		247	258
September		246	263
October		227	244
November		273	149
December		237	161
January		234	184
February		273	191
March		254	163
April		217	238
May		197	242
June		160	188
Totals		2749	2517

Number of answers sent (email)			
Month	FY15	FY14	FY 13
July	268	237	195
August		303	223
September		265	180
October		344	184

November		272	134
December		230	192
January		244	226
February		221	170
March		248	226
April		230	179
May		217	180
June		272	154
Totals		3083	2243

Chat sessions requested per library (=per chat form link) for July 2014:

The Delaware Division of Libraries:	20
Dover PL:	4
Georgetown PL:	1
Lewes PL:	5
Milton PL:	0
Newark Free:	3
Seaford PL:	1
South Coastal*	2
Sussex*	1
Wilmington PL:	1
Greenwood*	1
Millsboro PL:	0
Selbyville PL:	1
Laurel PL:	5
Rehoboth Beach PL:	4
Del Tech:	0
Delmar PL:	1
Wilmington U:	1
New Castle County*	4
Delaware State Courts Law	7
Smyrna*	1
Bridgeville*	0
Corbit-Calloway:	0
Appoquinimink	1
Bear:	7
Brandywine Hundred:	3
Claymont:	0
Delaware City:	0
Elsmere:	0
Garfield Park:	0
Hockessin:	3
Kirkwood:	6

New Castle:	3
Woodlawn:	2
Frankford:	0
Total for month:	88

Trainings, Meetings, Presentations

1. AdobeConnect webinar software is used for our online meetings – a 4-minute ‘how to log on’ tutorial has been created and is available to help library staff prepare for meetings, trainings and webinars. You can view this at: <http://aalstaff.lib.de.us/2014/07/10/how-to-log-on-to-adobeconnect/>
2. In preparation of piloting and exploring how LibChat and LibAnswers can work for Delaware libraries, Cathay has attended SpringShare LibChat/LibAnswers training webinars in July and is scheduled for others in August. (SpringShare has just recently rolled out version 2 of their products; webinar training just started to be offered.) On July 1, Ask a Librarian Delaware moved from providing global coverage on chat to local Delaware only, beginning July 1. This helps with a possible transition to the new software and greatly reduces expenses (since we are not paying for back-up coverage).
3. “Closed Message” – when library staff are not logged onto chat for Delaware students and patrons, users see a closed message as follows:

“Ask a Librarian Delaware chat

...is not available at this moment. Our normal operating hours are usually 9am to 5pm, Monday through Friday. If we are offline, please [contact us through email](#), or [by telephone and in person](#). We appreciate your service and your support of Delaware libraries and look forward to hearing from you!”

4. The eMagazines & More page is continuing to be updated to feature Dewey classification of our resources and to feature our growing LibGuides: <http://lib.de.us/ebooks-more/>
5. Cathay visited six public libraries during July, for her “Library Working Visits”. Here is a list of libraries, in order of dates visited:

July Date	Library
Tuesday, 7/15	Hockessin
Thursday, 7/17	Wilmington
Tuesday, 7/22	Brandywine Hundred
Wednesday, 7/23	Laurel
Monday, 7/28	Bear
Tuesday, 7/29	Claymont

Thank you to the hosting libraries, their managers/directors and staff for making this possible!

6. Cathay was elected to be one of the three RUSA/RSS Members-at-Large, and this year will chair the Discussion Forum group. The term began July 1. The Member-at-Large term is three years; the chair position rotates each year.

B. Upcoming:

The next Reference/Public Services Group meeting is online, Wednesday August 20 2014, 10am to 12pm. RefUSA's trainer Rick White will provide an hour-long webinar to re-introduce us to this resource.

C. Patron surveys and comments for July 2014

There were 8 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: 8	Somewhat satisfied:	Not satisfied:
Is this your first time using an online VR service?	Yes: 5	No: 3	
Staff Quality?	Excellent: 8	Good/Average:	Poor:
Ease of use?	Very Easy: 6	Easy: 2	Difficult:
Found AaLDE via:	Library website: 7	Surfing the net: _____	Librarian Public Lib.:
	Friend/Relative: 1	Newspaper/Radio/ TV/Billboard/Bookmark:	School librarian/teacher:

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

Customer feedback from surveys:

"I wanted to download an ebook to my kindle and put a hold on a book. When I went to download the book I found it was in a format other than for kindle. Looking for help I found "Ask a Librarian" and was connected to a lovely person who answered my question but also gave advice on available software conversion programs. Problem solved and very graciously."

"Long waiting list for the digital books that I wish to read
Digital plus audio books of favorite authors"

Dewey Delaware

*Ask a Librarian Delaware Reference Transactions 2014-15: Questions asked per Dewey category**

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 2014	81	3	2	18	4	3	7	6	47	22	193
Aug											
Sept											
Oct											
Nov											
Dec											
Jan 2015											
Feb											
Mar											
Apr											
May											
June											
Totals	81	3	2	18	4	3	7	6	47	22	193

*Note that each question can be assigned up to four descriptive code categories.

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 Ask a Librarian Delaware
 August 1, 2014