



A. Chat Sessions for June 2012:

June showed a dramatic increase from previous months, which is especially significant since summer months typically show a decrease due to the end of the school year. The service continues to show significantly higher use from the previous year, and 147 more chat sessions were requested in June 2012 than this time in 2011. Chatting librarians also handled a high number of questions in chat, through the Qwidget use, and through email (DDL's webform as well as email follow ups), but did not claim as many chat sessions as they did in May (20 less).

Chat sessions requested for June 2012 = 359

Chat sessions requested for June 2011= 212

Chat sessions accepted for June 2012 = 212

Chat sessions accepted for June 2011 = 141

Email received (DDL's webform) for June 2012: 19

Answers sent (email and follow ups) for June 2012: 183

Answers sent (follow ups) for June 2011: 80

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

The Delaware Division of Libraries:	189
Dover PL:	22
Georgetown PL:	3 (down from 10 in previous month)
Lewes PL:	10
Milton PL:	1
Seaford PL:	7
Sussex:	4
Millsboro PL:	7
Selbyville PL:	2
Laurel PL:	25
Rehoboth Beach PL:	4
Del Tech:	1
Delmar PL:	2
Wilmington U:	2
New Castle County:	80

Spanish Service **0**

Total: 359

For June chat sessions there were 33 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.

Laurel Public Library continues to feature the QP Qwidget on their site.

One intern continued to provide chat for June and will help on future projects, time permitting. We also trained and began another inter from the University of Maryland who is conducting a field study on Ask a Librarian Delaware and Maryland AskUsNow!. She gives one hour of global chat for Delaware's service a week as well as to provide assistance with training materials.

A new staff training was given at Elsmere on June 27 and at Brandywine Hundred on June 28. Seven new chatting librarians (6 from New Castle County Public Libraries and 1 from Wilmington University) will begin their weekly chat sessions by the end of July.

D. Staff Support Site: The site is at: <http://aalstaff.lib.de.us> and is continuously being updated.

E. RUSA/RSS Marketing & PR committee gave their ALA presentation, with David Lee King, Jennifer Robinson, and Marshall Breeding. Cathay is chair of this committee and Beth-Ann Ryan attended! The workshop focuses upon social media and marketing for libraries, was on Monday, June 28 (10am). (Liane Taylor, RSS Chair, stepped in to emcee the program in Cathay's absence.)

F. Upcoming:

- a. Laurel Public Library is having a promotional contest to give away a digital photo frame to the winning patron who logs onto chat to try it out, and requests that they be entered into the contest. LPL staff is also entered in the contest to win a pizza certificate (patrons mention who sent them to the chat). Contest is July 4 – 18.
- b. Quarterly Liaison Meeting is set for Wednesday, August 8, 2012 at DDL/Training Room (10:30 – 12:30).

G. Survey comments for June, 2012

“I did not get the answer I was hoping for so I am a little upset, however I'm sure this is a great resource otherwise”

“Librarians are always very knowledgeable & friendly.

This last session's librarian went to great lengths to find answers for my original question and then went on for several minutes to find answers to a completely different question, as well as make several useful suggestions.”

“The service was very helpful. I would do it again!”

“very good idea, especially on off hours when libraries are no open”

“Very efficient.Fast.Reliable>first time user.”

“This was my first time using an online "Ask a Librarian" tool, and I was VERY pleased with my experience. I haven't yet used the resources that were retrieved, but I'm optimistic that the answer to my question will be found therein. Two thumbs up!”

“ok, good, I'm not a frequent internet user, new to me, however this went well, thank you”

“Thanks for the help!”

“When I dropped two books off at the Wilmington Library while it was undergoing renovations, I was concerned that I would be charged for lost books. Cathay Crosby responded that she would do her best to resolve the issue, and she was extremely helpful. When one book was processed but the other was seemingly lost in the fray, Cathay was proactive in tracking it down, and very responsive in communicating with me via e-mail in a timely and pleasant manner. She kept me updated on the Case of the Missing Book, even going in and making sure it was renewed so I wouldn't be charged while she searched for it, and then she found it and I was just so relieved. Her customer service was impeccable, and if I could I'd get her a gift certificate or a plaque or a cake with a personalized message written in icing, something like, "Cathay - Most Helpful Librarian Ever!", and I'd have it delivered by a man dressed as a bellhop. As I can't do that, I will take her suggestion and contact my officials and let them know just how important it is to support funding for Delaware's libraries.”

“This is the very first time I am using this service, and I am surprised at the speed with which my request was dealt with.

I will most definitely using the service again when necessary.”

“I really love the ebook service from the library but I am assuming that it is evolving into a more user friendly service. I would like more books and I would like to be able to renew more books instead of having to wait a long time. The search system in digital library is cumbersome where one has to wade through all kinds of books to get what is wanted but, again, I'm assuming that it will evolve. I understand that library ebooks in general are a work in transition, including having to work out a suitable arrangement with publishers who should certainly get appropriate compensation. I love the New Castle County and Delaware library systems. Thank you very much.” (note: patron was responded to – CC)

“Excellent Service!!!!”

H. Dewey Delaware

Ask a Librarian Delaware June 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
3	5	1	16	0	7	14	3	12	16 M, SF, H, Children

Some top reference questions for June

“I need to find free criminal records.”

“Can you tell me about nursing careers?”

“Are subs a good dinner choice?”

“How do you find an article on jail wardens?”

“How do you reduce insects in gardens, naturally?”

“When was the first book written, and where?”

“What is life in space like?”

“Can you help me with my Playstation 3?”

“When did the Titanic sink?”

“I need information about mountain climbers.”

“Can you tell me some good Scottish folk-tales and legends?”

“Do you have any good plays that are suitable for children?”

“What is the legal age for children to be able to stay at home?”

“I am looking for a resource that will help me identify the various kinds of earthworms in my compost bin. I am particularly interested in identifying the skinny ones with yellow heads.”

Dewey Types of question

- 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 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** (fine arts, architecture, home decorating, photography, music, recreation and sports questions)
- 800** **Literature** (questions about fiction authors including readers’ advisory questions)
- 900** **History and Geography** (genealogy 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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July 4, 2012