

Monthly Report: June 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	175	243	278
March	194	297	370
April	166	270	250
May	171	234	278
June	215	184	359
Totals	2665	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	273	191	298
March	254	163	317
April	217	238	267
May	197	242	232
June	160	188	212
Totals	2749	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	221	170	96
March	248	226	105
April	230	179	79
May	217	180	59
June	272	154	183
Totals	3083	2243	1102

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

The Delaware Division of Libraries:	53
Dover PL:	19
Georgetown PL:	4
Lewes PL:	11
Milton PL:	0
Newark Free:	13
Seaford PL:	1
South Coastal*	8
Sussex*	0
Wilmington PL:	3
Greenwood*	2
Millsboro PL:	1
Selbyville PL:	0
Laurel PL:	10
Rehoboth Beach PL:	4
Del Tech:	0
Delmar PL:	1
Wilmington U:	2
New Castle County*	17
Delaware State Courts Law	13
Smyrna*	0
Bridgeville*	2
Corbit-Calloway:	0
Appoquinimink	10
Bear:	8
Brandywine Hundred:	12
Claymont:	1
Delaware City:	1
Elsmere:	0
Garfield Park:	0
Hockessin:	7
Kirkwood:	2
New Castle:	5

Woodlawn:	5
Frankford:	0
<u>Spanish Service*</u>	0
Total for month:	215

(*Spanish service resumed in March, 2014 and discontinued in May, 2014.)

Trainings, Meetings, Presentations

AdobeConnect webinar software training was provided during the first half of the June 2014 Public Services Group meeting (Wednesday, June 18 2014). This June date also marked our first totally online meeting; 20 library staff from around the state attended via AdobeConnect.

Cathay represented Delaware's public and virtual reference service to host the Collaborative VR Community meeting for the first time on June 18. At this meeting, we discussed changes with some states' services including Oregon (AnswerLand). AskAway in B.C. Canada gave information about how their service is staffed and their use of texting.

The Delaware Division of Libraries did a final review of resources and databases, including Springshare's LibAnswers products (includes LibChat). (Database Reviews were finalized in May. See the AaLDE staff support site for updates: <http://aalstaff.lib.de.us/2013/11/07/database-days-are-coming/>)

After exploring the demo and attending an extensive webinar, it was decided that Ask a Librarian Delaware would include a license for LibAnswers/LibChat to coincide with OCLC QuestionPoint's software.

It was decided to move from providing global coverage on chat to local Delaware only, beginning July 1. This will help prepare for any transition to new software and greatly reduces expenses. For the amount of questions asked on chat by Delaware patrons and with the current coverage provided by Delaware library staff to pick up and help our Delaware library patrons, this move will not create much change in our service but it will restrict our question-answering to our own staff (there will be no back up librarians from out of state) as we will no longer be part of QP's 24/7 Cooperative.

Adobe Connect has been implemented for statewide use. Cathay will host one of the two licenses (Katie McDonough is the other host). This is webinar software for online meetings, presentations and events. Every other Public / Reference Services Group meeting will be held using Adobe Connect. The first fully online meeting is June 18. As of Friday, May 30, headsets have been ordered for each library so that staff can more easily participate online.

The eMagazines & More page is now changed to feature Dewey classification of our resources and to feature our growing LibGuides: <http://lib.de.us/ebooks-more/>

B. Upcoming:

The next Public Services Group meeting is at the Dover Public Library on Wednesday, July 16 from 10am to 12pm.

C. **Patron surveys and comments** for June 2014

There were 11 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: 10	Somewhat satisfied: 1	Not satisfied: 0
Is this your first time using an online VR service?	Yes: 5	No: 4	
Staff Quality?	Excellent: 8	Good/Average: 1	Poor: 0
Ease of use?	Very Easy: 9	Easy: 0	Difficult: 0
Found AaLDE via:	Library website: 6 Friend/Relative: 0	Surfing the net: 1 Newspaper/Radio/ TV/Billboard/Bookmark: 0	Librarian Public Lib.: 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.)

Customer feedback from surveys:

“Professional and polite.”

“Terrific...professional, intelligent reply to quandary”

“Reference librarian was very helpful thank you.”

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	49	2	4	44	3	6	17	7	18	19	169
Mar	49	4	4	44	1	4	15	6	17	15	159
Apr	61	3	3	53	2	4	11	9	18	21	185
May	46	4	2	52	3	3	5	12	22	26	175
June	70	4	1	45	5	2	6	10	36	36	215
Totals	660	34	22	437	77	88	133	87	167	267	1972

*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.

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 Ask a Librarian Delaware
 July 1, 2014