

Monthly Report: March 2015

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions (requested by Delaware patrons when Delaware library staff are online to help) for FY 2015

Number of chat sessions requested			
Month	FY 15*	FY 14	FY 13
July	88	280	365
August	82	285	390
September	61	241	361
October	51	268	389
November	45	221	233
December	35	221	275
January	53	228	313
February	32	175	243
March	0	194	297
April		166	270
May		171	234
June		215	184
Totals		2665	3554

As of March 1, 2015, Ask a Librarian DE switched software to Springshare's LibAnswers.

*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; when a librarian is not logged on, patrons cannot use chat.

Number of chat sessions accepted			
Month	FY 15	FY 14	FY 13
July	87	184	236
August	82	247	258
September	68	246	263
October	56	227	244
November	54	273	149
December	33	237	161
January	67	234	184
February	41	273	191
March	7	254	163
April		217	238
May		197	242
June		160	188
Totals		2749	2517

QuestionPoint software was active until June 30, 2015. Some questions trickled in during this transition period.

Number of answers sent (email)			
Month	FY15	FY14	FY 13
July	268	237	195
August	275	303	223
September	221	265	180

October	190	344	184
November	166	272	134
December	183	230	192
January	190	244	226
February	170	221	170
March	73	248	226
April		230	179
May		217	180
June		272	154
Totals		3083	2243

B. 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	89	3	3	19	2	3	8	5	54	17	203
Sept	66	1	3	33	7	2	7	4	51	22	196
Oct	61	1	2	26	7	0	8	6	41	25	177
Nov	41	0	0	16	8	2	11	5	39	23	145
Dec	33	0	0	19	5	3	14	6	21	18	119
Jan 2015	44	0	0	23	5	3	15	6	28	19	143
Feb	41	1	0	23	3	1	12	8	23	15	127
Mar											
Apr											
May											
June											
Totals	456	9	10	177	41	17	82	46	304	161	1303

QuestionPoint was last used as Ask a Librarian Delaware's VR service in February. Springshare LibAnswers began on March 1. See the monthly reports for LibAnswers.

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

Submitted by: Cathay Keough
Delaware Reference Services

Ask a Librarian Delaware
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