

Monthly Report: March 2013

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions for FY 2013

Number of chat sessions requested			
Month	FY 13	FY 12	Running Total FY 13
July	365	192	365
August	390	260	755
September	361	240	1116
October	389	243	1505
November	233	253	1738
December	275	306	1913
January	313	392	2226
February	243	278	2469
March	297	370	2766
April			
May			
June			
Totals			

Number of chat sessions accepted			
Month	FY 13	FY 12	Running Total FY 13
July	236	119	236
August	258	128	494
September	263	142	757
October	244	214	1001
November	149	225	1150
December	161	230	1311
January	184	285	1495
February	191	298	1686
March	163	317	1849
April			
May			
June			
Totals			

Number of answers sent (email)			
Month	FY 13	FY 12	Running Total FY 13
July	195	55	195
August	223	70	418

September	180	66	598
October	184	95	782
November	134	62	916
December	192	116	1108
January	226	116	1334
February	170	96	1504
March	226	105	1730
April			
May			
June			
Totals			

Chat sessions requested per library (=per chat form link) for March 2013:

The Delaware Division of Libraries:	134
Dover PL:	20
Georgetown PL:	2
Lewes PL:	11
Milton PL:	6
Seaford PL:	0
South Coastal	5
Sussex:	1
Greenwood	0
Millsboro PL:	7
Selbyville PL:	0
Laurel PL:	16
Rehoboth Beach PL:	1
Del Tech:	0
Delmar PL:	2
Wilmington U:	6
New Castle County:	82
Smyrna	2
Bridgeville	2

Spanish Service 0*

Total: 297

(*Spanish service ended in March 2013; the Delaware volunteer librarian no longer provides coverage.

When we can re-establish 2 hours of Spanish coverage a week, QuestionPoint's 247 Cooperative will reinstate 247 Spanish coverage for Delaware.)

B. 21 Provider Libraries

Our list of provider libraries includes:

BRIDGEVILLE PUB LIBR
DELAWARE DIVISION OF LIBRARIES (includes library volunteers)
DELMAR PUB LIBR
DOVER PUB LIBR
GEORGETOWN PUB LIBR
GREENWOOD PUB LIBR
LAUREL PUB LIBR
LEWES PUB LIBR
LIBRARY FOR THE BLIND AND HANDICAPPED (Delaware Library Access Services)
MILTON PUB LIBR
MILLSBORO PUB LIBR
NEW CASTLE COUNTY PUB LIBRARIES
REHOBOTH BEACH PUB LIBR
SEAFORD PUB LIBR
SELBYVILLE PUB LIBR
SMYRNA PUB LIBR
SOUTH COASTAL PUB LIBR
SUSSEX CNTY DEPT OF LIBR

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

DELAWARE LAW LIBRARIES (SUSSEX, KENT, NEW CASTLE COUNTIES)

C. Trainings, Meetings, Presentations

Cathay provided two workshops for Kent County Public Library's "Social Media" event on March 12. One was on how to use WordPress to build a website and the other was on Ask a Librarian Delaware.

The national "Ask Campaign" committee met on March 15. Cathay is on this committee to help shape an awareness campaign for reference services on a national and local level.

Cathay attended the DLC Directors Meeting on March 19.

Mosio's Text a Librarian representative and Cathay met to discuss their product, on March 26.

New staff training for chat and email was held at the Bear Branch Library, New Castle County, on March 28.

D. Upcoming:

New Staff Training for Ask a Librarian Delaware is being offered for email as well as for chat as we move from the old Request Module (in Sirsi) to a webform (in QuestionPoint, located on our websites).

New Castle County is moving toward separating their SUP into individual branch institutions (SUPs). The details are being finalized.

E. **Patron surveys and comments** for March 2013

There were 14 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: 12	Somewhat satisfied: 1	Not satisfied: 1 * (see below)
Is this your first time using Ask a Librarian Delaware?	Yes: 10	No: 4	
Staff Quality?	Excellent: 12	Good/Average: 2	Poor:
Ease of use?	Very Easy: 7	Easy: 5	Difficult:
Found AaLDE via:	Library website: 10	Surfing the net: 1 <hr/> Newspaper/Radio/ TV/Billboard: 1	Librarian Public Library: 2

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

Other Customer Comments:

“Extremely quick response! Thanks! Problem solved.”

“Service was quick and helpful.”

“ohmygosh, i never would have found any of this without you! this is awesome. Thank you so much! ☺”

“YOU HELP ME OUT A LOT TODAY THANK YOU FOR YOUR HELP”

”Thanks thanks a lot. No joke. Thanks!”

“It surprises me that I am on the DE Librarian site and a Librarian from Nashville answers my question! She couldn't find DE procedure for ordering a new book so hopefully my transcript will be forwarded to DE. Now it is another step. Not as efficient this way???? “

F. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2012-13: 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, geneology)	Total
June 2012	3	5	1	16	0	7	14	3	12	16	77
July	47*	2	0	22	13	10	11	0	7	25	137
Aug	91	19	1	17	9	14	10	3	7	22	193
Sept	101	4	1	29	8	27	13	3	3	29	218
Oct	62	4	0	34	22	14	13	5	14	32	200
Nov	67	5	0	23	15	15	9	3	2	16	155
Dec	105	6	0	13	11	17	16	6	3	26	203
Jan 2013	101	3	1	28	9	16	15	7	5	53	237
Feb	89	0	0	19	13	20	17	9	11	41	219
Mar	79	2	2	25	17	22	18	5	8	37	215
Apr											
May											
June											
Totals	745	50	6	226	117	162	136	43	72	297	1854

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

Some top reference questions for March

“Hello, I have to write a research paper for my Western Civ class and I need some information on the Vietnam War.. specifically how America was involved.”

“Hi, I am trying to find 8 to ten journal articles that focus on the research question "How has people’s increased ability to manage stress over the last five years, effected stress related health issues for males and females ages 25 to 60 years old?"

“Wondering how I can view old newspaper clippings from the new castle newspaper”

“I was hoping to find French language learning software for adults”

"How would I go about getting a consultation with the man who created Oscar Pistorius' lower legs?"

"I have a question about proofreading a paper."

"I am enrolled at Delaware Tech's Education courses. For my children's literature class I need at 10 hours of reading to children in some way or participating in any literature based activities. Can you please let me know if there is anything I could volunteer my services to do. I would appreciate it and thank you for your time."

"i downloaded adobie digital edition 2.0 because i was having trouble with the 1.8 version. now when i try to download the books that i have checked out they will not download.
error getting license. license server comunication problem
E-STREAM-ERROR"

"How do I return an ebook that I checked out, but have not successfully downloaded to any device? I need help to remove the item from my account."

"How can I access Consumer reports magazine online? I would like to read it online, but I only see it available in paper copy at the libraries.
Am I looking in the wrong place?
Thank you for your help!"

"Where can I find information on "Effect of Technology on Human Behavior"?"

"Please provide a copy of the obituary for Duke Elmore, a Frankford resident who died 02/25/1994 at age 62. You may respond either via my e-mail, fax to 973-962-6864 or mail to Todd Jerman, 10 Cupsaw Drive, Ringwood, NJ 07456. Also, kindly advise if and when a donation should be remitted. Thank you very much!"

"I am a librarian at a high school looking for information on controversies surrounding Coretta Scott King in her role as a civil rights leader. I am trying to assist a fellow teacher. I have biographical info in my books. I tried the U. of D. databases, but nothing "controversial" about her public life came up."

"my assignment for my English class is a 5-8 page type analysis of a book we haven't read in class and I also need two scholarly articles applied to my analysis. im in English 102, do you think The Great Gatsby would be ok to do it on?"

"I need help finding information in hypogonadism. It is a part of my research project for my child psychology. Need help finding information on health issues and causes?"

"My son, a 30-year-old male, is looking for free online math help/lessons (measurements, algebra, graphs, geometry, etc.) to enhance job skills. Can you recommend any free sites?"

"Is Giovanni Bellini considered to be BOTH an early and late Renaissance artist? I noticed a transition in his paintings from more symbolic to more realistic."

"How do I join Facebook?"

"When is Halley's comet going to return to our solar system?"

"how is cowboying different than when montana was first settled?"

"Hello can you please get me information on John Hancock."

"Hello. I am doing research on the history of butchers and meat markets during the early years of Newark. Do you have the book, "Little Known History of Newark, DE and Its Environs by Francis A. Cooch? Any suggestions where I might find more information? I can find info back to 1918 when Mr. Steele had a butcher shop on Main Street. Thank you for your help."

"how can I sing scream?"

"hello, I am a 9th grader and I am doing a research paper on Muslim Americans and What is life for them like in the U.S. after September 11, 2001? can you give me some online resources but I need 5 different types of resources"

"I am trying to find information on how to establish a charitable foundation in the state of Delaware "

"How many sodium ions will it take to bond with a nitrogen ion???"

"I am a fifth grader doing a project about weather. Do you have some websites that tell about the effects of an ice age, and the animals that lived in one (if there were any different animals)?"

"Can I get tax help?"

"I am doing research on unemployment and happiness. I'm trying to prove that unemployed people are unhappy. I want to find good studies that will show that, but whenever I type "unemployment and happiness" it gets me to other topics."

"can you give me some info on Benjamin Franklin's son please."

"I am doing homework on a school project. Is this a live site? We're actually doing evaluations on different website user interfaces. this site is one that we're evaluating. you do have a good chat function."

"I WOULD LIKE TO KNOW EXACTLY WHERE THE FIRE IS LOCATED IN THE SMOKEY MOUNTAINS. IT'S STATING THAT IT'S IN THE PIGEON FORGE AREA AND I HAVE A TRIP PLANNED THERE NEXT MONTH"

"I am preparing to complete a detailed research project for my marketing class. This project requires you to select a Company, Product or Brand and provide extensive empirical data for that company. I am also trying to enhance my research skills."

"What are some of the things that Delaware imports?"

"I use the public computers at Kent County's Library almost every day - however, have noticed that Dover Public Library's computer kiosks are more spacious than the County's. I wonder whether the County could program its computer sign-in terminal to: "initially, skip a cube/kiosk to allow more 'elbow room' to patrons...then, only when the number of patrons exceeds 50% of kiosks, begin to fill-in the skipped stalls? That would make the customer's experience far better!"

"please send me websites on the Korean War. I'm a junior in high school. thanks"

"I'm doing a first-person speech in Writing class on Carnegie. We have to have 2-3 stories in our speech and it is due on Monday. I have been on some sites and I cannot find any good stories on him that I can use. Is there any site that I can look at with some good stories?"

"What influenced the composers of the Baroque period?"

"Who is the director of the Newark Free Library?"

"I am looking for info on game violence and how it causes kids to be violent. I need a few sources that have info on proof of violence coming from games"

"Can you help me find a current controversial topic that does not involve religion. I'm having a hard time finding one with enough information on it."

"What are the religious statistics of Delaware?"

"What is the biography of John McKinley?"

"What geographic area makes up the Delmarva Peninsula?"

"Hi, can I ask you a question regarding grammar?!"

"What interesting day activities can you do while visiting Istanbul? It is for a project."

"Want the obituary of Amy Gould Jenkins died Nov. 1977 in Wilmington."

"I've been racking my brain on where I read the following story. There is a necklace on display in a museum. The stones of the necklace are made out of poisonous materials. Anyone who touches the necklace will die."

A little boy steals the necklace to give to his mother, not realizing it is deadly. The rest of the story is about how the boy loses the necklace, and it finds its way through numerous hands, killing as it goes."

"I'm looking information about Van Buren Bridge in Wilmington. You could provide me with technical (like drawings, projects, plans, section..) and historical material? Or tell me the person who could give it to me?"

"i need help finding area perimeter and volume so if u can find a website that has all three of them"

"What is the famous structor in panama"

"I need to figure out what to do about my vegetable garden this year. I'm a novice and its over-run with weedy grass. What are some good resources for basic vegetable garden planning advice?"

"i need websites fordoube nmbner lines"

"I am trying to locate a copy of Delaware Code Section 17-801 as it appeared in the year 1986. This Code section is part of the Delaware Revised Uniform Limited Partnership Act, and deals with voting (perhaps in the context of dissolving a partnership. Do you have this available/can you provide a copy? We would be most appreciative of any assistance you could provide."

"could u help me find geometry or double number line papers"

"looking for some books on Autism and ADHD"

"what are some sites that i can study on erosion and hill and flat surfaces for a science fair projects oh and im in 4th grade"

"I am trying to research this topic for a school paper. How have portrayals of transgender and gender non-normative individuals in popular films evolved over the last 20 years?"

"I wanted to know if you had any books on nikola tesla i am unable to find any on the webcite please thanks you."

"Find me history on the feminist movement post WWII or women's suffrage.I NEED it to be close to Newark, Delaware. I don't want to travel far to get it or order it and wait."

"I'm going to host a fancy party this weekend and realized don't know much about wine and cheese pairings other than I really like to drink wine and eat cheese. Do you have any books or resources that can tell me about wine and cheese pairings?"

Thank you!"

"I am looking for information on global childhood obesity trends and U.S. childhood obesity trends. Do you

have a suggestion to find this information?"

"do you have any recommendations for books to help young children (age 5-8) cope with loss available at Bandywine 100. I have found a few like Dogger, Day with Dad, but I am looking for more. Thanks"

"Hi I am doing a term paper on Mother Teresa and I was wondering if you had any recommendations for books that I could use. Thank you in advance"

"The only reason why I'm using this IM chat is because I know the library has been closed for a while. I actually have a few questions about becoming a librarian."

"I read an article years ago by a reporter for a delaware daily newspaper by the last name of kent; what paper does he belong to?"

"I took my TIP modules when I first started DELTECH. I was wondering is there anyway my teacher will have a copy of it"

"I am trying to establish the name of a creek that flows within 40 feet of my home. I live at 2 Colony Blvd, Wilmington, DE 19802. The creek flows along E Lea Blvd, between N Market St & Governor Printz Blvd."

"sunsetting of minor land development plan in New castle county, DE"

"I just was in the Job this Morning @ 9am-10:50am.I left my disk in the computer room upstairs.could you let them know i left it in the last computer in the front room.THANKS it has my Resume on the disk and my initials on it D.F. it is from the JOB CENTER and in the computer room."

"What is the influence of french colonisation on the middle east?"

"Re: Scrabble - could you give me some info as to how this works in a group? Also, I have an elderly lady who wants to come today - is there an elevator? Thanks."

"Hi I need some information on Andreas Vesalius for a history project! I am having trouble finding how he impacted medicine!"

"What is the best way to get rid of tobacco smoke from a sofa sleeper?"

"I am currently enrolled in a marketing class on line thru Wilmington University. I need to research and do a paper on either a company, product or brand and provide an extensive empirical data for that company. Any suggestions or ideas? I also need to enhance my on line research skills. thank you,"

"what organizations in de would a newspaper reporter belong to"

Dewey Types of questions - Details

- 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)
- 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/ 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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