

## Monthly Report: March 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		270	250
May		234	278
June		184	359
Totals		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		238	267
May		242	232
June		188	212
Totals		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		179	79
May		180	59
June		154	183
Totals		2243	1102

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

The Delaware Division of Libraries:	46
Dover PL:	9
Georgetown PL:	2
Lewes PL:	5
Milton PL:	3
Newark Free	14
Seaford PL:	2
South Coastal	6
Sussex:	0
Wilmington PL	4
Greenwood	1
Millsboro PL:	0
Selbyville PL:	0
Laurel PL:	5
Rehoboth Beach PL:	2
Del Tech:	1
Delmar PL:	2
Wilmington U:	4
New Castle County:	1
Delaware State Courts Law	25
Smyrna	1
Bridgeville	1
Corbit-Calloway	1
Appoquinimink	6
Bear	7
Brandywine Hundred	6
Claymont	5
Delaware City	0
Elsmere	1
Garfield Park	0
Hockessin	7
Kirkwood	9
New Castle	11

Woodlawn	7
<b>Spanish Service*</b>	0
Total for month:	194

(\*Spanish service resumed in March, 2014.)

### **Trainings, Meetings, Presentations**

ACA presentations and enrollment sessions continue for Sussex, Kent, and New Castle Counties. Open enrollment ends on April 1.

Cathay attended a QuestionPoint Advisory Board meeting on March 6.

Database Days was held in person during the scheduled Reference Services Group meeting on Tuesday, March 11 and included representatives from ProQuest, Gale Cengage, Credo Reference, Ebsco and Reference USA. Webinars from Mango, Learning Express, ProQuest and Zinio were also offered. Library staff who provide assistance to patrons who need information were encouraged to fill out the Database Review Form (online or as a Word document) and submit these by March 29.

B. **Wiki for Reference Services Group** at: <http://goo.gl/ICYPz> for Discussion forums, Committee work, and sharing of resources.

### C. **Upcoming:**

The next Reference Services Group meeting is on Wednesday, May 21 at the Dover Public Library.

### D. **Patron surveys and comments** for March 2014

There were 13 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: 9	Somewhat satisfied:	Not satisfied:
Is this your first time using an online VR service?	Yes: 6	No: 6	
Staff Quality?	Excellent: 7	Good/Average: 1	Poor:
Ease of use?	Very Easy: 6	Easy: 3	Difficult:

Found AaLDE via:	Library website:	Surfing the net:	Librarian Public Lib.:
	5		School librarian/teacher:
	Friend/Relative:	Newspaper/Radio/ TV/Billboard/Bookmark:	

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

\*Patron received a follow up explanation of why they did not receive 'their library' when they logged onto chat. They did receive a follow up from their library.

Customer feedback from surveys:

(No responses.)

E. 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											
May											
June											
Totals	483	23	16	287	67	79	111	56	91	184	1397

\*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.

ACA code will be removed on April's report.

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April 1, 2014