



**A. Chat Sessions for May 2012:**

May was up from April's use. It continues to show significantly higher use from the previous year; almost 100 more than May 2011. Chatting librarians also handled a higher number of questions.

Chat sessions requested for May 2012 = 278

Chat sessions requested for May 2011= 169

Chat sessions accepted for May 2012 = 232

Chat sessions accepted for May 2011 = 157

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

|                                     |           |
|-------------------------------------|-----------|
| The Delaware Division of Libraries: | 166       |
| Dover PL:                           | 17        |
| Georgetown PL:                      | 10        |
| Lewes PL:                           | 8         |
| Milton PL:                          | 1         |
| Seaford PL:                         | 2         |
| Sussex:                             | 1         |
| Millsboro PL:                       | 2         |
| Selbyville PL:                      | 1         |
| Laurel PL:                          | 17        |
| Rehoboth Beach PL:                  | 3         |
| Del Tech:                           | 0         |
| Delmar PL:                          | 1         |
| Wilmington U:                       | 1         |
| New Castle County:                  | <b>47</b> |

**Spanish Service 1 (first question)**

Total: 278

For May chat sessions there were 30 surveys. See "Surveys" below in this report.

**B. 17 Provider Libraries:**

Our list of provider libraries includes:

- DELAWARE DIVISION OF LIBRARIES (includes library volunteer)
- 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 will go live on June 4, 2012.

Laurel Public Library successfully piloted the QP Qwidget on their site:  
<http://www.laurel.lib.de.us> Other libraries have expressed interest in using this.

Two interns, one from the University of Maryland and one from Syracuse, were trained and each began providing 2 hours' of chat service per week in February. Each has projects outside of chat, as well, such as to compile school information for future outreach to Delaware's schools. They finished up their official internship the first week of May, and one intern extended her two global chat hours through the month.

The AaLDE quarterly liaison meeting was held on May 3 at the Delaware Division of Libraries' location in Dover.

DLA/MLA was May 9-11, 2012. A presentation featuring volunteerism in Delaware and Maryland libraries included Ask a Librarian Delaware's volunteer program.

A new intern had her initial meeting on May 21 and is approved for a field study. She is from the UMD and will work with both Maryland and Delaware's services (with Cathay at each location). Besides providing chat, she will also assist with improving training.

- D. **Staff Support Site:** The site is at: <http://aalstaff.lib.de.us> and is continuously being updated.
- E. RUSA/RSS Marketing & PR committee is planning their ALA presentation, with David Lee King, Jennifer Robinson, and Marshall Breeding. Cathay is chair of this committee.

The workshop focuses upon social media and marketing for libraries, to be on Monday, June 28 (10am).

**F. Upcoming:**

- a. New Staff Training is scheduled for June 28.
- b. Quarterly Liaison Meeting is set for Wednesday, August 8, 2012 at DDL/Training Room (10:30 – 12:30).

**G. Top surveys for May, 2012**

“This is a wonderful resource. Thank you”

--from a patron who asked for help regarding how to search in Overdrive for specific genres for her Kindle.

“I am planning to use the online service. Very impressed!”

--from an ebook user who asked (using the Qwidget): “I have a free Kindle app from Amazon.com for my iPad 2. Can I use it for Delaware Library Catalog eBooks? Also, what is the difference between Adobe Overview ePUB And Overview Open ePUB?”

“I am thinking of starting a non profit Ms. Cindy is very encouraging!!Thank you.”

--this customer asked about how to begin exploring the development of a non-profit organization for housing.

“Loved Rachel and her enthusiasm! This service brings the one of the best parts of a library out so anyone can use it - chronically ill or handicapped patrons who cannot visit the library or those like myself needing some info from a librarian. Thank you!!”

--the library customer wanted to know about “starting a book exchange at my office and I wondered if there were any posters encouraging reading available for free or for a low cost. Thank you!”

Submitted by: Cathay Crosby  
Statewide Coordinator  
Ask a Librarian Delaware

June 3, 2012