

Monthly Report: May 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		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	217	238	267
May	197	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	230	179	79
May	217	180	59
June		154	183
Totals		2243	1102

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

The Delaware Division of Libraries:	59
Dover PL:	12
Georgetown PL:	1
Lewes PL:	3
Milton PL:	0
Newark Free	5
Seaford PL:	0
South Coastal*	4
Sussex*	0
Wilmington PL	0
Greenwood	0
Millsboro PL:	1
Selbyville PL:	0
Laurel PL:	11
Rehoboth Beach PL:	6
Del Tech:	0
Delmar PL:	0
Wilmington U:	1
New Castle County:	6
Delaware State Courts Law	16
Smyrna	1
Bridgeville	1
Corbit-Calloway	1
Appoquinimink	3
Bear	6
Brandywine Hundred	12
Claymont	0
Delaware City	3
Elsmere	1
Garfield Park	0
Hockessin	2
Kirkwood	12
New Castle	3

Woodlawn	1
Frankford	0
<u>Spanish Service*</u>	0
Total for month:	171

(*Spanish service resumed in March, 2014.)

Trainings, Meetings, Presentations

Adobe Connect host training was provided on May 1.

Cathay attended National Library Legislation Day in Washington DC on Monday, May 5.

The Maryland Library Association/Delaware Library Association Joint State Conference was held in Ocean City, Maryland on May 7 through 9.

Database Reviews were finalized this month. See the AaLDE staff support site for updates:

<http://aalstaff.lib.de.us/2013/11/07/database-days-are-coming/>

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 Reference Services Group meeting was held on Wednesday, May 21 at the Dover Public Library. It was announced at this meeting that we are now the Delaware Public Services Group.

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 Reference Services Group meeting is online, on June 18 from 10am to 12pm. It is our first totally online meeting and we're using Adobe Connect webinar software.

C. Patron surveys and comments for May 2014

There were 10 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: 8	Somewhat satisfied:	Not satisfied: 1*
Is this your first time using an online VR service?	Yes: 8	No: 1	
Staff Quality?	Excellent: 9	Good/Average: 1	Poor:
Ease of use?	Very Easy: 9	Easy: 0	Difficult:
Found AaLDE via:	Library website: 6 Friend/Relative:	Surfing the net: 2 Newspaper/Radio/ TV/Billboard/Bookmark:	Librarian Public Lib.: School librarian/teacher: 3

(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:

"very helpful...thank you so much"

"Thank you for all you do for your patrons."

"The librarian helping me was very polite and knowledgeable. I had a very positive experience using the online chat and I recommend it to everyone."

"This is a wonderful service! Within a few minutes I was talking to a librarian in Philadelphia (I'm in Delaware). Very neat! I will certainly be using this again, thanks for providing us this fantastic service."

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	9	4	35	245

							ACA)				
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											
Totals	590	30	21	392	72	86	127	77	131	231	1757

*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 is removed as of April's report.

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Ask a Librarian Delaware
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