

Monthly Report: November 2011

Ask a Librarian Delaware



A. Chat Sessions for November:

November is usually a slower month due to the two holidays (Veterans' Day and Thanksgiving), but Ask a Librarian Delaware actually showed a slight increase in chats over October. There were 253 chat sessions requested in November 2011 (in October, the number was 243). In the same month last year, we saw 239 questions.

For the year:

The total number of chat sessions requested from January through November 2011 is 2381. The total number of chat sessions requested during the same period in 2010 was 2032.

Answering percentage rate:

In October, Delaware patrons were served by Delaware librarians 86% of the time. This is considered exceptional!

In November, we're up to 89%! Outstanding!

(The number of chat sessions accepted in November was 225.)

For these 253 sessions, we received 17 surveys.

B. Provider Libraries:

New Castle County Public Libraries is in their final phase of training and most are scheduled to begin mid-December. Our list of provider libraries includes:

DELAWARE DIVISION OF LIBRARIES (includes library volunteer)
SPANISH/DDL (as of November 23, 2011)

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 (will begin live chat mid-December.)
REHOBOTH BEACH PUB LIBR
SEAFORD PUB LIBR
SELBYVILLE PUB LIB

SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM
WILMINGTON UNIVERSITY LIBRARIES

C. Trainings/Presentations

Ask a Librarian Delaware Liaison Training Redoux The first liaison meeting included a training for this day-long event at the Delaware Division of Libraries, Training Room, in Dover on October 26, 2011. There were fifteen attendees from provider libraries. See the Meeting Notes at: <http://aalstaff.lib.de.us/files/2011/10/AaLDELiaisonMeeting26Oct2011.pdf> for details.

A second training is scheduled for December 14, to be held at the Milton Public Library, for those who could not attend the first (or would like a refresher). We will focus upon basic administrative functions in QuestionPoint's software, such as how to edit policy pages, to reflect each libraries' current information and special collections.

Liaisons provide an important bridge to help maintain relevancy for the Ask a Librarian DE service to meet their libraries' and communities' needs on a state-shared library service. Each liaison will be of tremendous value for input, ideas, and active participation in helping to shape the future of the service.

- D. **Staff Support Site:** Content for the new site is being added (at: <http://aalstaff.lib.de.us>). Information regarding training, tech help, the schedule, contact, liaison, and provider libraries is offered.
- E. **Spanish Queue:** Two hours of Spanish coverage are now scheduled (Wednesday evenings as of November 23). This meets QuestionPoint's requirement so that Ask a Librarian Delaware qualifies for 247 coverage, making Spanish library reference chat an option for any Delaware patron anytime. A link to "Also available en Espanol" is provided to all providers and is posted on the Delaware Division of Libraries' patron portal: <http://lib.de.us/askalibrarian>.
- F. **School Librarians/Media Specialists and Ask a Librarian Delaware:** Partnering with school libraries is a win-win situation for all and Ask a Librarian Delaware has been contacted by a school library media specialist in New Castle County. A meeting is scheduled for December 15. We have leads to other schools as well, and look to develop partnerships over the next year and beyond. One goal is to organize class visits (to use Ask a Librarian Delaware's chat service) so that we have set up, in advance, resources and staff to handle multiple students who are trying out the service as part of their class work.

- G. **Delaware State Law Library:** due to the unique services of this 'non-public' library, we're exploring options for participation in order to fit the needs of the library.
- H. **Virtual Reference Meeting:** Colorado (Kris) hosted this regularly scheduled online meeting on November 28. Attendees included Statewide Coordinators from Canada and in the US. The highlights of the meeting included a focus upon chat software from RefChatter (JustAsk in Vancouver, BC, Canada) and Library H3lp (North Carolina's service), with demonstrations and discussions about how this is working for their chat reference services.
- I. **Upcoming:**
- a. Liaison training redoux, Milton PL, December 14
 - b. Meeting with Dickerson HS library media specialist, December 15
 - c. Workshop for MLA/DLA about volunteerism in libraries under development with six panelists from Maryland and Delaware.
 - d. Cathay is organizing a workshop for ALA Annual, as chair of the RUSA RSS Marketing and PR Committee.
- J. **Top survey comments** for November, 2011

"Michelle in Rehobeth was extremely helpful and seemed eager to help me and answer my questions. Thank you so much! I'm pretty technically savvy but now I know I can recommend this service to people I know who aren't. I am impressed.
-Melanie."

-from a customer who had a dual need: "I am receiving an Amazon Kindle as a gift and would like to be able to borrow ebooks. I don't remember if I set up a pin number or not when I got the card. Can I set up the PIN online or through the Kindle?"

"The Librarians I have interacted with online have always been knowledgeable and friendly. Great service."

-from a patron who needed a book through interlibrary loan, "I need help finding this book: From P2P to Web services and grids: peers in a client/server world By Ian J. Taylor."

"Richard from Wilmington helped answered my questions. He was very polite and prompt. Thank you!"

-this was from a customer who was checking on the status of her request for a library item, with: "When will this be available for pick up? It has been showing on my account like this for almost a week.

'Bride needs groom Full Record Markham, Wendy. In transit for pickup at: WOODLAWN Woodlawn Library Active'."

“What a wonderful tool! thank you”

-from a customer who needed library- specific information: “I am trying to create a library at a charter school and this is not my field. I am looking for software to help catalog and sort books--can you recommend a program that schools use or a website of a distributor? Thanks”

“Chat worked very smoothly.”

-from a customer who wanted to needed help with placing a hold: “RE DVD tombstone (2002) It appears that hold can not be placed on this DVD. Can you put a hold on it for me?” (Note that Lewes’ librarian Jill determined this item was being repaired and found an alternative earlier version, to the patron’s satisfaction.)

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Ask a Librarian Delaware

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