

## Monthly Report: November 2014

### Ask a Librarian Delaware - Reference Services Group



#### A. Chat Sessions (requested by Delaware patrons) for FY 2015

Number of chat sessions requested			
Month	FY 15*	FY 14	FY 13
July	88	280	365
August	82	285	390
September	61	241	361
October	51	268	389
November	45	221	233
December		221	275
January		228	313
February		175	243
March		194	297
April		166	270
May		171	234
June		215	184
Totals		2665	3554

\*Began local Delaware coverage on July 1, 2014. This reduced the number of hours a librarian was available when Delaware patrons came on to chat; when a librarian is not logged on, patrons cannot use chat.

Number of chat sessions accepted			
Month	FY 15	FY 14	FY 13
July	87	184	236
August	82	247	258
September	68	246	263
October	56	227	244
November	54	273	149
December		237	161
January		234	184
February		273	191
March		254	163
April		217	238
May		197	242
June		160	188
Totals		2749	2517

Number of answers sent (email)			
Month	FY15	FY14	FY 13
July	268	237	195
August	275	303	223
September	221	265	180
October	190	344	184

November	166	272	134
December		230	192
January		244	226
February		221	170
March		248	226
April		230	179
May		217	180
June		272	154
Totals		3083	2243

**Chat sessions requested per library (=per chat form link) for November2014**

**Note that if a librarian is not logged on to help, chat is closed to the patron. Delaware's service was reduced by over ten hours in the last two months. See our weekly chat schedule for current hourly coverage in Delaware on the AaLDE staff support site at:**

**<http://aalstaff.lib.de.us/schedule/> ):**

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

Delaware City:	0
Elsmere:	0
Garfield Park:	0
Hockessin:	1
Kirkwood:	1
New Castle:	0
Woodlawn:	0
Frankford*:	0
Total for month:	45

\*Not participating as chat providers.

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

1. December meeting is cancelled (conflict with Customer Service for Excellence training).
2. Our fall term intern, Evelyn Alfred, was trained on September 3 and throughout November, she provided 2 hours of chat shifts a week as well as 2 new FAQs per week. Evelyn presented “how to create a FAQ in Springshare” to our Reference/Public Services group on November 19.
3. Cathay co-presented with Bob Wetherall, on the Delaware Division of Libraries’ Project Planning Guide for all four of New Castle County Libraries’ Staff Training Days (two were in November).
4. The Reference/Public Services group met on Wednesday, November 19 online for the regular monthly meeting. Cathay presented an update of the Springshare’s LibAnswers project for Ask a Librarian Delaware and opened registration for staff to sign up for training. See meeting minutes for the presentation: <http://aalstaff.lib.de.us/liaisons/meeting-minutes/> .
5. Cathay is providing ongoing trainings on LibAnswers/LibChat since October 1 through December 31.
6. The “Caring for the Mind” workshop was held on Friday, November 14 at the Dover Public Library, presented by Lydia Collins (NIH/MAR).
7. Cathay is representing Delaware Libraries/Delaware Division of Libraries as part of a NIH/MAR (National Institutes of Health Mid-Atlantic Region) planning group. This group is working on developing a conference in Philadelphia to be on Friday, April 25, 2015 regarding health and medical issues, resources, and partnerships for libraries of all types (Medical, Academic, Public). We will meet about every two weeks online as we form the conference.

### **B. Upcoming:**

The next Reference/Public Services Group meeting is online, Wednesday January 21, 2015, 10am to 12pm.

C. **Patron surveys and comments** for November 2014

There were 2 surveys received; responses were positive (answers to survey questions below).

<b>1. Electronic resources:</b> yes	<b>2. Prefer online:</b> Neutral and Yes
<b>3. Satisfied?:</b> Satisfied	<b>4. Staff Quality?:</b> Excellent
<b>5. First time?:</b> Yes	<b>6. Use again?:</b> Very likely and maybe
<b>7. Ease of use?:</b> Easy	<b>8. You are?:</b> State resident and unknown
<b>9. Found us via?:</b> Library Website	

## D. Dewey Delaware

### ***Ask a Librarian Delaware Reference Transactions 2014-15: Questions asked per Dewey category\****

<b>Month</b>	<b>000 Generalities (ebook, computers, comp. help)</b>	<b>100 Philosophy and Psychology</b>	<b>200 Religion</b>	<b>300 Social Sciences (education, law, govt.)</b>	<b>400 Language (ESL, grammar, literacy)</b>	<b>500 Science (math, physics, bio., chem., earth sciences, STEM)</b>	<b>600 Applied Science (tech. construct., pets, health, cooking)</b>	<b>700 Arts &amp; Sports</b>	<b>800 Literature (fiction and reader's advisory)</b>	<b>900 History and Geology (travel, biography, genealogy)</b>	<b>Total</b>
July 2014	81	3	2	18	4	3	7	6	47	22	193
Aug	89	3	3	19	2	3	8	5	54	17	203
Sept	66	1	3	33	7	2	7	4	51	22	196
Oct	61	1	2	26	7	0	8	6	41	25	177
Nov	41	0	0	16	8	2	11	5	39	23	145
Dec											
Jan 2015											
Feb											
Mar											
Apr											
May											
June											
Totals	338	8	10	112	28	10	41	26	232	109	914

\*Note that each question can be assigned up to four descriptive code categories.

Submitted by: Cathay Keough  
 Statewide Coordinator  
 Delaware Reference Services  
 Ask a Librarian Delaware  
 December 5, 2014