

Monthly Report: November 2012

Ask a Librarian Delaware

A. Chat Sessions for FY 2013

Number of chat sessions requested			
Month	FY 13	FY 12	Total FY 13
July	365	192	365
August	390	260	755
September	361	240	1116
October	389	243	1505
November	233	253	1738
December		306	

Number of chat sessions accepted			
Month	FY 13	FY 12	Total FY 13
July	236	119	236
August	258	128	494
September	263	142	757
October	244	214	1001
November	149	225	1150
December		230	

Number of answers sent (email)			
Month	FY 13	FY 12	Total FY 13
July	195	55	195
August	223	70	418
September	180	66	598
October	184	95	782
November	134	62	916
December		116	

Chat sessions requested per library (=per chat form link) for November 2012:

The Delaware Division of Libraries:	134
Dover PL:	11
Georgetown PL:	3
Lewes PL:	5
Milton PL:	3
Seaford PL:	0
Sussex:	1

Millsboro PL:	2
Selbyville PL:	1
Laurel PL:	10
Rehoboth Beach PL:	0
Del Tech:	0
Delmar PL:	5
Wilmington U:	2
New Castle County:	56
Spanish Service	0
Total:	233

For November chat sessions there were 22 surveys. See "Surveys" below in this report.

B. 19 Provider Libraries:

Our list of provider libraries includes:

- BRIDGEVILLE PUB LIBR
- DELAWARE DIVISION OF LIBRARIES (includes library volunteers)
- 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

- DELAWARE LAW LIBRARIES (SUSSEX, KENT, NEW CASTLE COUNTIES)

C. Trainings, Meetings, Presentations

1. Cathay attended the PLA-sponsored Train the Trainer, Turning the Page 2.0 workshop in Chicago from November 6 through 9, to learn more about library advocacy efforts and how to train others. She will be providing a TtP 2.0 "lite" workshop at the Library Town Meeting on December 6.
2. The Quarterly Liaison Meeting was held on Thursday November 15, 1-3pm, at the new Dover Public Library. Two presentations were given: One from Patty Langley, DDL, regarding LibGuides and generating involvement from AaLDE providers, and the other from Leah Chandler, Sussex Law Library, regarding the three county law libraries' involvement and partnership with AaLDE.
3. Liaison Training was given immediately following the meeting on November 15, from 3-5pm, for three liaisons (Law Library, Sussex County DoL, and Rehoboth PL).
4. Email training was provided at Georgetown Public Library on Tuesday, November 20 from 10:30 to 1:30, for the switch of the current Request Module to a webform in QuestionPoint. (Hurricane Sandy caused the email training in Georgetown to be rescheduled from October for this day.)

Upcoming:

Turning the Page 2.0 for library advocacy will be given at the Library Town Meeting on December 6.

D. **Patron comments** for November, 2012

"Very handy to have the chat option, for those times that the web interface does not yield satisfactory results. There have been a couple times that the live assistance, from a librarian, has made the difference between the success or failure of what I was trying to accomplish."

"This is the 4th time I've used the Live Chat with Ask A Librarian and I've always found the librarians to be incredibly helpful. In the rare instance that they couldn't find an answer, or weren't confident the answer they found was the best one for me, they have forwarded questions about the situation to one of my in state librarians for further assistance. I've recommended this as a resource to many people and will continue to do so.

I really like the emailed transcript being sent as well! Very useful.

"Very helpful"

"Librarian Leerah @ Selbyville Public Library was very helpful."

"Shout out to my homegirl Paty the librarian."

"Very helpful!"

"Kailah was extremely helpful. She answered my questions due to my lack of computer knowledge. Unfortunately, I couldn't access what I wanted to but I think it is our server/browser."

"I am surprised that our NCC DE library system did not notify us that the cards would need to be renewed yearly. I had mine 17 years without renewing it once, and then it became so worn it became unreadable. So I was issued another, and now I am told it needs to be renewed - without explanation. With all the information networking I am disappointed that I wasn't informed earlier about this new policy, instead of given a week or two's notice. That seems like 'shoddy' or inferior service. Nevertheless, I intend to visit my

local branch, and see about this. Perhaps libraries could be more patron friendly by being informative - especially with all the simple programs available on the internet for an optimal window of information. Thanks for reading this.”

“I wish that the Librarian was able to view the online site along with me. Then she could see the problem that I was referring to and she would be more apted to solving my problem.

However, I am pleased that she is looking into my question and forwarding it to someone who could possibly help me.

Overall, my first time experience using this site was easy to navigate and helpful.

Thank you.”

E. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2012: 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, geneology)	Total
June	3	5	1	16	0	7	14	3	12 (M, SF, H, children)	16	77
July	47*	2	0	22	13	10	11	0	7 (YA, children)	25 (F, children)	137
Aug	91	19	1	17	9	14	10	3	7	22	193
Sept	101	4	1	29	8	27	13	3	3	29	218
Oct	62	4	0	34	22	14	13	5	14	32	200
Nov	67	5	0	23	15	15	9	3	2	16	155
Dec											
Jan											
Totals	371	39	3	141	67	87	70	17	45	140	980

*ebook questions that require explanation and/or instruction are included, beginning July 2012

Some top reference questions for November

“I'm doing research on the history of U2 as a band, and how their work related to human dignity. Could you ge”t me started?”

“Hey I just met you, and this is crazy. But I need to find experts on river otters, So help me maybe???”

“primary sources on The British Invasion”

"I need help finding information about the tomb of the unknown soldier. I saw it today and thought it was very interesting and would like to learn more about it. Could you help me out with some good, reliable websites?"

"Hi, I'm writing a paper and need some help."

"do you have any information about jacques and joseph montgolifer or the hot air balloon"

"How do Magnets work?"

"What has been going on between the close of act 1 and the opening of act 2? What role has Abigail williams been playing in the proceedings?"

"I'm trying to determine the population of Flint, Michigan for 1967. I'm finding the Census less than user friendly. Please help."

"I need to find some history on Michelle Menard, can you help me?"

"What are some good websites to research PepsiCo. and it's history?"

"What is Wal-Mart phone number? The Wal-Mart in Seaford, Delaware"

"can domestic turkeys fly?"

"Hi i have to research sources on childhood obesity and 2 of them have to be a peer reviewed and scholarly. can you help"

"is there any journal articles about foster care that i can look up , because i cant find any ?"

"Who is the most famous peruvian artist? like paintings and sculptures..not music."

"is there more life in the ocean than on land?"

"whats the best book in the world?"

"My PlayStation 3 doesn't start any games why did this happen?"

"What race are indians from the country of india considered? "

"I am in 6th grade and I am looking for a good spelling website I need to omrove in spelling"

"I don't understand plotting ordered pairs"

"i am trying to write a letter and have it printed how do i do that"

"how do u apply for job ...I don't even know how to start to get on"

"Hi I'm a seventh grade student in Lakeville doing a research project on the Ronald Mcdonald House and i'm having troubles finding information on my topic. I have found lots of information but still need more. i would love any information at all but preferrably on why or how it started."

"what do black rinos eat"

"Is a child's behavior because of video games or the parent's fault?"

"what are the articles and books relating to working conditions in china?"

"I need resources on contraceptives and insurance companies"

"Looking for a children's book with Africa or South Africa like with Folktales and Fantasy"

"I am writing a causal analysis on why Barack Obama gave the keynote address in the 2004 Democratic Convention supporting John Kerry. Do you know of anything I could read about Obama's big win in the State Senate Democratic Primary on March 16th, 2004?"

"Do you have any site for the Rodrigues flying fox."

"do any of the libraries offer math tutoring?"

"Do you have any books on the british invasion or books on the groups involved in the british invasion?"

"Why cant we join a match in Black Ops 2 with a party of over 2 players?"

"I am looking for a children's book written from the point of view of a turkey begging for people to eat something else on Thanksgiving. Any such titles??"

"how to become a u.s citizen"

"Are there any books on the literal building of a theater, from B.C times to modern times, in any Kent County libraries?"

"need books with statistic of endangered animals"

"What is the age of Dublin, Ireland 150 years into future? What do you expect the population of Dublin to be 150yrs from now?"

“What are the current trends and techniques in international cuisine?”

“how do libraries transfer items between themselves and does it work/ happen on state holidays?”

“Is there a website where I can watch the New England Patriots game today?”

“Does the Dover Library have access to the Hoovers and/or Dunn & Bradstreet online services?”

“Hi, thinking about buying a Nook or Kindle. Does our County offer epub to borrow books free on line?
Thanks”

“I am looking for the classified ads published in the Delaware state news; from April 1, 2012 to Aug 31, 2012”

“Can you lead me towards some books at my library about the Lusitania?”

“Would you give me some sources about how Disney impacted entertainment film? (this is for the History Project for this year 6th)”

“Can you give me some primary sources on the aftermath of the great fire of London?”

“What were the results of the 2012 election for third party candidates? What is the breakdown per state?”

“I’m doing a report on overbuilding what are some good websites?”

“Why are fire evacuation plans important in households?”

“What are some detailed examples of successful thermal protection systems on a spacecraft.”

“Who are the candidates for county offices in NCC??”

“do you have any primary sources on Rosie the Riveter?”

“I was informed by the clerk at Delaware City Library that there are now audio books available on small pocket sized devices to be used with earphones - how do I search for them in the online catalog??”

“I am preparing to do a research paper on Apple Inc. for my Marketing course. I'll need to provide extensive empirical data about Apple. I'm trying to enhance my online research skills and would greatly appreciate a Librarian's advice. Thank you!”

“how can I understand or study my stem words better?”

“How does the fact that leaves change colors in the fall affect photosynthesis in the winter?”

“How did Helen Keller impact the government's role of US citizens with disabilities?”

“What is insulation?”

“Can I get information on the black plague?”

“Why is my Playstation 3 slow?”

Dewey Types of questions - Details

000	Generalities (computer help, computer technology, questions about the e-book services)
100	Philosophy/Psychology (and self-help questions)
200	Religion
300	Social Sciences (education, law, financial, veterans, government, politics, folklore questions)
400	Language (ESL, grammar, and literacy questions)
500	Science (STEM*, mathematics, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs)
600	Applied Science (technology, health, engineering, pets, cooking, management, job hunting, home building and construction questions)
700	Arts/Sports (fine arts, architecture, home decorating, photography, music, recreation/ sports questions)
800	Literature (questions about fiction including readers' advisory questions)
900	History and Geography (genealogy, travel, and biography)

Fiction Common Genres and Codes to Use

Fantasy = F	Romance = R
Horror = H	Science Fiction = SF
Inspirational = I	Urban = U
Mystery = M	Western = W

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Ask a Librarian Delaware
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