

## Monthly Report: November 2013

### 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		275	306
January		313	392
February		243	278
March		297	370
April		270	250
May		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		161	230
January		184	285
February		191	298
March		163	317
April		238	267
May		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		192	116
January		226	116
February		170	96
March		226	105
April		179	79
May		180	59
June		154	183
Totals		2243	1102

**Chat sessions requested per library (=per chat form link) for November 2013:**

The Delaware Division of Libraries:	63
Dover PL:	12
Georgetown PL:	1
Lewes PL:	9
Milton PL:	1
Newark Free	13
Seaford PL:	3
South Coastal	2
Sussex:	0
Wilmington PL	2
Greenwood	4
Millsboro PL:	3
Selbyville PL:	1
Laurel PL:	11
Rehoboth Beach PL:	1
Del Tech:	0
Delmar PL:	1
Wilmington U:	0
New Castle County:	4
Delaware State Courts Law	13
Smyrna	1
Bridgeville	2
Corbit-Calloway	0
Appoquinimink	4
Bear	9
Brandywine Hundred	9
Claymont	8
Delaware City	5
Elsmere	0
Garfield Park	1
Hockessin	11
Kirkwood	14
New Castle	8

Woodlawn	5
<u>Spanish Service*</u>	0
Total for month:	221

(\*Spanish service ended in March 2013; the Delaware volunteer librarian no longer provides coverage. When we can re-establish 2 hours of Spanish coverage a week, QuestionPoint's 247 Cooperative will reinstate 247 Spanish coverage for Delaware.)

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

ACA presentations and enrollment sessions began for Sussex, Kent, and New Castle Counties. See the Evanced Calendar. (In the search field, use the keyword "Affordable" to easily find the programs.) The Inspiration Spaces (aka "Job Centers") will explore weekly drop in times, preferably on Wednesdays, until March 31, 2014 which ends the enrollment period.

The Delaware Reference Services Group meeting was held on Thursday November 14 from 9am to 12pm, at the Dover Public Library.

The Database Committee met on Thursday November 14 from 12pm to 1pm and worked on planning for Database Days.

The School Partnership Committee presented the "How to have an online class visit" Toolkit. For easy access and to provide public access, this is on our Ask a Librarian DE page at: <http://lib.de.us/askalibrarian/>

- B. **Wiki for Reference Services Group** at: <http://goo.gl/ICYPz> for Discussion forums, Committee work, and sharing of resources.

- C. **Upcoming:**

Database Days the week of January 21-24, 2014 (January 20 is a holiday).

The Reference Services Group meeting showcases Database Days, on January 22, 2014, in Dover. Three vendors will present in-person on their products (Learning Express, ProQuest and Ebsco) and webinars for other vendors and presentations will be provided throughout the week.

- D. **Patron surveys and comments** for November 2013

There were 20 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: 17	Somewhat satisfied: 0	Not satisfied: 0
Is this your first time using an online VR service?	Yes: 10	No: 7	
Staff Quality?	Excellent: 16	Good/Average: 1	Poor: 0
Ease of use?	Very Easy: 12	Easy: 4	Difficult: 0
Found AaLDE via:	Library website: 12 Friend/Relative: 0	Surfing the net: _____ Newspaper/Radio/ TV/Billboard/Bookmark: 0	Librarian Public Lib.: 1 _____ School librarian/teacher: 3

*(Note that there are more survey questions and options for each question provided to patrons than what is indicated here.)*

*Customer feedback from surveys:*

“This was so helpful. I've never felt more confident about writing my research paper! I will most definitely be coming back.”

“My librarian, Wendy from Delaware, was exceptional. She made it easy for me to find information quickly and it was appropriate for my age. She was also very positive and made me want to visit the site again”

“Prompt and courteous reply. Easier than phone. No wait time involved. Thanks”

“Very helpful!”

“Very fast response and very fast resolution.”

“Many thanks for your help.”

“My first experience using this service was favorable”

“helpful!!!!”

“This was one of the easiest sources to access. The results were fast and positive.”

“I live in PA and use my Hershey Public Library all of the time - at least four books or more a month. I use the electronic resources but it is limited. Most books I look for are not available on-line. The Rehoboth library has had some of the books I have wanted to read but this was my first attempt at finding an e-book. Thanks”

**E. 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 ACA)	9	4	35	245
Nov	59	3	1	45	14	14	19 (no ACA)	14	14	39	222
Dec											
Jan 2014											
Feb											
Mar											
Apr											
May											
June											
Totals	365	16	5	189	61	66	71	42	49	146	1010

\*ebook questions that require explanation and/or instruction are included.

Top reference questions for November

“hi, my son is working in a project about the civil war. We need to know what was the bloodiest war during the civil war era?”

“A sink hole suddenly appeared in our front yard. Who would we call for assistance?”

“what's the list of the best/popular books for 9 year old and teenage?”

“Could you recommend any DVDs for my 9-13 year old kids? They love funny movies the best.”

“Hi can you please help me find info on how many coconuts can a palm tree have?”

“my husband got me a nook for christmas and I want to get e-books from the library, do you carry e-books for the nook reader?”

“What is a good question to ask for a research paper involving anxiety disorders?”

"im looking for some help on a 15 page research paper I have to write on discrimination within the black race ie. light vs dark , middle class vs lower class"

"Can you help me with immigration?"

"I am interested in learning how I can teach GED materials to inmates utilizing online methods."

"Hi! I want to make my sister a Christmas present because I'm sick out of school and need something to do. I found something that requires clay so I thought that would be fun but the clay needs to dry fast enough so I can hide it before she comes home from school. Can you help me find easy recipes for fast drying clay that you don't need to use the stove or oven?"

"Can you help me find primary sources on the topic history of hula dancing? I'm looking for websites."

"Will books download to the new kindle paperwhite 3G?"

"Hello, my name is Aliyah and I have two questions, what are periodical articles? I'm not sure if they are just magazine, and journals and newspapers."

"i need just a few facts (5 at the most) about the cretaceous period."

"Do you know any thing about Al Capone?"

"Are there any books on the topic of bullying? I am working on a 12 grade english research project."

"I want information about network xmas tree port scan."

"I need articles that prove that in "Romeo and Juliet," the couple act immaturity and irrationally because they are blinded by love."

"i have to write an essay using apa format, i have never used this and i have no idea what to do."

"Where could I find a primary source telling me that John Adams went to Harvard University?"

"I need information about substitution method and elimination method. "

"I am looking for help with research for my english paper about plastic water bottles"

"Who has responsibility for building crematoriums?"

"can you explain the differences & enhancements of IPv6 versus IPv4 and why?"

"I cannot follow your published instructions for downloading Overdrive SW!"

"I need help with the APP on my iPhone"

"I cannot find any info on men's view on discrimination against women "

"The court can also issue a subpoena for evidence, such as photographs, reports, or objects which are in someone else's possession and which you need for your defense. How do I go about doing the above?"

"What are the laws that pertain to cats and their owners in Delaware? If there is any enforcement of responsibility who takes care of this legally? What stipulates the difference of an owned pet and a feral cat? Where does a homeowner go to change the laws?"

"two song ray charles sang"

"how big is the tri-colored bat?"

"How can politics help water shortage?"

"Can you find a comparative study in consumer reports or any other articles relating to gas furnace heaters? Thank you"

"what are the steps on being able to download the library on your kindle keyboard"

"How does the ocean remove carbon from the atmosphere"

"Could I please have some information on the original brother's grimm fairy tales?"

"hello, i'm in need of help to find books on the rights and responsibilities of abortion"

"What is the oldest building in Delaware?"

"Are there any arachnids that do not have 8 legs?"

"What is latest year i can find recorded probates in the state of Delaware?"

"Which de library has the most information about world religions?"

"I need to find the laws of decent and distribution or intestate succession in PA in 1958"

"I need help finding sources for an annotated bibliography on effects on diet and cancer rates."

"Is dell a corporation, franchise, partnership, sole-proprietorship etc."

"Is it legal for my neighbor to shoot a bow and arrow in his backyard?"

"Hello. Can it be confirmed, please, if the motion picture "Superman" opened in Dover on December 15th, 1978? If so, in which theater(s) did it play? This can easily be confirmed by consulting microfilm of the local newspaper."

"I would like to find some modern fantasy books that are geared towards young children between ages 4-9. Preferably in the Kent County Library or Harrington Library."

"I just bought an iPad, and is the library connected with Zinio where I can read magazines on my iPad?"

"Need information about women in the 1920's; women in the workforce in 1920s"

"I need articles about pro and con of fracking"

"Hi, I need help on finding out how to uninstall Microsoft free trial. I just bought the office 365 and I need to install it now because I need to send an assignment to my professor. does the free trial kick off when the new one is installed?"

"i need to find out how many letters and words are in each book of the bible"

"why did Amerigo Vespucci go to Portugal...this is for a project"

"What was the cause of the Salem Witch Trials?"

"I need something on the history of the death penalty in Iceland"

"I think that there is some way to say notify me if the library secures new works by an author, but can't find the way on the Delaware Library site. I'm most interested in ebooks. Thank you"

"hi are there any books on how to make a safe igloo"

"Can you help me start my essay please. I just need a good idea... You're walking home from school and suddenly a huge bag of money falls out of an armored car. What happens next?"

"Hello, my name is --- and I'm from ---,we are a special needs class room and we are looking to see if you have anything coming up in December that our class could come for a trip. we have all walkers this year no wheelchairs, we have 21 students 5/6 graders, and 10 adult. We might have a 4th grade class also joining us, but as of now its just us. My phone number is 302----- if you need to reach me faster, thanks"

"Are access services available in order for housebound patrons to receive library books in the mail?"

"hello! for a research project, I need info on medieval Islamic woman's clothing"

"what is an easy book for a report????"



"I am looking for articles on government spying during the civil rights movement"

"How were homosexuals portrayed by the media in American in the 1960s?"

"what were the roles of friars in the middle ages?"

"Are there any books to help to me explain a car accident to a child. In this case a 4 1/2 year old"

"can you help me find old photos of spectromagic from 1991 to 1999 i cant seem to find much on geocities google smugmug flickr yahoo photobucket tripod"

"Do you have a windows 7 download disc?.I would like to upgrade my computer"

"What country did basketball originate in?"

"I'm looking for a 1999 pontiac gran am manual."

"What are hookworms?"

"Im writing about Disneyland vs. Disney World dealing with history, layout of the parks (acres, whats available) and then the success like how many people are visiting, how much money."

"Can you give me information on Pluto."

"what year did the shower become popular in america?"

"What is Queen's basist John Deacon doing today?"

"I am looking for a court case dealing with developmental delay in children. Do you know of any court cases dealing with Developmental Delay in preschool?"

"does adding salt to pasta make it cook faster?"

"What is the Balochistan Plateau in Pakistan?"

"For the Book Stargirl by Jerry Spinelli, I don't know what perspective Jerry Spinelli is writing from could you please help me out?"

"I'm looking for services and resources for children in Sussex County Delaware. Can you direct me to any sources to help me find services in my area?"

"What are some positive characteristics of Martin Luther King Jr's ?"

"best facts on the radio in the 1900's"

"im looking for a timeline of kick scooters"

"Hello thank you for donating your time to answer this question. I am making a Historical poem and my topic is the plane crash of nine eleven could you give me some facts please to help write my poem."

"What are Aldous Huxley's feelings on corruption?"

"Who first discovered or excavated the neolithic european site "Knocknakilla" and when?"

"Hi, I am looking for facts about Giant Pandas"

"i just wanted to know if your real or a robot thingy"

"I need info on the Anasazi Indians and their disappearance for school"

"can you tel me about the sugar act?"

"do other countries celebrats veterans day"

"I have twin girls who are looking for educational fun. We do Jitterbugs on Wednesdays at the Brandywine Hundred library. What types of fun does your library offer to little ones?"

"Can you give me the definition for "naught"?"

"Did mount Pinatubo collapse after its last eruption? oops! I meant to say, When did mount Pinatubo Collapse?"

"I have to write an essay about a human rights violation and i am totally lost"

"Where can i find sources to help me determine if the food being served in lunch cafeterias is healthy"

"when was a bridge first built at Market Street in Wilmington, DE?"

"I need some help on learning about this guy named Ambrose Bierce and his life and stuff."

"do you have any news paper articles about the abdication of czar nicholas during the russian revolution"

"Will a popcorn kernel pop in boiling water? Why?"

"I smashed my finger today and i can move it but it is hard to and it is swollen.... what does this mean and what should i do"

"What are "Boot Verbs" in Spanish for?"

"Most adults are more likely to choose a birth control method that is said to have a 95 percent success rate than one that is said to have a 5 percent failure rate. This best illustrates the impact of:

A. framing.

B. confirmation bias.

C. functional fixedness.

D. the representativeness heuristic."

## Dewey      Types of questions - Details

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

Submitted by: Cathay Crosby  
Statewide Coordinator  
Reference Services  
Ask a Librarian Delaware  
December 10, 2013