

Monthly Report: October 2011

Ask a Librarian Delaware



A. Chat Sessions for October:

October showed an increase in chat sessions requested by patrons from last year. There were 243 chat sessions requested in October 2011. In the same month last year, we saw 229 questions. The total number of chat sessions requested from January through October is 2128.

September and October usually show an increase in use due to the school/academic year.

For these 243 sessions, we received 23 surveys.

B. Provider Libraries:

There are now 16 libraries providing service statewide, which includes:

DELAWARE DIVISION OF LIBRARIES (includes library volunteer)

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

NEWARK FREE LIBR (for all of New Castle County – this will change when we have active providers)

REHOBOTH BEACH PUB LIBR

SEAFORD PUB LIBR

SELBYVILLE PUB LIB

SUSSEX CNTY DEPT OF LIBR

DELAWARE TECH & COM

WILMINGTON UNIVERSITY LIBRARIES

These libraries provide 27 hours of chat service every week.

C. Trainings/Presentations

Ask a Librarian Delaware Liaison Meeting and Training 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.

The training portion of this event covered some basic administrative functions, 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** – The new site rolled out at the first liaison meeting, and is found at:
<http://aalstaff.lib.de.us>

Information is being added as quickly as possible. Information regarding training, the schedule, contact, liaison, and provider libraries is offered.

E. **Functions:**

Cathay attended COSLINE in Vermont, on behalf of DDL, to learn about eServices on October 16-18, 2011.

Cathay presented "Exemplary Chat Reference" at SLRC in Baltimore on October 19, 2011.

F. **Upcoming:**

- a. A second Liaison training will be on Wednesday, December 14, 2011 at the Milton Public Library, 11am to 2pm. Training will focus on some administrative tasks for those who could not attend the Dover training.
- b. A second library volunteer is in the training process, and in-person training will be on Saturday, November 12, at 1-5pm at the Woodlawn Branch Library, New Castle County. This volunteer will also provide 2 hours of Spanish coverage, which will bring Delaware's service into a 247 Spanish queue.
- c. Cathay is attending a Virtual Reference meeting meeting on November 28 (online).
- d. Cathay is organizing a workshop at MLA/DLA about volunteerism in libraries.
- e. Cathay is organizing a workshop for ALA Annual, as chair of the RUSA RSS Marketing and PR Committee.
- f. New Staff Training is scheduled on December 1st to be held at the Woodlawn Branch Library, primarily to bring New Castle County librarians onto chat.
- g. We are negotiating with the State Law Library to partner with the service. The contact librarian, Leah Chandler (Georgetown) is registered for the December 1 new staff training.

G. **Top survey comments** for October, 2011

“The person that I chatted with was extremely helpful and I really like the quick and convenient option of chat.
Thank you.”

-from a customer who wanted to find a particular item: “Is the fourth season of the tv show Thirtysomething available for check out? I see the first 3 seasons but not the 4th.”

“Thank you! This is a wonderful service :) I appreciate the help so much.”

-from a student who asked, “I’m writing a research paper for college and I’m looking for any articles or books to look for online or in my local library about the effect local institutions (libraries specifically) have on the crime level of an area and any related topics focused on the social disorganization theory. Could you recommend any online articles or book topics I should look for in my local library?”

“it was very helpful”

-this was from a student (K-12 grader) who learned about the service through a teacher or librarian. She asked, “how do i find a place to get a library card?”

“I don't know where this librarian found these sites, but I am truly grateful..”

-from a customer who asked, “I like to read English and American mystery writers of the late 19th and early 20th centuries. Can you help?”

“cynthia helped me online she was soooooooooooooo very helpful shes a keeper”

-from a customer who wanted to needed help with eBooks: “i cant download audiobooks i havmee but now it wont let me”

“The service is great. One improvement would help, having to sign on multiple times is a little too much. Cutting this to one sign-on would make things easier.

-from a customer who needed help with eBooks on his iPad

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Ask a Librarian Delaware

November 5, 2011