

# Monthly Report: October 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		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		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		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 October 2014**

**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:	14
Dover PL:	5
Georgetown PL:	2
Lewes PL:	3
Milton PL:	0
Newark Free:	4
Seaford PL*:	0
South Coastal*	0
Sussex*	0
Wilmington PL:	1
Greenwood*	0
Millsboro PL:	1
Selbyville PL:	0
Laurel PL:	3
Rehoboth Beach PL:	1
Del Tech:	0
Delmar PL:	1
Wilmington U:	1
New Castle County*	2
Delaware State Courts Law	1
Smyrna*	0
Bridgeville*	0
Corbit-Calloway:	0
Appoquinimink	2
Bear:	2
Brandywine Hundred:	2
Claymont:	0

Delaware City:	1
Elsmere:	0
Garfield Park:	0
Hockessin:	2
Kirkwood:	1
New Castle:	1
Woodlawn:	1
Frankford*:	0
Total for month:	51

\*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 is providing 2 hours of chat shifts a week as well as 2 new FAQs for our upcoming LibAnswers.
3. Cathay met with Ebsco rep, Rob DePaolo, to collaborate on a Delaware specific training for Reference/Public Services group in January.
4. Cathay attended the New Castle County Adult Services meeting at the Bear Branch Library on Wednesday, October 1.
5. Kevin Turner and Cathay met on Thursday October 16 at Brandywine Hundred to go over LibAnswers/LibChat for the New Castle County library websites to prepare for the Ask a Librarian DE transition.
6. The Reference/Public Services group met on Wednesday, October 22 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/>.
7. Cathay is providing ongoing trainings on LibAnswers/LibChat since October 1.
8. Bob Wetherall and Cathay presented the Delaware Library's Project Planning Guide at New Castle County Staff Training Days on October 23 and 24 (Newark Free Library and Bear Branch Library), and are scheduled to give two more workshops in November.
9. 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 November 19, 2014, 10am to 12pm. We will include another “Peto Quest” exercise. Please think of topics that are needed for fleshing out our Delaware LibGuides (<http://guides.lib.de.us>) .

Sign up now for the Thursday, November 13 workshop “Caring for the Mind” to be held at the Dover Public Library, 9:30am to 12:30pm. Lydia Collins, from the National Libraries of Medicine/Health will present a workshop with tips and resources for working with the mentally ill and emotionally distraught patrons in your libraries.

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

There was 1 survey received.

<b>1. Electronic resources:</b> Positive or Yes	<b>2. Prefer online:</b> Neutral or N/A
<b>3. Satisfied?:</b> Satisfied	<b>4. Staff Quality?:</b> Excellent
<b>5. First time?:</b> Yes	<b>6. Use again?:</b> Very likely
<b>7. Ease of use?:</b> Easy	<b>8. You are?:</b> Student (College)
<b>9. Found us via?:</b> Library Website	
<b>Comment:</b> This is m first time using the chat service to speak with the librarian, it was a positive experience. Using the MasterFile was a bit frustrating as I have not been able to access the documents I was looking for without using the ILL service, however, I am grateful that at least the ILL service is available!! Thanks so much! KJJefferson	

## 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											
Dec											
Jan 2015											
Feb											
Mar											
Apr											
May											
June											
Totals	297	8	10	96	20	8	30	21	193	86	769

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

Submitted by: Cathay Keough  
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 Ask a Librarian Delaware  
 November 3, 2014