

## Monthly Report: October 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		253	
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		225	
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		62	
December		116	

\*October 2012 totals were delayed due to a glitch in QuestionPoint reports .

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

The Delaware Division of Libraries:	196
Dover PL:	22
Georgetown PL:	4
Lewes PL:	5
Milton PL:	2
Seaford PL:	4
Sussex:	4

Millsboro PL:	3
Selbyville PL:	3
Laurel PL:	10
Rehoboth Beach PL:	5
Del Tech:	1
Delmar PL:	3
Wilmington U:	1
New Castle County:	126
<b><u>Spanish Service</u></b>	<b>0</b>
Total:	389

For October chat sessions there were 27 surveys. See "Surveys" below in this report.

#### B. **18 Provider Libraries:**

Our list of provider libraries includes:

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. A new staff training was held in Dover (Public Archives, Training Center) on October 2. This included public and law libraries.
2. Cathay was on WILM Radio (with Bruce Elliott) promoting Ask a Librarian Delaware and our Delaware libraries on Friday, October 5.

3. Cathay attended the QuestionPoint Advisory Board meeting on Friday, October 5, which was mostly centered on the software changes (starting with the Qwidget). Notes and screenshots were sent to the Ask a Librarian Delaware list after the meeting.
4. Cathay attended a Virtual Reference Collaborative meeting on Monday, October 22. Some coordinators of state virtual reference services are with QuestionPoint and others use different software – all share ideas.
5. Email training (and chat) was provided at Hockessin Branch library on Thursday, October 25, in preparation for the switch of the current Request Module to a webform in QuestionPoint.
6. Hurricane Sandy hit our region on October 29 and 30, and libraries were closed. This also caused the email training in Georgetown to be rescheduled (for Tuesday, November 20).

**D. Upcoming:**

Email training - in preparation for QP email training – is scheduled for November 20 at the Georgetown Public Library.

Cathay will participate in the Train-the-Trainer Turning the Page 2.0 program in Chicago during the first week of November.

The next Quarterly Liaison Meeting is set for Thursday, November 15, 2012 at the new Dover Public Library, at 1-3pm.

Liaison training will be held immediately following the Quarterly Liaison Meeting on November 15 for the State Law Library, Rehoboth Beach, and Sussex County Department of Libraries liaisons.

**E. Patron comments for October, 2012**

“I was pleasantly surprised with the rapid response to my question, especially when the responding librarian was for another state.

This is a great service.”

“I found your response on line VERY helpful. . . .”

“Thank you for all of your help.”

“Wonderful customer service and rectified the problem!”

“very quick response and lots of links, thanks”

“very helpful!”

“I was just looking for a phone number so that I may ask the librarian directly but Cathay answered all my questions!”

“Amazing system and very nice polite and helpful lady that helped me. “

#### F. 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, genealogy)	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											
Dec											
Jan											
Totals	304	34	3	118	52	72	61	14	43	124	825

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

#### Some top reference questions for October

“What is the safest and easiest way to thaw bacon? I want to make BLTs for dinner. I don't think I'll use the whole package either.”

“Does the seaford public library in delaware have any books on frederick chopin?”

“when geting new items out do you have employees use leane system because it seems you have no system for puting items out.things are in prosses for a month but other items that just came in are out in a week i have been anilizing this for about 6 months from home and it makes no sence”

“Where can I find information about what is the minimal required age for someone to sign a voluntary admittance into a mental health hospital? Thank you.”

“The Wikipedia entry on Patty Cannon states that her head was loaned to the Dover Public Library in 1961. I'm doing some research on Patty Cannon and am curious if this is true.”

“I'm trying to find periodicals and scholarly writings for what the United States has done to lower the infant mortality rate. Could you please help me?”

"Your library's description indicates "nearly 30,000 sq. ft." What does "nearly" mean. Thanks."

"I am in Fl now and my book Fifty Shades of grey is available and I show it downloaded to my kindle but it is not on my kindle. You helped me with this before but I don't remember what we did. I don't understand why it shows it downloading but not on my kindle. I figure I will lose out on this book due to the storm and everything is closed I hope you make it through ok in RB. :)"

"can you give me info on ancient egypt"

"My account is showing that I have an e-book out and I didn't take it out. I asked when I was in the library and I was told to just let it expire. Is that correct? I don't know how to take it off my list."

"Do you guys have any books about Halloween for children that are six and seven years of age."

"Is there a book you have about Greek mythology preferably about the olympian gods?"

"How does one create a "list" in the online catalog?"

"What does a ring around the moon mean?"

"How have computers changed in the last 10-20 years?"

"I need help with finding information about the background on Death Penalty."

"How do I find information about my family? We lived in Dover for many years."

"what is a good saint to be"

"Can you help me find publications on the effects of long-distance commuting on health and family dynamics?"

"Hi, I am a 6th grader and I need help finding websites about Nevada and Its Economy, Climate,, Geography, and Natural Resorces."

"Looking for information on the Gibbons Family that worked on the Hagley powder mill for the DuPonts. Do you have any reference books on this family or connections to the duponts? "

"hi im a 14 year old freshmen and my life has gone really bad im looking for advice for what to do, ill tell you the rest when you reply"

"I have a quick question and only a minute but I wanted to ask about books by Thomas Nelson Page and Harvey Newcomb..."

"My in-laws live in California, are behind in their mortgage payments due to the economy and afraid they are going to lose their house. Where can they go for help? What programs and resources are available?"

"hi i'm a 6th grader and im doing a project on south dakota can you help me find some websites?"

"Does the milton library have any programs for toddlers other than the summer reading program?"

"can you help me find an article about iran's nuclear program?"

"do u have any cool info. on kevin durant"

"Hi, i just need to know a reason why a journalist would put a sentence in the passive form"

"how do i find articles about my research topic? Single sex schools as beneficial educational tool"

"Whl download an e-book for my Kindle, the file type is now .azw[1] instead of .azw. I can't open the e-book nor can I transfer it from my computer to my Kindle. What am I doing wrong?"

"where did b f skinner work"

"I'm doing a paper for Science class about the Emerson Video Cassette Recorder. Could you please tell me the manufacturer, the date produced, the cost when manufactured, exactly how it works, and some other interesting facts?"

"where did Ernest Rutherford socialize? (what city)"

"What states have workplace bullying laws? Of those which do not have these laws are there any resources in place addressing this topic. Thank you."

"I need the answer to the following questions for a library reasearch paper:

What is iPac, & the iterlibrary loan system

What does Quarto mean and where is it located"

"I'd like to search for all courses by the Teaching Company (aka the Great Courses). Is there a way to search by publisher or some or effective search strategy?

Thanks!"

"I am looking to find the issue of Good Housekeeping from 1973 or 1974 that an article titled "The Town House: What an Easy Way to Live!" was published"

"i need help on a research project about s.e hinton"

"how do I find and download snooks?"

"I'm taking online college courses and need to find a proctor for my final exams. My local librarian was a suggested proctor, but how do I find out about proctor programs at the library?"

"I'm looking for material that talks about solar net metering and how it relates to the power companies, but I'm finding anything. Can you point in the right direction or suggest something?"

"Is a 'academic journal' the same as a professional journal?"

"For english I have to make a list of words that mean walking confidently. Help!"

"Do you have any books about grievance for children?"

"What database should i use if i want to resurch marketing of the brand coca cola?"

"please tell me more about resources available thru the workforce section of the library?"

"i need help finding a quote reffering to a tragic hero"

"what are the characteristics of a circle graph"

"I used to do genealogy research about 10 years ago using the Wilmington CITY and Wilmington SUBURBAN directories. The Wilmington CITY directories are on ancestry.com, but the Wilmington SUBURBAN directories are not online at ancestry.com. Do the Wilmington SUBURBAN directories still exist at your new 7th and King Location ?"

"I have a research paper about body language, and History of body language is part of my paper. I checked google and Jstore but i guess i couldn't find it."

"I would like to know what Identification I would need to obtain a library card. I have recently came out of prison and need resources to obtain a part-time job. I need to learn computer skills."

"Where can I find information on Martin Luther Kings I have a dream speech"

"is it normal in america after a few days to say for a new girlfreind i ahave been think about you last night?"

"Do you have access to old phone books/numbers? I'm trying to remember the street that we lived on in Newark in 1956"

"Do you have program for reading to children. That is sessions where children come to the library & adults read stories to a group?" (Millsboro Public Library)

"I want to know about the history of Multi-User Dungeons (MUDs). What year were they begun and if possible where were the servers for the games hosted geographically."

"how is the Mayan calender more accurate than a normal calender"

"Hi, I am doing a Financial Accounting Assignment and am having difficulty calculating the depreciation of something...."

"I am looking for the documentary lunch hour: americas school lunch program"

"I need help for my job interview."

"do you have any specific dates for people who would like to volunteer ?"

"I'm doing a research paper on the "Monster Study" by Wendell Johnson, could you help me find more information?"

"Hi, I'm wondering how sir issac newton discovered his three laws of motion."

"hi I'm trying to look basic information for bipolar disorder such as etiology, treatments, populations"

"I'm looking for a few books in either the Wilmington or Kirkwood Highway Library about Jamestown and John Rolfe's introduction of tobacco for a history paper. Do you know of any good sources?"

"Can you tell me the best place to find information on the internet for fifth graders on the Civil War"

"Is there any way you can look up or is there mirco flim online?"

"do you love books? do you love to read? I do! I'm ten."

"What is an encyclopedia?"

"Is it too late for me to register to vote?"

"How to get audiobooks on iPhone?"

"I need help finding a internet reference to support my thesis statemnt for my english paper on Macbeth. the paper is about the theme of "fair is foul" my thesis is that the appearance of someone may be different than their actual reality. can you help?"

## 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 and 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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