



Reference Services Group Meeting

July 11, 2013

9:30 to 1:00



Agenda

(9:30) Welcome, introductions, sharing

(10:00) Reference Service Group Committee
Updates (Wiki)

Databases

LibGuides

School Partnerships

(10:40) Ask a Librarian DE Updates

NCC and DDL Portal changes in access

Staffing/Schedule (Volunteers)

LibGuides

Upcoming reference topics (ACA,
Immigration, GED, back to school,
others?)

(11:00) Break

(11:15 to 1:00) Technology Petting Zoo



AaLDE Year in Review

FY 2013

Number of chat sessions requested			
Month	FY 13	FY 12	Running Total FY 13
July	365	192	365
August	390	260	755
September	361	240	1116
October	389	243	1505
November	233	253	1738
December	275	306	2013
January	313	392	2326
February	243	278	2569
March	297	370	2866
April	270	250	3136
May	234	278	3370
June	184	359	3554
Totals	3554	3421	3554

Shows a slight increase in number of questions asked by Delaware patrons.

AaLDE Year in Review

FY 2013

Number of chat sessions accepted			
Month	FY 13	FY 12	Running Total FY 13
July	236	119	236
August	258	128	494
September	263	142	757
October	244	214	1001
November	149	225	1150
December	161	230	1311
January	184	285	1495
February	191	298	1686
March	163	317	1849
April	238	267	2087
May	242	232	2329
June	188	212	2517
Totals	2517	2669	2517

Shows a decrease in number of questions answered by Delaware library staff.

AaLDE Year in Review

FY 2013

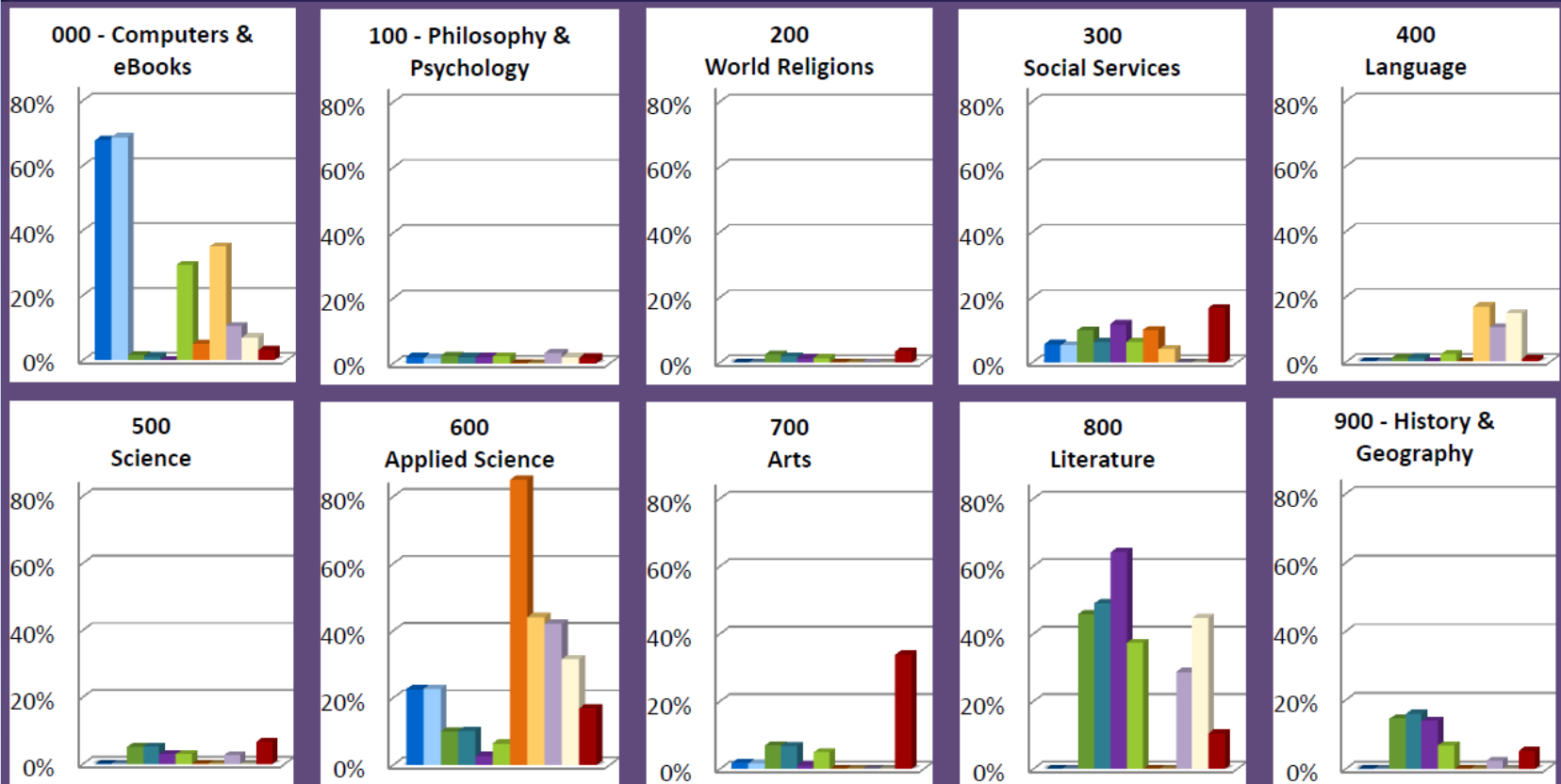
Number of answers sent (email)			
Month	FY 13	FY 12	Running Total FY 13
July	195	55	195
August	223	70	418
September	180	66	598
October	184	95	782
November	134	62	916
December	192	116	1108
January	226	116	1334
February	170	96	1504
March	226	105	1730
April	179	79	1909
May	180	59	2089
June	154	183	2243
Totals	2243	1102	2243

Shows a significant increase in number of emails sent by Delaware patrons through the webform (<http://www.questionpoint.org/crs/servlet/org.oclc.admin.BuildForm?&institution=11078&type=1&language=1>).

Dewey Delaware

Dewey Delaware Data

~July 2012-March 2013



■ Prof Dev: Workshops
 ■ Prof Dev: Attendance
 ■ Collection
 ■ Circulation
 ■ eBook Circulation
■ Reference Questions
 ■ Job Center: Reference
 ■ Job Center: Attendance
 ■ Programs
 ■ Program Attendance
■ Geek /Delaware Dreams 2012

Technology Petting Zoo

Debate Evidence on Paper



External Hard Drive on PosterBoard

Windows 8 Tablet PC (any Windows device works)

Lenovo Android Tablet with Keyboard Case

Asus Transformer Prime (Android Tablet)

Apple Bluetooth Keyboard (works with any Bluetooth enabled device)

7" and 10" Samsung Android Tablets

Pogo Stylus (silver) / Mechanical pencil (green)

MacBook Pro

iPad

Chromebook



Try this!

- a. Browse for an ebook
- b. Check it out
- c. Download it
- d. Access it
- e. When possible, return the item



How did it go?





Thank you!

Next Meeting:
Thursday September 12
Dover Public Library

