



Delaware Library Reference Transactions Tally Sheet FY16

This Reference Tally Sheet includes areas for keeping track of questions Delaware library staff are asked in their libraries, primarily in person and on the telephone. **This updated form also includes an additional field to capture questions library staff answer through social media and for those libraries who have a separate email account outside of LibAnswers/Ask a Librarian DE.** It is organized by Dewey to align all of our Delaware public library reference questions (on the desk and online). Begin using this as of August 1, 2015.

Please print out as many Tally Sheets as needed for staff that provide any type of reference (question-answering) services.

After the completion of each month, please compile your in-library reference totals (to include any questions received on the telephone, through social media and your library's email if it is separate from LibAnswers/Ask a Librarian DE) and submit them through the online reporting tool found at: <http://tinyurl.com/referencetracking>

Ask a Librarian Delaware virtual reference reports (primarily email, chat and texting) are compiled for your convenience and posted on the AaLDE staff support site: <http://aalstaff.lib.de.us/reports> They will be added to the monthly reporting totals by the Delaware Division of Libraries. These compiled monthly totals are extremely important for our federal reports as well as to gain statistics for Delaware.

Thank you so much for your excellent care and services to our Delaware patrons!

-Cathay

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Reference Transactions Weekly Tally Sheet FY16

Weekly dates from: _____ to _____

	000 Computers, Ebooks, Generalities	100 Philosophy, Psych, Self-Help	200 Religion, Myths	300 Social Sciences, Legal, Financial	400 Language, ESL	500 Science, STEM	600 Applied Sci, Health, Business, Jobs	700 Arts, Sports, Hobbies	800 Literature, & Readers' Advisory	900 History, Geography, Biography	Totals
Monday											
social media/email*											
Tuesday											
social media/email*											
Wednesday											
social media/email*											
Thursday											
social media/email*											
Friday											
social media/email*											
Saturday											
social media/email*											
Totals											

*email: These are received through a **unique library-created email**, such as through a “contact us” form. Do not include emails received through Ask a Librarian Delaware/LibAnswers on this form. These email interactions are tallied separately.

Dewey Types of question

- 000** **Generalities** (include computer help, computer technology, questions about the e-book services)
- 100** **Philosophy/Psychology** (include self-help questions)
- 200** **Religion**
- 300** **Social Sciences** (include education, law, financial, veterans, government, politics, folklore questions)
- 400** **Language** (include ESL and literacy questions)
- 500** **Science** (include STEM*, mathematics, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs, questions)
- 600** **Applied Science** (include technology, health, engineering, pets, cooking, management, job hunting, home building and construction questions). Affordable Care Act-specific questions have a separate tally column from October 1, 2013 through March 31, 2014 during the first open enrollment period.
- 700** **Arts** (include fine arts, architecture, home decorating, photography, music, recreation and sports questions)
- 800** **Literature** (include questions about fiction authors including readers' advisory questions)
- 900** **History and Geography** (include genealogy and biography)