

# Monthly Report: September 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		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		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		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 September 2014**

**Note that if a librarian is not logged on to help, chat is closed to the patron. 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:	8
Dover PL:	5
Georgetown PL:	3
Lewes PL:	3
Milton PL:	2
Newark Free:	6
Seaford PL:	0
South Coastal*	1
Sussex*	0
Wilmington PL:	3
Greenwood*	0
Millsboro PL:	0
Selbyville PL:	0
Laurel PL:	1
Rehoboth Beach PL:	3
Del Tech:	0
Delmar PL:	2
Wilmington U:	1
New Castle County*	2
Delaware State Courts Law	3
Smyrna*	2
Bridgeville*	0
Corbit-Calloway:	0
Appoquinimink	1
Bear:	2
Brandywine Hundred:	3
Claymont:	1
Delaware City:	0

Elsmere:	2
Garfield Park:	0
Hockessin:	2
Kirkwood:	3
New Castle:	0
Woodlawn:	2
Frankford:	0
Total for month:	61

### **Trainings, Meetings, Presentations**

1. Our fall term intern, Evelyn Alfred, was trained on September 3 to provide 2 hours of chat shifts a week.
2. Cathay met with Ebsco rep, Rob DePaolo, to discuss possible future training for Reference/Public Services group (December or January).
3. Taming Tech Tools for Librarians (webinar training) was held via WebJunction on Thursday, September 18.
4. SEFLIN's User eXperience all-day mini-conference was held on Friday, September 19 via online at the Dover Public Library.
5. The Reference/Public Services group met on Wednesday, September 24 for the regular monthly meeting. These meetings are held online. Cathay presented an overview of Springshare's LibAnswers for Ask a Librarian Delaware. See meeting minutes for the presentation: <http://aalstaff.lib.de.us/liaisons/meeting-minutes/> .
6. Cathay provided the first LibAnswers/LibChat training to the pilot library staff on September 25 (it was repeated on Wednesday, October 1).

### **B. Upcoming:**

The next Reference/Public Services Group meeting is online, Wednesday September 24 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>) .

Save the date! Thursday, November 13 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, called "Caring for the Mind."



Apr											
May											
June											
Totals	236	7	8	70	13	8	22	15	152	61	592

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

Submitted by: Cathay Keough  
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