

Monthly Report: September 2011

Ask a Librarian Delaware



A. Chat Sessions for September:

For the first time we saw a decrease of chat sessions requested by patrons from last year. Part of this could be due to the changes in the locations Ask a Librarian DE is found (on libraries' web sites and through DDL).

There were 240 chat sessions requested in September 2011. In the same month last year, we saw 350 questions but that jump seems exceptional (Aug 2010 = 174 and Oct = 229). September and October are typically high-use months. For these 240 sessions, we received 20 surveys.

To date, we have far surpassed the number of chat sessions requested from this time last year:

Jan-Sep 2010 = 1564

Jan-Sep 2011 = 1885

B. Chat forms and Library Websites:

Besides DDL, ten provider libraries are now showing direct entry from their websites to the service, as follows:

DOVER PUB LIBR

LEWES PUB LIBR

MILTON PUB LIBR

NEWARK FREE LIBR (for all of New Castle County – this will change when we have active providers)

SEAFORD PUB LIBR

SUSSEX CNTY DEPT OF LIBR

MILLSBORO PUB LIBR

SELBYVILLE PUB LIB

LAUREL PUB LIBR

DELAWARE TECH & COM

This means the logo/Ask a Librarian DE chat forms are working on the above sites, and customers who find their library online are beginning to use the service directly through these libraries' websites.

I will double check other providers' sites to help ensure their library patrons can access their library's chat service form.

C. Trainings/Presentations

Presentation: The New Castle County Public Libraries' Adult Services Department met at the Woodlawn Branch Library, and invited me to present Ask a Librarian Delaware to the group on September 20, 2011.

Training: Five new chatting librarians were trained on September 29 at the Seaford Public Library (computer lab) and one provider joined us for a refresher on working with the software (returned to work after a maternity leave break). An additional librarian from Wilmington University is beginning her training soon.

With this training we welcome two new libraries: Delmar Public and Wilmington University!

- D. **Staff Support Site** – DDL has provided space through their website for a staff support site for Ask a Librarian Delaware, to include resources and information pertinent to the statewide service. The design is completed and content is being entered. Roll-out will be at the upcoming October 26 2011 meeting (see below: "First Liaison Meeting")

E. **Upcoming:**

- a. First Liaison Meeting will be on Wednesday, October 26, 2011 at DDL/Training Room, 10am to 4pm (lunch is provided by DDL). Training will focus on some administrative tasks. Liaisons represent each providing libraries' needs for ensuring Ask a Librarian DE will be effective for their communities and library services.
- b. Cathay is attending a QuestionPoint Advisory Board meeting on October 4 (online webinar).
- c. Cathay is attending COSLINE (Vermont) October 16-18 with Bob Wetherall on behalf of DDL.
- d. Cathay is presenting "Exemplary Chat Reference" at SLRC (Maryland State Library Resource Center) on Wednesday, October 19.

F. **Top survey comments** for September, 2011

"Very quick answers. I was very pleased."

-from a patron who asked, "My son & I havent used our cards in over 2 years. Are they still valid?"

"Appears to be a helpful tool for the world of electronics."

-from a customer who needed to know, "How do I find out my PIN number for my account? I want to renew my books online. Thank you"

"very quick and easy - great service."

-from a mother who was helping her daughter figure out how to log onto her library account to request a book

“i use online chat when appropriate. It worked well for this problem.”

-from a customer who asked, “I am trying to open a pdf file on EBSCO and the screen says “missing plug-in” and won't open the file. It is a consumer reports article on tires. Do you know what plug-in is needed?”

“I'm very happy with your service.”

-from a customer who wanted to know, “wiil you be able to get a book from another library to bear or newcastle library?”

“Dave from Dover did a great job and was very helpful. Give him a raise!”

-from a customer who could not find a particular item on the catalog and after searching, came onto the chat service for help

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Ask a Librarian Delaware

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