

Monthly Report: September 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		243	
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		214	
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		95	
November		62	
December		116	

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

The Delaware Division of Libraries:	183
Dover PL:	22
Georgetown PL:	5
Lewes PL:	5
Milton PL:	6
Seaford PL:	4
Sussex:	7

Millsboro PL:	2
Selbyville PL:	3
Laurel PL:	13
Rehoboth Beach PL:	9
Del Tech:	0
Delmar PL:	9
Wilmington U:	4
New Castle County:	89
<u>Spanish Service</u>	0
Total:	361

For September chat sessions there were 22 surveys. See "Surveys" below in this report.

B. 17 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

C. Trainings, Meetings, Presentations

Ask a Librarian Delaware and Delaware Libraries were featured in the News Journal on September 25, 2012: http://www.delawareonline.com/apps/pbcs.dll/article?AID=2012309250028&nclink_check=1

September is library card sign-up month and traditionally thought of as 'back to school' so the article was timely! It also led to a radio interview to be held on October 5, 2012 with WILM.

Preparations for a busy October were centered on upcoming new staff trainings (on October 2 and possible the 23rd and 30th) as well as to bring in the Delaware State Law Library in October.

- D. Cathay provided a meeting (using Blackboard Collaborate) through RUSA's RSS committee work as the current chair of the Marketing and PR Committee. (She is also involved with the Just Ask campaign.)
- E. Cathay was chosen as one of 30 librarians to attend the Train-the-Trainer -- Turning the Page 2.0" through PLA, in Chicago during the first week of November.
- F. Cathay attended the grand opening of the Dover Public Library on Thursday, September 20.

G. **Upcoming:**

Cathay will be interviewed on WILM on Friday, October 5 regarding Ask a Librarian Delaware and Delaware Libraries.

Two new staff training dates in October have been tentatively scheduled as of this report's filing, in preparation for QP email training (and chat) needs.

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.

H. **Patron comments** for September, 2012

" Librarian was very nice and tried to be as helpful as possible. Software issues are very often complicated and answers elusive. There are many variables and it is difficult for anyone to have all the answers. Sometimes a "common" problem is at the librarian's fingertips, other times it is more difficult. The librarian chatting with me was polite and helpful. I think the problem lies in the software (Overdrive) that the library is using. I believe there is either a bug in it, or the operating instructions need to be clarified because the searches don't follow "standard" procedures.

Live chat is a very useful service and I fully support it. I would not hesitate to use it in the future. You folks are doing a great job. I love my library, both online and brick and mortar! Even with a few issues with the Overdrive software, the online library is the best deal in town! Thanks for supporting the library patrons with this service."

"Very impressed. The person was knowledgeable, very helpful, found what I needed, and in a friendly manner."

"Fantastic Service from Bonnie from Georgetown Library. very friendly and helpful."

"I worked with Lois and she was so helpful!"

"very helpful :)"

"I have been out of town for several days. As soon as I got home I tried to download my latest library book and IT WORKED!!!! Thank you if you were responsible! I just got my Kindle last Christmas, and I was thrilled when I found out the Delaware Library System had so many eBooks available. This is the first time I have had an issue. Thanks for helping with the problem.

Keep up the good work!"

"Thanks for getting back to me. Yes, I figured out the issue. It was "user error." Now that I've figured out how to download library books to my Kindle, I'm really enjoying it."

"Dear Kevin -- This is the very thing I was looking for! Thank you very much indeed."

"The instructions below worked perfectly!! Thanks so much for your technical help. I'm pretty competent with computers but this had me a bit baffled considering I have had no problems with downloading other books. This is the first book I've tried to download since I've had a new hard drive and operating system put into my laptop.

One interesting thing is that some of the files did not work with Google Chrome browser (the browser I prefer to use). I downloaded Internet Explorer and that worked.

There are too many little "glitches" that can happen. Thankfully there are people like yourself to help out! Your help is greatly appreciated. I'm a fairly new resident of DE (6 months) and one of my favorite things has been the library system. Coming from a state where each community had its own library, the state system is a huge improvement. I'm glad I'm here!"

"Thank you so much."

"Thank you soooo much."

"Thank you for your help."

I. 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, geneology)	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.											
Totals	242	30	3	84	30	58	48	9	29	92	625

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

Some top reference questions for September

“Are you able to tell me which books are in the DTCC library?”

“Hello, my 12 year old would like to know how to search our public libraries for books by category. i.e. romance, adventure books in her age group.”

“what are ten organism in delaware 5 plants 5 animal”

“I have to write a critical analysis essay on they cage the animals at night by Jennings Michael Burch. I don't know how”

“Can you get some information on Plymouth?”

“Greetings: I have just recently become [aware] of several photographs in your collection of Jackson & Sharp railroad passenger cars. I am wondering if it is possible to purchase copies of these photographs?
 St. Louis, Hannibal & Keokuk # 8 a baggage & mail car from 1884 with a Resource Identifier of 2-26-0346.tif
 St. Louis, Hannibal & Keokuk # 9 a baggage & coach car from 1884 with a Resource Identifier of 2-25-0345.tif
 Could you please advise me if prints are available and for how much.
 Thank you.”

"I have a question on the Keith-Albee-Orpheum Corporation (KAO), the owner of a chain of vaudeville and motion picture theatres. Wikipedia says, "The company was incorporated in Delaware on January 28, 1928". Could you please tell me whether the headquarters of KAO was in New York? I am a Japanese journalist in Tokyo, writing a Japanese book on the history of Universal. Your kind consideration regarding my request would be appreciated very much."

"Hello. I was downloading Battlefield 3 Armored Kill and my PS3 froze. I turn it off and redownload it and it said you have lost connection and didnt download that DLC content. Why did this happen?"

"I would like to know what book and author do you recommend as it relates to learning about basic biblical counseling?"

"Can you please give me some information on the Paleolithic, Mesolithic, and Neolithic time periods?"

"do you have any books on the use of gps"

"I need help finding a science fair project, i am in ninth grade honors and i want to do a project n brain acitivity while people sleep, and/or their dreams."

"What is the most popular colors for boys?"

"What are some great herbs that remove bacteria(preferably Salmonella) from water. (It's a water purification science fair project"

"I need to get a current event news article about receent voter identification legislation that opponents have claimed is an effort to restrict the ability of lower income persons especially elderly people from historically oppressed populations."

"Could you help me find a website that might answer this question: The P09x program, is it endorsed by a major fitness organization [or a celebrity]"

"Why is poverty affecting India?"

"I have to do a science experiment can u tell me an easy and interesting experiment that I can do? thanks"

"In APA formatting for in-text citations do you use page numbers?"

"Looking for a photo/and/or bio of Senator James Harry Latchum 1926/1934 served "

"Can you help me find a book about djinn in pre-Islamic literature?"

"I was wondering if you have old Delaware newspapers from 1978. I am trying to locate an obituary for a family member who died in Jan/Feb 1978 in Frederica DE for genealogy purposes."

"I am a teacher and I want to know can I borrow 15 copies of the same book for my class."

"Discuss why spanking and other forms of physical punishment are not considered appropriate in the early childhood setting."

"Trying to register as a buyer from a wholesaler but they want a resale cert # for tax purposes. We dont have sales tax in Delaware. what should I tell them? Thanks"

"Where do I go to find statistics on theft rates in Germany and the punishment?"

"My daughter thought summer reading at McKean High School was extra credit so of course she did not do it. Now she is being told its graded and needs to be done in a week. I cannot find the Red Clay McKean high school summer reading list online any place. She is in 12th grade. Do you have a list she can pick a book from? Thanks"

"In what order is lisa jacksons to die series?"

"Which poet wrote: Naught is the squire, when the king is night; withdraws the star, when dawns the sun's brave light.? Thank you"

"I would like to good to school to be a stone carver?"

"Were the first space suits made in Delaware?"

"I am preparing to complete a detailed research project for my Marketing class, I need to select a company, product or brand and provided extensive empirical datat for that company. I am trying to enhance my online research skills, could you point me in the right direction to get started?"

"i am an engineer.i wish to be a librarian outside India. can any one help me please ?"

"i need 20 scientific experiments. can you help me?"

"i am in 7th grade doing a science project on whether or not sports drinks provide more electrolytes than orange juice i need some good sorces on the topic for my research report. Thanks"

"I am looking for books on the wives of the great reformers. Are you able to help? I'm not having any success?"

"What is the best site find local childrens musicians, story tellers and such for my pre school program?"

"I need to find good websites that talk about testing the amount of chlorophyll in plants. This is for science fair."

"i need help on a list of famous scientist experiments please"

"I'm trying to find biography information for one of my students on John Wheeler"

"I am trying to locate newspaper articles from Oct. 12th and 13th 1980 from Sussex County newspapers regarding a shipwreck salvage operation just south of Dewey Beach. Any idea where I could find access to newspapers from Sussex County that no longer exist? (The Daily Whale or Sussex county Weekly)"

"What are the Delaware laws for eviction proceedings?"

"I am wilmington univ. student and would like to reserve a book from Del Tech."

"How do I access ancestry.com via the NCC Library online."

"I am doing a paper on Beowulf and I need to know how Beowulf reflected the Anglo-Saxon culture. Can you help me?"

"How does follow through affect your slapshot in hockey?"

"Can you help me find topics on drunk driving consequences"

"having trouble finding info on just the fetus alone. I do need info about the abnormalities but need the other info first. I have searched up and down and think i am doing something wrong. Can you help me please! It can only be scholarly and peer viewed info!"

"i need some worksheets on second difference in quadratic sequences"

"I am the Director at Harrington P.L. I have a patron who would like the value of a 1990 EL90 Yamaha Electric Organ. I do not have an Organ Blue Book! Can you find the info for me?"

"I am looking for books on Idelette Calvin and Katherine Luther. Do you know of any?"

"I need direction on what books to look up for my research paper about the different modes of occupational therapy."

"hi i have a samsung brightside. i was exploring with it and i accidentally put it on a mode called nam 2. i need a way to get it unlocked from my house."

"what is governor benefits"

“Does the library have copies of yearbooks for local high schools? Specifically, I am looking for yearbooks from the 1970's for Delcastle Technical High School.”

“I need a statistic questions. for example, how many own iphones vs other phones.”

“where can i find in library site homework help for my kid who is in 4th grade”

“My son is dyslexic and is enjoying eAudioBooks and electronically read ebooks. We are looking for an eReader that is compatible with the Adobe downloads for use on our android tablet. Can you help?”

“Just found out I am allergic to several foods-Soy being one of them. Soy is in everything. Are there any resourses out there to help find non soy products? or material on ways to avoid it or even what to eat? Thanks for the help”

“have you ever read harry potter? I am doing a project where I see how many libairans have and havenot read harry potter”

“Who invented the first airplane? When and how was it invented?”

“Is your library user friendly?”

“Hello, I am looking for information on Atrial Septal defect. I'm not sure what database to use or how to phrase what I'm looking for”

“I'm working on an assignment for a class and I need to find out something about a group of people called Melungeons who live in the South. Are Melungeons a distinct, specific racial/ethnic group?”

“Where can I find facts about the Industrial Revolution?”

“i am looking for information about a medical case in which a patient died due to an error in medical terminology. I don't know where to begin to look.”

“am a patron of the New Castle Public Library and I need to find some primary sources on Pope Gregory the Great (Gregory the 1st). Thanks for your help!... And the thing is, my assignment is due soon!!”

“How does one begin and organize a charity walk?”

“what is the oldest Delaware Laws and where is it available”

“Are general elections for state representatives in Delaware decided on a plurality or majority basis??”

“what are the advantages and disadvanntages of a space based telescope”

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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