

# Monthly Report: September 2013

## Ask a Librarian Delaware - Reference Services Group



### A. Chat Sessions for FY 2014

Number of chat sessions requested			
Month	FY 14	FY 13	FY 12
July	280	365	192
August	285	390	260
September	241	361	240
October		389	243
November		233	253
December		275	306
January		313	392
February		243	278
March		297	370
April		270	250
May		234	278
June		184	359
Totals		3554	3421

Number of chat sessions accepted			
Month	FY 14	FY 13	FY 12
July	184	236	119
August	247	258	128
September	246	263	142
October		244	214
November		149	225
December		161	230
January		184	285
February		191	298
March		163	317
April		238	267
May		242	232
June		188	212
Totals		2517	2669

Number of answers sent (email)			
Month		FY 13	FY 12
July	237	195	55
August	303	223	70
September	265	180	66
October		184	95
November		134	62

December		192	116
January		226	116
February		170	96
March		226	105
April		179	79
May		180	59
June		154	183
Totals		2243	1102

**Chat sessions requested per library (=per chat form link) for September 2013**

Note that on 8/30/13 New Castle County branch locations were offered through the newly designed portal page on the Delaware Libraries site and the AaLDE logo was unlinked from DDL's SUP:

The Delaware Division of Libraries:	59
Dover PL:	10
Georgetown PL:	2
Lewes PL:	9
Milton PL:	5
Newark Free	22
Seaford PL:	3
South Coastal	2
Sussex:	0
Wilmington PL	1
Greenwood	0
Millsboro PL:	3
Selbyville PL:	2
Laurel PL:	8
Rehoboth Beach PL:	1
Del Tech:	0
Delmar PL:	2
Wilmington U:	4
New Castle County:	2
Delaware State Courts Law	29
Smyrna	3
Bridgeville	0
Corbit-Calloway	1
Appoquinimink	1
Bear	15
Brandywine Hundred	17
Claymont	4
Delaware City	3
Elsmere	2
Hockessin	11
Kirkwood	8

New Castle	11
Woodlawn	1
<b><u>Spanish Service*</u></b>	0
Total for month:	241

(\*Spanish service ended in March 2013; the Delaware volunteer librarian no longer provides coverage. When we can re-establish 2 hours of Spanish coverage a week, QuestionPoint's 247 Cooperative will reinstate 247 Spanish coverage for Delaware.)

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

Reference Services Group meeting on Thursday, September 12 to be in person at Dover Public Library with a simultaneous live video conferencing at Seaford.

B. **Wiki for Reference Services Group** at: <http://goo.gl/ICYPz> for Discussion forums, Committee work, and sharing of resources.

C. **Upcoming:**

ACA Workshop on Thursday, October 3 (morning workshop at Sussex County Staff Development Day and repeat at Dover Public Library in afternoon).

New Staff Training for Ask a Librarian is offered at the Seaford Library, Sussex County on October 23, 2013.

New Castle County 's SUPs are completed and offered on the Delaware Libraries site's newly designed portal page (<http://delawarelibraries.org/askalibrarian>). New Castle County libraries' website will be updated within the next few weeks.

Roll-out of School Partnership Committee's "How to have a class visit" toolkit in October (pushed back a month).

D. **Patron surveys and comments** for September 2013

There were 15 surveys received.

(Some fields are not answered on surveys. Some surveys received are from patrons outside of Delaware who worked with a Delaware librarian.)

How satisfied were you?	Satisfied: 12	Somewhat satisfied: 1	Not satisfied: 1*
Is this your first time using an online VR service?	Yes: 8	No: 3	0
Staff Quality?	Excellent: 10	Good/Average: 1	Poor: 0
Ease of use?	Very Easy: 6	Easy: 4	Difficult: 0
Found AaLDE via:	Library website: <hr/> 9	Surfing the net: 0 <hr/> Newspaper/Radio/ TV/Billboard: 0	Librarian Public Lib.: 0 <hr/> School librarian/teacher: 0

*(Note that there are more survey questions and options for each question provided to patrons than what is indicated here.)*

*\*Patron indicated that she wanted local account help and the out-of-state librarian incorrectly referred her back to her library for assistance with "Sorry, can't help you" instead of giving the option to follow up by patron library. This question was sent to Quality and the patron has been contacted. - Cathay*

Customer feedback from surveys:

"THANKS!"

"I needed assistance changing my email address to my profile. If I entered the site with my card number and pin, why can't I change my email address, and have to make a trek to the library to do so?"

"I appreciated the Librarian's willingness to find teh exact answer. She did not give up."

"It's a wonderful service!"

"Thank you"

**Customer Comments:**

"I'm new in the United State. I'm a new lottery winner. I arrived this past Friday from Guinea which a french speaking country. How can I get help with learning English? Please provide me any information that you may that might help me."

"Hello I am trying to find out information on wound healing and if wet dressing promotes quicker healing process. I need to have a full text and it needs to be evidenced based. Can you help me?"

"hello.I am a 6th grader and I am looking for a website on Native Americans."

"Hello, I am a resident assistant at the University of Delaware and I am facilitating a service event in my complex where residents make bookmarks. I was hoping to identify a place that we can donate bookmarks to. Would the Newark Free Library be interested in this or do you know of any youth reading organizations, schools, etc that might be interested in accepting a donation of bookmarks? Thank you for your help!"

"how can I get advice on ending alimony payments-pro bono"

"my ex husband and i have joint custody of our children but they reside at his residence. he recently put my son on medication for something that i am totally against w/out consulting myself at all. do i have any rights to go against this? he pretty much went behind my back and did this. thank you for any help you can provide"

"I am interested in volunteering at the Lewes, DE library. Who do I contact? Thank you."

"I am currently enrolled in an online Health Info Technology program through a school in Kansas. I am required to find someone to proctor my exams and Public Librarians are listed as acceptable for this. Is this a service that you offer?"

"Does the library have any scary black and white movies? Any old 16 millimeter movies?"

"I need to request a copy of a case disposition. I was in a case back in 1994 and need a copy of the disposition. Is there a request online? Or how do I get a copy? Thanks"

"I am looking for books/chapter books with rabbit characters. my daughter is reading level O"

"How does the structure of this verse influence the poem? "

"is this figurative language: From every side they came and sought the pit with rustling cries."

"Where was the first major migration wave of Puerto Ricans in the U.S"

"What are major writings of Voltaire?"

"can you find me an article on juvenile offenders stats"

"Would you be kind enough to send me by fax 1-514-376-2921 a copy of the Dissolution-act of Haytian Corporation of america of 1949 with the date of your message. I accept to pay by certified check at first request of your administration. Thank you very much for your precious collaboration. Have a wonderful day."

"How do I obtain a newspaper obit from your library"

"I am looking for database credible research articles about disposable fashion. Fast fashion the "in" clothes, after the "in" is out people get rid of those clothes. Its a big problem in the landfills"

"My uncle recently signed up for online classes but struggles when using a computer. I would like to tutor help him and suggested meeting at his local library. Do you have tables or spaces where someone can use a laptop? "

"I would like to know if there are any documented sources that talk about holy laughter or has done a study or journal study on holy laughter, its a religous phenomeon that is contagious or can be."

"hello, i was wondering if i could have help on my math homework? "

"How to go about getting home bound delivery of books. Im 92 years old without a car. "

"I am looking for a list of orphanages with lists of orphans from 1900's. I am not a resident of Delaware but am on Ancestry.com I need any information ASAP on the child. I have information from when the child was 6 or 7 years old but nothing before then. I am told she spent time in an orphanage. Please help!"

"I have to do a research paper on the Arawak Indian.Do you have any suggestions on books to use? I can not locate any on the library database.

Thank you "

"Hello,

I am preparing to write a first draft for an argumentative essay in ENG 102. Prior to writing the essay I have been trying to research my topic. I have been trying to use the library's database system but I cant quite figure it out. My topic for the paper is, "Do computers change the way humans think?" I'm also trying to find factual evidence and statistics rather than just opinions, which has not been easy for me. I was wondering if anyone could assist me or lead me in the right direction for being able to find helpful sources. Thanks! "

"I can't use the EBSCOhost link I saved to get to a pdf article I really needed...

The title is: Ontogeny of manipulative behavior and nut-cracking in young tufted capuchin monkeys (*Cebus apella*): a Perception–action perspective"

"I was just trying to search the One Click audio book collection to download something to my iPhone, which I haven't done in a while. Is the collection much smaller than it was, or am I searching incorrectly? I was looking for some romance but there didn't seem to be any. Thanks! "

E. Dewey Delaware

**Ask a Librarian Delaware Reference Transactions 2013-14: 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, genealogy)	Total
July 2013	74	3	2	22	3	11	7	3	9	17	151
Aug	72	2	1	26	10	12	13	7	18	19	180
Sept	75	4	0	40	18	13	13 (no ACA)	9	4	36	212
Oct											
Nov											
Dec											
Jan 2014											
Feb											
Mar											
Apr											
May											
June											
Totals	221	9	3	88	31	36	33	19	31	72	543

\*ebook questions that require explanation and/or instruction are included.

Some top reference questions for September

"I am having a hard time finding an academic article about spicy foods and pregnancy, can you help me find one?"

"I have to do a research paper on the Arawak Indian. Do you have any suggestions on books to use? I can not locate any on the library database. Thank you"

"can you tell me what a complex sentence is?"

"I need an easy way to find primary sources."

"This a maths question and this box does not seem to have the indexes option and the line for divide, so I will have to explain what it looks like in words: Inside the brackets there is a z and a 6 as a indices. Their is a line underneath this (divide line) and a 4 is underneath the z and 6, but still in the brackets. Outside the brackets, but next to it is a 3 as an indices. That is the question."

"An engineer on the ground is looking at the top of a building. The angle of elevation to the top of a building is  $38^\circ$ . The engineer knows the building is 300 ft tall. What is the distance from the engineer to the base of the building to the nearest whole foot?

487 ft

234 ft

384 ft

185 ft"

"Hi, I filed a complaint for withholding of my security in first week of september. But I have not heard from court. How much time it takes for the court to respond?"

"Hello, do you know about the author Helen Clare (apparently a pseudonym for Pauline Clarke)? She wrote a series about five dolls (Five Dolls in a House, etc.)"

"i need names thatt rhyme with rhyme and no its not a school prodject."

"Can you suggest a story book for kindergarten,to read it in my daughters class"

"I'm trying to find Braille resources for a new student who reads at a third grade level. He will not meet with his advocate for the blind for another two weeks, and we'd like to have materials for him in the interim. Any ideas?"

"Is there a way to search online for book club recommendations? I want to make sure that the book I choose has several copies available, and I know there is a book club section in the library, but I'd like to see a list of titles of books that are recommended for a book club (have several copies within NCC system)"

"Hello - I am a new Bail Enforcement Agent (Badge #263), and I'm hoping to learn how might I go about researching the status of outstanding bail bonds - being especially interested in cases in which the individual failed to appear in Court? Thank You!"

"I am trying to find primary sources for my NHD project which is on the Titanic. Can you advise me?"

"can you show me how to make a visualout of a bat completely out of paper?"

"I am trying to locate information on State of Delaware vs. Remigio Camacho and David Camacho, where can I find this type of information??"

"How does TMV get into plants during inoculation and how is TMV related to the discovery of viruses as disease causing agents?"

"How do you just cite a chapter in a book in references? I am looking at p. 202 of the APA manual under 7.02 and I do not understand the "In A. Editor & B. editor (Eds.) part. My book has 3 authors but no editors."

"Will a teacher most likely take off points in a book report if you go 100 words over? She told us on the paper write a 400-600 page book report. I am in 9th grade."

"History of pasta"

"Do Native American children have unique learning styles? "

"Since the passage of the Ohio Patriot Act, has it been a felony to manufacture sulfur chlorides or to collect chemicals and intend to manufacture sulfur chlorides."

"I'm a preschool teacher looking for age appropriate fall themed(apples, pumpkins, leaves, harvest, ect) books on tape for my class. Can you suggest an efficient way to search online and browse your holdings, please?"

"Do you have jigsaw puzzles?"

"information on raising fruit flies"

"Where did the funding for the new Dover Public Library come from?"

"what is the population of new york city? "

"I am trying to find information to write a paper. However, I have found one article that meets the criteria I need. I need an article on "peptic ulcer disease". It has to be from a nursing journal. It also has to be published no earlier than 5 years ago."

"I need help finding peer reviewed articles on phsycology."

"How can I find - or obtain - a copy of the Board of Adjustment meeting notice Agenda for their September 22 mtg dealing with the new Wawa sign for Concord & Silverside."

"Could you give me a website on some information on Amelia Earhart?"

"Where can I find info. about the history of the cartoon character, Betty Boop?"

"Hello, I am a high school senior looking for resources for a research paper I am writing. I was hoping to look at what your system has to offer and utilize that. I have a library card but it has not been renewed for a few years therefore I do not know if I need to renew it or not. Also I do not have a pin number for holding books online."

"Does the Smyrna Library offer computer with printing capabilities?"

"I need help to find an book of Historical christian romance around the 1800s that I had out before did not write the name or author down. It's about one man who turn bounty hunter to fine the killers of his family

when he was younger teen. also its the scond book of an series, second sister became an actess of the stage.”

“Are " Play Aways" listed in the online catalogue? If so, how do I find them? Can they be reserved?”

“Hi, my wife is very interested in working in the library. I wonder if you could do us a favor to let us know if there is such an opening and get us the requirements.”

“does the library offer books for students who can not afford to purchase them”

“How did the zebra get its name?”

“DO YOU HAVE ANY BOOKS BY DOSTYEVSKY IN LARGE PRINT”

“I need to have the page numbers of 6 articles from DE papers, namely from Wilmington. Is it possible to obtain those through your staff? I am not a DE resident. I will gladly pay for the service. I have a web site thefriendshiptrain1947.org. DE is included on this site, but I need page numbers. Thank you.”

“Good afternoon, I'm brainstorming topics for an upcoming research paper, and one of my topics includes the "Occupy Wall street" movement.”

“I would like a printable deleware lease agreement”

“where can I find the oath of office for a court of common pleas judge in new castle county Delaware”

“Hello. I need to find the Lexile level of a book for school. Please help!?”

“How was Delaware founded?”

“Do you give felony records on this site?”

“Do you have a web site address for researching my family tree.”

“can I view a copy of my ex husband current marriage certificate”

“I am looking for information about the history of Krav Maga.”

“What criteria does a library follow when selecting a children's book?”

“I make 140,000 thousands dollars a year am I poor”

“What is the history of the parthenon? “

"I want an animal to symbolize how sometimes I am not too assertive and that I can be soft-spoken. Would a sheep work here?"

"Is the jamaican culture a material or non material culture?"

"I'm looking for a credible resource on clothing and class during the Renaissance for a school project. Can anyone help me?"

"What type of engineering builds phones/computers"

"234.16\*1\1000"

"do you have a beginner book on how to play the alto saxophone?"

"Hi I'm working on my science fair project. Could you maybe get me some websites about hand sensitivity?"

"Where can I watch tonights game of The Patriots vs. Jets besides NFL Network?"

"I'm looking for journals about arranged marriage."

"Hi. I need to know how fast worms reproduce in a worm farm habitiat. My worms are in a 2 qt. plastic jar."

"I need a list of most common pastas and how much is consumed each year"

"do you have a free resume builder or template that I can use on the computer?"

"Where I can find sexual abuse statistics for Sussex county Delaware?"

"Dear Sir or Madame, I am researching the origin of the name of 3 R's Road located south of the Indian River inlet. If you can assist me in my research, please contact me. Thank you"

"is the Bermuda triangle an actual disappearing site"

"I'm trying to find stats on how many school library media centers use interactive whiteboards. I can't find any info; any ideas? Thank you!"

"Would you happen to have vintage photographs of people hunting, fishing or camping in the area that we would be able to use to put in our upcoming Cabela's Retail Store in Christiana?"

"can you help me find old spectromaggic photos from 1994 to 1999 i cant seem to find much on google smugmug flickr yahoo photobucket"

"articles on how puppy mills are negative and should be banned?"

"how did edvard munch get the ideas for his paintings"

"somethingt bit me on my foot i want to know what bit me and if i need to get it checked out."

"Can anyone set up a monthly book club at their local library?"

"how much do librarians make, each year/"

"simplify the following  $(9^4 \times 15^2)^8$ "

"I am teaching a Masters level class - Seminar in Public Administration. I am looking to add some additional material, besides the text book. Can you please send me some ideas of DVDs, case studies, videos, recordings, etc. that are available that I could use? This class covers many aspects of public administration - and I am open to all suggestions. Thanks!"

"do I have to pay for Overdrive Media Console?"

"Hi, I was wondering if you have the CLEP for various subjects and whether they can be borrowed?"

"what is a good topic to write an argumentative essay on?"

"I am a visiting student. I am taking organic chemistry at Delaware Tech. I am looking for an old Organic Chemistry book I can check out of the library. Even an older edition will do. Is this possible?"

"Don't you think it's about time that you also listed in "book lists" books/authors noticed by the Lambda Awards? I think, so instance, that Sarah Waters is a superb writer. Also, Delaware now recognizes the GLBT community as actually existing--about time too.

Thanks. I love the library--all of them, everywhere and librarians are the best!"

"Hello I have to get a few of the main points for the gunpowder plot. Could you help?"

"Could you guide me how to access the census information of Newcastle county in DE?"

"Can you help me find a link on sociology and polish culture?"

"I recently went to the doctor and she wants to test me for adrenal fatigue and I have no idea what that is, so I would like some information on it."

"Where can I find a copy of a paper written in the APA Guidelines format?"

"Does the Job Center still operate?"

"how did john calvin and john knox beilifes differ?"

## 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/ sports questions)
- 800**      **Literature** (questions about fiction including readers' advisory questions)
- 900**      **History and Geography** (genealogy, travel, and biography)

Submitted by: Cathay Crosby  
Statewide Coordinator  
Ask a Librarian Delaware  
October 29, 2013