

Monthly Report: January 2015

Ask a Librarian Delaware - Reference Services Group



A. Chat Sessions (requested by Delaware patrons when Delaware library staff are online to help) 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	51	268	389
November	45	221	233
December	35	221	275
January	53	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	56	227	244
November	54	273	149
December	33	237	161
January	67	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	190	344	184
November	166	272	134
December	183	230	192
January	190	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 January 2015

Note that if a librarian is not logged on to help, chat is closed to the patron. Delaware's service was reduced by over ten hours in the last two months. 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:	10
Dover PL:	2
Georgetown PL:	0
Lewes PL:	4
Milton PL:	0
Newark Free:	1
Seaford PL*:	1
South Coastal*	3
Sussex*	0
Wilmington PL:	3
Greenwood*	1
Millsboro PL:	0
Selbyville PL:	0
Laurel PL:	0
Rehoboth Beach PL:	0
Del Tech:	0
Delmar PL:	0
Wilmington U:	0
New Castle County*	1
Delaware State Courts Law	1
Smyrna*	0
Bridgeville*	0
Corbit-Calloway:	0
Appoquinimink	3
Bear:	6
Brandywine Hundred:	5
Claymont:	1

Delaware City:	0
Elsmere:	2
Garfield Park:	0
Hockessin:	2
Kirkwood:	3
New Castle:	3
Woodlawn:	1
Frankford*:	0
Total for month:	53

*Not participating as chat providers.

Trainings, Meetings, Presentations, and Notes

1. Ongoing trainings on LibAnswers/LibChat have been provided since October 1 through December 31 and continues through March 1 as needed.
2. Cathay attended the VR Group meeting on Thursday, January 15. (Attendees typically discuss issues on their state services and share ideas and resources.)
3. Cathay attended American Library Association's Midwinter conference in Chicago January 29-February 2, 2015. This conference included reference services (RUSA/RSS) and involvement with the "Just Ask" committee. (Due to the Chicago blizzard, the IRS presentation on changes in their publications was cancelled. A Delaware Library resource will be provided for Delaware reference services.)
4. Cathay is representing Delaware Libraries/Delaware Division of Libraries as part of a NIH/MAR (National Institutes of Health Mid-Atlantic Region) planning group. This group is developing an ACA-focused conference in Philadelphia to be on Friday, April 25, 2015 regarding health and medical issues, resources, and partnerships for libraries of all types (Medical, Academic, Public). We will meet about every two weeks online as we form the conference.

B. Upcoming:

The next Reference/Public Services Group meeting is online, Wednesday February 11, 2015, 10am to 12pm. This meeting will provide a refresher overview on Springshare's LibAnswers in preparation of the March 1 switch.

Save the date! The March 11 meeting will feature Bill Wilson (who recently gave a presentation to the Council on Libraries and will bring updated information to our group as well).

C. Patron surveys and comments for January 2015

There were 2 surveys received; responses were positive and grateful (answers to survey questions below).

1. Satisfied?: Satisfied	2. Staff Quality?: Excellent
3. First time?: No	4. Use again?: Very likely
5. Ease of use?: Very Easy	6. You are?: State Resident
7. Found us via?: Library Website	
Comment: Thanks!!	

1. first time: Positive or Yes	2. Sufficient information: Positive or Yes
3. Librarian helpful: Positive or Yes	4. Librarian knowledgeable: Positive or Yes
5. Prefer online: Positive or Yes	6. Easy to locate: Positive or Yes
7. Easy to use: Positive or Yes	8. Satisfied with hours: Positive or Yes
9. Use again: Positive or Yes	10. Recommend to others: Positive or Yes
11. Satisfied?: Satisfied	12. Found us via?: Librarian Public Library
Comment: I simply loved being able to get help at such a late hour of the night (10:30pm). In addition, the process was easy enough for me to understand, as I am not computer savvy and I would most definitely recommend "Ask the Librarian" to everyone I know, especially students....thank you	

Way to go, Kelly McCoy, Ask a Librarian Delaware volunteer!

D. Dewey Delaware

Ask a Librarian Delaware Reference Transactions 2014-15: Questions asked per Dewey category*

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 2014	81	3	2	18	4	3	7	6	47	22	193
Aug	89	3	3	19	2	3	8	5	54	17	203
Sept	66	1	3	33	7	2	7	4	51	22	196
Oct	61	1	2	26	7	0	8	6	41	25	177
Nov	41	0	0	16	8	2	11	5	39	23	145
Dec	33	0	0	19	5	3	14	6	21	18	119
Jan 2015	44	0	0	23	5	3	15	6	28	19	143
Feb											
Mar											
Apr											
May											
June											
Totals	415	8	10	154	38	16	70	38	281	146	1176

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

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 Delaware Reference Services
 Ask a Librarian Delaware
 February 9, 2015