

Delaware Library Reference Transactions Tally Sheet FY21

This is a revision to help libraries assign and align Delaware Dewey categories in the Reference Tracker and the DE Libraries Story Journal.

• TRACKING REFERENCE QUESTIONS (DEWEY DELAWARE/TYPES)

This Reference Tally Sheet includes areas for keeping track of questions Delaware library staff are asked in their libraries, primarily in person and on the telephone. **This updated form also includes an additional field to capture questions library staff answer through an email account that is outside of LibAnswers/Ask a Librarian DE.** It is organized by Dewey to align all of our Delaware public library reference questions (on the desk and online).

Instructions: After the completion of each month, please compile your in-library reference totals (to include any questions received on the telephone, through social media and your library's email if it is separate from LibAnswers/Ask a Librarian DE) and submit them through the online reporting tool found at: <http://tinyurl.com/ISRefTracking> (Please edit the following form to fit your library's need; it is a template to get you started. Print out as many Tally Sheets as needed for staff who provide any type of reference/patron assistance services.)

• TRACKING STORIES (MASLOW/IMPACT)

Did an interaction with a patron stand out for you? These are great stories to collect! Please take a moment to offer a brief recount of these events on the “**Delaware Libraries Story Journal**” at: <https://bit.ly/DELibraryStories>.

Instructions: submit stories using the online form: <https://bit.ly/DELibraryStories>

Use initials or first names only; no personalized identifiers for patrons.

Submit patron stories as soon as possible after they occur, while they are still on your mind.

Categorize by Dewey **and** Maslow.

Categories:

Find	First level: <i>basic needs</i>	Example: “My family is hungry. How do I get help?”
Connect	Second level: <i>community partnerships</i>	Example: “Is there a community garden cooperative where I can grow and share food?”
Learn	Third level: <i>skill-building, lifelong learning</i>	Example: “I want to learn more about gardening.”
Inspire	Fourth level: <i>motivational, exploration</i>	Example: “Where can I take a course about becoming a master gardener in Delaware?”
Transform	Fifth level: <i>transformational, change</i>	Example: “I want to start a community garden in my low-income neighborhood. Where do I begin?”

• ASK A LIBRARIAN DELAWARE

Ask a Librarian Delaware (AaLDE) virtual reference reports (primarily email and social media) are gathered by entering Reference Analytics in each ticket, compiled each month by the AaLDE Reference Coordinator (missy.williams@lib.de.us), and posted on the AaLDE staff support site: <http://aalstaff.lib.de.us/reports>. They will be added to the monthly reporting totals by the Delaware Division of Libraries. These compiled monthly totals are extremely important for our federal reports as well as to gain statistics for Delaware.

Friday												
email*												
Saturday												
email*												
Sunday												
email*												
Totals												

*email: List only those received through a **unique library-created email**, such as through a “contact us” form. Do not include emails received through Ask a Librarian Delaware/LibAnswers on this form. These email interactions are tallied separately through AaLDE Reference Analytics.

Dewey Types of Question Subject

- 000** **Generalities** (computer help, computer technology, eMedia such as how to find and use eBooks, eAudiobooks, Flipster, Databases)
- 100** **Philosophy/Psychology** (philosophy, psychology, parapsychology, self-help)
- 200** **Religion** (world religions, cults)
- 300** **Social Sciences** (census research, education, law, personal finance, veterans, government, politics, folklore, homelessness, social work, community connections)
- 400** **Language** (ESL, literacy questions, PAWS to Read)
- 500** **Science** (mathematics, physics, chemistry, zoology, botany, earth sciences, paleontology, evolution, dinosaurs)

- 600** **Applied Science** (STEM, technology [not computer tech], health, engineering, pets, cooking, business and management, job training, entrepreneurship, home building and construction)
- 700** **Arts** (arts/crafts, fine arts, architecture, urban planning, interior decorating, photography, music, theater, motion pictures, recreation and sports)
- 800** **Literature** (fiction authors, author talks, book discussions/clubs, readers' advisory, story times)
- 900** **History and Geography** (history, genealogy, geography, travel and biography)

If you have any questions, please contact us at databases@lib.de.us.

Revised July 2020