

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 Delaware public library reference questions (on the desk and online).

- **Instructions:** After the completion of each month, please compile **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** by the **5th of each month**.

(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**”!

- **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?”



Dewey Types of Question Category

000	Generalities (account login/library card, library information, computer help, computer technology, eMedia - such as how to find and use eBooks, eAudiobooks, Flipster, hoopla, Kanopy, other online resources)
100	Philosophy/Psychology (philosophy, psychology, parapsychology, self-help)
200	Religion (world religions, cults)
300	Social Sciences & Services (census research, community connections, education, folklore, government/government documents (e.g., passports), homelessness, law, personal finance/taxes, politics, social work, veterans)
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, events)
800	Literature (fiction authors, author talks, book discussions/clubs, readers' advisory, storytimes, Dolly Parton Imagination Library, find a book/purchase requests)
900	History and Geography (history, genealogy, geography, travel and biography)

• **ASK A LIBRARIAN DELAWARE**

Ask a Librarian Delaware (AaLDE) virtual reference reports 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>. This data is added to the monthly reporting totals to the Delaware Division of Libraries Data Team. These compiled monthly totals are extremely important for our federal LSTA reports as well as to gain and retain statistics for Delaware.

Reference Transactions Weekly Tally Sheet FY24 **Weekly dates from:** _____ **to** _____

While tallying questions, consider the story behind the interaction you've had. See the Tracking Stories (Maslow/Impact) instructions for submitting stories.

	000 Account login/library card, computer help, computer technology eMedia, generalities	100 philosophy, psych, self-help	200 religion, cults	300 social sciences, financial, folklore, government, legal, passports, politics, taxes	400 language, ESL, literacy	500 Astronomy, science, math, chemistry	600 applied science, health, business, jobs	700 arts, crafts, sports, hobbies, motion pictures, events	800 literature, author talks, book groups, readers' advisory	900 history, genealogy geography, travel, biography	TOTALS
Monday											
email*											
Tuesday											
email*											
Wednesday											
email*											
Thursday											
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	000 account login/library card, computer help, computer technology eMedia, generalities	100 philosophy, psych, self-help	200 religion, cults	300 social sciences, financial, folklore, government, legal, passports, politics, taxes	400 language, ESL, literacy	500 Astronomy, science, math, chemistry	600 applied science, health, business, jobs	700 arts, crafts, sports, hobbies, motion pictures, events	800 literature, author talks, book groups, readers' advisory	900 history, genealogy geography, travel, biography	TOTALS
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 on your library’s website or social media sites. **Please do not include emails received through Ask a Librarian Delaware/LibAnswers on this form.** These email interactions are tallied separately through the AaLDE platform and Reference Analytics feature.

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

