

February 1, 2023

Partner Spotlight this Month

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Please see PDF of presentation.

Ask a Librarian Delaware Stats & Such

Monthly statistics – Number of unique tickets in January 2023: 393



- Prior year comparison of total tickets - 316 tickets from same time period last year; 407 tickets same time in 2021
- Text/SMS - 36; Voicemail messages - 21

Average turnaround time was **approximately 14** hours (and 10 minutes to be exact)! We keep beating our turnaround time record, so thank you so much for keeping on top of your library's queue & responding to the inquiries in such a timely manner!

- Monthly Reports will be uploaded to the [Ask a Librarian Delaware Staff Support Site](#)
- Quality of Services/AaLDE feedback from patrons - thank you for all of your excellent customer service this past month!! We received **31 excellent ratings** from the 35 patrons who participated in the follow-up survey.

SHOUTOUT & Special THANK YOUs for the positive feedback from their tickets:

- **Jill Bleyer – Brandywine Hundred:** "Jill Bleyer was super helpful and informative! Thank you."
- **Kathy Joseph – Dover Public Library:** "This was perfect. I got what I needed in a timely manner. Great job. Solid 4. ~ Tiffany"
- **Sandy Meyers – Frankford Public Library:** "Quick and informative response"
- **Eden Morgan – Brandywine Hundred:** "As always great service!!!!"

Sharing the love for the Ask a Librarian Delaware Service:

"My experience with Ask a Librarian Delaware was OUTSTANDING!"

"I was extremely satisfied with the services and the issue was resolved. Very happy. Thank you."

"Besides the convenience, the process was very easy."

Business Reference Updates – Janet Wurtzel

- [Business First Steps](#) – The first step is not acquiring a business license! Check out this State of Delaware [website](#) for starting a business and also the [Business Resources LibGuide](#) – [Business Planning Tab](#) – “Planning for Business Success – 10 questions” document (Janet is updating this information).
- [Data Axle Reference Solutions](#) – try out the mobile app!
- Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to janet.wurtzel@lib.de.us.

DLC Team Updates



- School library project moving along – team very busy with onboarding school libraries.
- Questions or issues? Please email helpdesk@lib.de.us.

Miscellaneous Updates/Reminders

- Do More 24: partnership with EveryLibrary & Delaware Library Association. Registration due February 14th for libraries to participate. Please see [this LibGuide](#) for more information.
- February is [Bonus Borrows month](#) in Hoopla & all new [BingePasses for Kids!](#)
- OverDrive has donated over 200 simultaneous use titles to libraries’ collections – more information [here](#).
 - OverDrive is also working on a new feature in the Libby App to recommend titles to add, if available. Also, “Notify Me”
- Registration opens today for NAVROC! ([North American Virtual Reference Online Conference](#))
 - Three half-day event/three hours per day Tuesday-Thursday, February 21st-23rd from 12pm-3pm.
 - Sandy Meyers from Frankford Library was selected as one of the presenters & is scheduled on Thursday, February 23rd at 1pm!
- [Search Better! Course](#) offered to Delaware library staff is still available!
- Tax Information (not mentioned in meeting) – please see this FAQ - [Where can I get tax help? - Ask a Librarian Delaware \(delawarelibraries.org\)](#)

Reference & Online Services Meeting

Next Reference meeting – Wednesday, March 1, 2023 at 11:30am. Please register through LibCal to receive the meeting link and reminder email: [Reference & Online Services Meeting - LibCal - Delaware Libraries](#)

More Reminders...

- ❖ Please [email me](#) any topics or partner spotlight you'd like presented at a future Reference meeting.
- ❖ Please feel free to use the [Reference listserv distribution email](#) to reach out to your colleagues, share information, or ask for assistance with an AaLDE ticket or other reference/research question.
- ❖ **Unite Delaware** – form on [Ask a Librarian Delaware patron portal page](#) & [delawarelibraries.org pages](#) – for patron self-referral or staff entry.
 - please [email me](#) if you'd like to sign up to participate to represent your library or need more information.
 - Flyer on [Consortium Site](#) – please share on your websites, social media, community boards, etc.

❖ **Other Helpful Resources and/or LibGuides:**

- Internal questions, please email helpdesk@lib.de.us;
- Patron questions, please refer them to [Ask a Librarian Delaware](#).
- <https://consortium.lib.de.us/> - The DLC Consortium is your “one-stop shop” for information and marketing materials for the available resources and services Delaware Libraries offers. Password protected. Please reach out to design@lib.de.us for access.
- [Reference - CORE - Professional Development for Delaware Library Staff - LibGuides](#)
- [Delaware Libraries website](#) – **Services tab** – patrons can make an [appointment to schedule](#) a 30-minute phone consultation for either job seeking or social services/basic needs assistance.

Reference Training/Professional Development

- ❖ There are many training resources available on the [Professional Development LibGuide specifically for Reference staff](#). Please review them on a regular basis.
- ❖ For specific Ask a Librarian training, visit the [Ask a Librarian Delaware Support Site page](#) or [email Missy Williams](#) to set up 1:1 training.
- ❖ Please remember to email profdev@lib.de.us with any training questions or issues. Katie McDonough or Jaclyn Hale will respond as quickly as possible.
- ❖ Don't forget to log your training on the Professional Development Achievement Tracker form: <https://www.surveymonkey.com/r/ProfDevTracker>

Professional Development Reference Team Recruitment

- ❖ We have a small team dedicated to updating and creating training tutorials and videos for staff and patrons, as well as helpful handouts. If you are interested in joining our team, please [email me](#).

Reference & Online Services Meeting

- ❖ We'd love to have your creativity and expertise!
- ❖ There are also other Professional Development Teams; please see this [LibGuide](#) for more information and/or email profdev@lib.de.us or events@lib.de.us.

Have a wonderful February!



"You want the Romance Section. You've been looking for love in all the wrong places."

