

April 12, 2023

No Partner Spotlight this Month

Affordable Connectivity Program (ACP)- Alta Porterfield

Federal program, DE State pilot in 5 cities: Dover, Georgetown, Milford, Seaford, & Wilmington. For eligible households to receive \$30/month towards internet service costs and \$100 towards a device. Residents can sign up even if they are not in the pilot program areas.

12 Digital Navigators will be trained and working in libraries for a 10-week summer assignment to assist with ACP applications, Northstar, and basic digital literacy needs. Locations in all three counties. In addition, we are looking for 6 full time VISTAs for a year of service.

Please spread the word of these opportunities and open positions. Please reach out to Alta for more information – alta.porterfield@lib.de.us.

Business Reference Updates – Janet Wurtzel

- Small Business resources reminder for referrals to DE Division of Small Business office > [Business & Entrepreneur LibGuide](#) > **Need Assistance?** box > Make an appointment with a [Business Manager](#) (Available in Spanish, too – [Negocios](#)).
- Please send any questions or suggestions for Business Reference/Entrepreneurial resources, to janet.wurtzel@lib.de.us.

DLC Team Updates



Information and updates from the
DLC Team

- [New Kids' Catalog](#) & other cool features!
 - Syndetics – have been using for book covers; have expanded content to include details about the title (under “Additional Information” in catalog record).
- “Enterprise Rooms”:
 - [Book Lists](#) – Sarena working with LibGuides and noticed many were comprised of book lists. Now a feature that can be added to the catalog. Would love help from library staff who are already creating book lists.
 - [Library of Things](#) (LoT) – ideas for display?
- **Please review the above and send suggestions/feedback to dlc@lib.de.us** (please do not share the TEST catalog links with patrons; for internal use only!)
- Updated help sheet for [Advanced Searching in Cloudsource Open Access \(OA\)](#).

Reference & Online Services Meeting

- Questions or issues with the catalog? Please email helpdesk@lib.de.us.

Ask a Librarian Delaware Stats & Such



New LibAnswers Chatbot Feature!!!

- [Test Chatbot](#)
- What should we name "it"? To add a name suggestion – copy & paste this link: <https://www.menti.com/aljkiqff4yut>

Monthly statistics –

Number of unique tickets in March 2023: 386 of which 336 were answered within 24 hours and 55% within 10 minutes!

- Prior year comparison of total tickets - 306 tickets from same time period last year; 322 tickets same time in 2021
- Text/SMS - 39; Voicemail messages - 4 (using a new message that directs patrons to contact a library directly for immediate assistance, or use AaLDE text message number, if able, or leave a message – so the number of voicemail messages have gone down considerably!)
- Our turnaround response time for incoming tickets **was just under 13 hours and 55% of those were within 10 minutes! A HUGE thank you to Sandy Meyers for handling over 100 tickets last month and contributing to that quick turnaround time!**
- Monthly Reports are uploaded on 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!! Twenty-two (22) quality of service survey responses this past month; 20 received 4/4 excellent service rating (the other 2 received a 3/4 for "good service")!

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

- **Kristin Cooper – South Coastal Library:** "She took all the time with us with great patience as we are not computer savvy. She never intimated that we were asking stupid questions. She treated us oldies but goodies with great honor and respect. Thank you!"
- **Eden Morgan, Brandywine Library:** "I am delighted with your Inter-library system, always have been".
- **Sandy Meyers, Frankford Library/DDL:** "Thanks for the information and the response. It should prove valuable!"

Miscellaneous Updates/Reminders

- [OverDrive app officially sunsets](#) on May 1, 2023
- OverDrive officially launched the “Deep Search/Notify Me” tag feature on 3/21/2023
 - Please see this [Training video](#)
- Please complete this eMedia Survey - <https://forms.gle/Er138f27dY5d2DF88>

Next Reference meeting – May 3rd, 2023 at 11:30am. Please register through LibCal to receive the meeting link and reminder email: [Reference & Online Services Meeting - LibCal - Delaware Libraries](#)

- ❖ Please [email me](#) any topics or partner spotlight you’d like presented at a future Reference meeting.

More Reminders...(not mentioned in 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 & Online Services Meeting

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

Don't forget to celebration National Library Week & National Library Worker's Day on April 25th! Have a great month!

