

May 3, 2023

Recording

Partner Spotlight this Month - Diane Frentzel, Program Manager, DE Readiness Team - <https://www.delawarereadinessteam.com>

“Learning starts at birth!!” Please see the presenter slides uploaded on the [Ask a Librarian Delaware Staff Support Site](#) and highly recommend also watching the recording for more detailed information of the topics listed below that were covered in the meeting:

- Delaware Readiness Teams- What do we do? How to get involved.
- Kindergarten Registration Campaign- New Initial Registration System/ Kindergarten Academy Program (DOE approved curriculum)
- Developmental and Social Emotional Screening
- Family Outreach Opportunities/Healthy Kids Resources
- Summer Early Literacy Outreach Program (DOE partnership project based on the summer reading theme - All Together Now) – **Over 12,000 books given out last year!**
- **Lead testing a new initiative**
- **Regular meetings and upcoming trainings**
- **Questions?** – please email Diane at dcfrentzel@gmail.com

Social Innovation Team Updates: [Affordable Connectivity Program \(ACP\) application process](#) – Alta Porterfield

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

<https://getacp.org/delaware>

- Interested in learning more and becoming certified in ACP, please see this website - **Learn ACP Overview Course** - [EducationSuperHighway](#)
- DDL is looking to onboard 12 Digital Navigators to work in libraries for a 10-week summer assignment to assist with ACP applications, Northstar, and basic digital literacy needs. Locations in all three counties. Must be 18+. Flyer attached with meeting notes. Please spread the word of these opportunities and open positions.
- Any questions regarding any of the above information, please contact vistadigital.literacy@lib.de.us or Alta.Porterfield@lib.de.us

Reference & Online Services Meeting

- FYI-Telehealth/TeleServices connected to Ask a Librarian Delaware now! Sharing the DHSS Library queue, so please assign/transfer any tickets that may come through with questions regarding any of these services to that queue for the VISTAS (Atri Espiritusantos & Salena Carrillo).

DLC Team Updates



Information and updates from the
DLC Team

- No updates this month
- Reminder that the new Book Lists feature is in the works. Please email dlc@lib.de.us for more information
- Questions or issues with the catalog? Please email helpdesk@lib.de.us.



Ask a Librarian Delaware Stats & Such

Monthly statistics - Number of unique tickets in April 2023: 241

Prior year comparison of total tickets - 264 tickets from April last year; 295 tickets in April 2021

Text/SMS - 25; 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 18.5 hours.
- 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-six (26) quality of service survey responses this past month; 24 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:** “Thanks you’re always nice!”
- **Jill Bleyer, Brandywine Library:** “My questions were answered quickly and helpfully”.

***Special Note - Jill is retiring from the library system and will be greatly missed! She has been a wonderful asset to AaLDE/Brandywine Hundred! Best wishes to Jill!**

- **Lisa Frank, Brandywine Library:** “We are fortunate indeed to have a library system like this in Delaware. Thank you for your excellent work.”

Reference & Online Services Meeting

REMINDER - New LibAnswers Chatbot Feature

- Please **Test** Chatbot & send feedback to missy.williams@lib.de.us
 - Will most likely add it to the AaLDE patron portal page in June
 - Will monitor stats for usage

Miscellaneous Updates/Reminders

- OverDrive app has been officially sunset as of May 1, 2023! Patrons will need to use the Libby app to access content on a mobile device.
- May is a hoopla Bonus Borrows month! Here's the full list of available titles - [Find Bonus Borrows - May 2023 - All Titles Audiobooks | hoopla \(hoopladigital.com\)](#)
- The MLA/DLA Conference is scheduled for next week, May 10-12th. Please see this web page for more information:
[MLA/DLA Conference Registration 2023 | DLA | Advocating, Empowering, and Educating a Diverse Library Community](#)

Next Reference meeting – June 7th 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)

- ❖ **Business Reference questions** – please email Janet Wurtzel, janet.wurtzel@lib.de.us
- ❖ **DDL eMedia Survey** – ongoing feedback appreciated - <https://forms.gle/Er138f27dY5d2DF88>
- ❖ 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](#).

DelawareLibraries.org



Reference & Online Services Meeting

- <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.

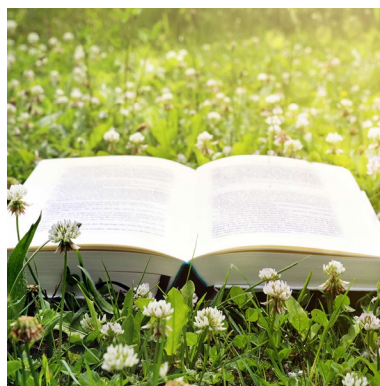
Reference Training/Professional Development

- ❖ 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.

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.
- ❖ We’d love to have your creativity and expertise! If you are interested in joining our team, please [email Missy Williams](#).
- ❖ We meet every other month.
 - Next meeting scheduled for Thursday, May 18th at 2pm. Please [email Missy Williams](#) for the zoom meeting link
- ❖ 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.

Thank you & have a wonderful month of May!



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