

June 7, 2023

Ask a Librarian Delaware Stats & Such



Monthly statistics - **Number of tickets: 296** (311 tickets from last year; 308 tickets in May 2021). Slightly higher than last month and a little lower than last year at the same time.

- Text/SMS - 43; Voicemail messages – 6
 - **Reminder: The voicemail messaging is just that! There is no actual phone connected to the number, so no one can answer it. Patrons can leave a message and we'll get back to them as soon as possible.**
- Our turnaround response time for incoming tickets 13.5 hours. **WOW!** Thank you for your quick responses!
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- Quality of Services/AaLDE feedback from patrons: Twenty-nine (29) quality of service survey responses this past month; **27** received 4/4 excellent service rating

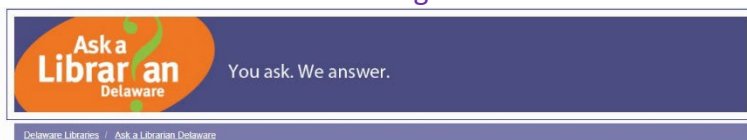
SHOUTOUT & Special THANK YOUs for the positive feedback from their tickets:

- **Eden Morgan, Brandywine Hundred Library:** “Eden was very courteous and helpful. While I have checked out books using the inter library loan before, there were things I was not aware of. She very thoroughly explained the process and was instrumental in getting a book renewed for me. I really appreciated the efforts that she made. Thanks, you’re always nice!”
- **Lisa Frank, Brandywine Hundred Library:** “Thanks, as always, for your prompt response to my question/request.”
- **Delaware Libraries in general:** “Thank you for Kanopy!! I want to sincerely thank you for adding Kanopy access to our library benefits. I’m so happy to now be able to watch movies I thought were inaccessible to me, along with so many educational titles.”



REMINDER - New LibAnswers Rule-Based Chatbot Feature

- **It's LIVE on the [patron portal page](#)! It's not ChatGPT 😊**
 - Have any of you used it yet? Please send feedback!
 - Will monitor stats for usage



Ask Us! We're happy to help!

ASK A LIBRARIAN



It's here on

the right-hand side of the patron portal page.

Reference & Online Services Meeting

- **Reminder-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).

Featured Resource – Sandy Meyers

- [Library of Congress Research Guides](#) – access from the [Ask a Librarian Staff Support Site](#) > Resources > Ready Reference Sites AND/OR scroll down on the Additional Web Resources/Online Search Guidelines page

Accessibility Software Demo – Sarena Deglin

- Windows Magnifier software/app and NVDA software (screen reader software) available in Windows.
 - Type “magnifier” in Windows search box > open
 - NVDA - [NV Access | Download NVDA](#) (also, “Narrator” app built into Windows is similar)

Business Reference Updates – Janet Wurtzel

- Makerspaces & Library of Things are becoming increasingly popular. Meeting later today with library staff throughout the state.
 - Remind patrons of printers & scanners; Appo has a spiral book binding machine
 - What are patrons asking for? Please reach out to Janet and share.
- Any questions, suggestions, great ideas regarding Business Reference/Resources, please email Janet Wurtzel, janet.wurtzel@lib.de.us

Social Innovation Team Updates: – Alta Porterfield

- [Affordable Connectivity Program \(ACP\)](#) reminder - 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.
 - Telehealth/Teleservices Navigators are prepared to assist patrons with the application, but it is user-friendly and easy to navigate.
 - Flyers available in English, Spanish, & Creole on Consortium Site & AaLDE Staff Support Site with these meeting notes.
 - <https://getacp.org/delaware>
- DDL is onboarding Digital Literacy Summer Associates/Navigators to work in libraries in all three counties to assist with ACP applications, Northstar, and basic digital literacy needs. **Deadline to apply is this Friday, June 9th!** Have six (6) so far; 1 in NCC, 1 in Dover/Kent CO.,

Reference & Online Services Meeting

and 4 in Sussex County. Any questions regarding any of the above information, please contact vistadigital.literacy@lib.de.us or Alta.Porterfield@lib.de.us

- Pride festival this Saturday, June 10th from 10am-5pm at Legislative Hall in Dover. Volunteers welcome! Please reach out to Alta, if you are interested. Here is the [Google Spreadsheet](#) to sign-up.

DLC Team Updates



Information and updates from the
DLC Team

- Enterprise upgrade scheduled for mid-August!!! Please check out the [TEST site](#) for a preview (please do not share the link with patrons) featuring the Kids Catalog, Library of Things, & Book Lists (“Suggested by us” button).
- **From Michelle & demo by Rose:** When logged into your library’s tech accounting in the Cataloguing Wizard, please be careful and **DO NOT overwrite another libraries items in the Call Number and Item Maintenance wizard**. To add an item, you **MUST select Add a new call number**, or if you’re adding another copy to your library, make sure you’re on **YOUR library** record and select **Add a new Item**.
- Questions or issues with the catalog? Please email helpdesk@lib.de.us.

Miscellaneous Updates/Reminders

- eMedia in FY24
 - Flipster titles added to FY24 subscription renewal request! Thank you for your recommendations! These are the five that will be added:
 - **All Recipes**
 - **Minecraft World**
 - **Old House Journal**
 - **Watercolor Artist**
 - **The Gay & Lesbian Review Worldwide**
 - Kanopy subscription – negotiating pay-per-use package; patrons will have access to 30,000+ titles, including Great Courses & Kids’ content starting in July!
 - OverDrive/Libby Content Specialist future meeting TBD – review of collection development process and Q&A
 - Please continue to submit eMedia requests to me either directly to [my email](#), or through helpdesk@lib.de.us or colldev@lib.de.us

Reference & Online Services Meeting

- It's Summer Reading Time!



- [Beanstack](#)
- Summer Reading Lists [LibGuide](#)
- Marketing materials on the [Consortium Site](#) (login required)

Consortium.lib.de.us Login Steps

OKTA Sign On (SSO) - November 2022

DelawareLibraries.org



Sign in process:

- Go to <https://my.delaware.gov>
- In the email field use: design@lib.de.us
- In the password use: [M@rketin2022](#)
- The MFA Question Answer is: [Lima Beans](#)
- Once signed in, open a new **A NEW TAB** next to delaware.gov tab in the same browser
- Put the url for the consortium <https://consortium.lib.de.us> in URL spot
- Sign-in as usual with your library's username & password.

NOTE:
If you don't remember
your consortium login
contact design@lib.de.us
Do not attempt to reset
password.

Next Reference meeting – August 2, 2023 at 11:30am. Please register through LibCal to receive the meeting link and reminder email: [Reference & Online Services Meeting - LibCal - Delaware Libraries](#). We will have a partner spotlight presentation from **Emily Kauffman, Project Manager, Equity Counts Partnership Initiative, United Way of Delaware**

➤ NO MEETING IN JULY!

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

More Reminders... (not mentioned in meeting)

- 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.

DelawareLibraries.org



Reference & Online Services Meeting

- **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.

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 June!