

August 2, 2023

➤ **Partner spotlight presentation - Emily Kauffman, Program Manager, Equity Counts Partnership Initiative, United Way of Delaware**

- [My Healthy Community \(delaware.gov\)](https://delaware.gov)
- [Collaboration between DHSS, Unite Way DE, DE Racial Justice Collaboration \(DRJC\) & software created by Green River Data Analysis](#)
- [Launched in November 2022](#)
- [Updates just released in mid-July](#)
- [Central place to capture data on a more granular level: Census Tract, Zip Code, County](#)

Please see the PDF of Emily's presentation and watch the recording for more detailed information.

Please feel free to email Emily with any questions or feedback - ekauffman@uwde.org

➤ **Business Reference Updates – Janet Wurtzel**

The ALA LBB (Libraries Build Business) work group published a couple of guides to support the creation of an entrepreneurship program.

- LBB Playbook is a step-by-step guide to engaging the business and economic development organizations in your community and finding a role for the library within the group. It includes examples of successful programming from libraries across the county of every size in highly urban to very rural communities.
- ALA LBB recently published a second guide, a Communications Toolkit to generate awareness and engagement in your entrepreneurship program to four audiences: Business Support Organizations; Small Business Owners; Elected Officials, Funders and Community Decision Makers; and Library Staff. Specific messaging templates are included for emails, PowerPoint presentations and flyers along with talking points. These resources are free to all public libraries.
- Please contact Janet Wurtzel, janet.wurtzel@lib.de.us, for help connecting to Delaware's business and economic development organizations.

DLC Team Updates



Information and updates from the
DLC Team

- A partial database freeze is still in effect until August 5th as school library catalogs are added.
- New school library will display in WF-ACADEMIA which is Academia Antonia Alonso charter school, which is the previous TEST_LIB in WorkFlows, so TEST_LIB is not presently available; if needed, please open a helpdesk ticket to discuss with DLC team.



DLC Team Updates, continued

- The **TEST server is available** to use for training purposes.
- **DEMO: [Suggested by Us – Readers' Advisory book lists](#)** new feature on the catalog home page. Please reach out to dlc@lib.de.us if interested in learning how to create one for your library!
- **DEMO:** Coming soon - new custom patron request form/**Item Recommendation** on Enterprise!
 - Final review in progress
 - Form automatically routes through to Ask a Librarian Delaware
 - Can be used for physical, digital, or Interlibrary Loan requests
- Enterprise upgrade to include new Kids Catalog scheduled for August 16th
- Auto renewal will start in September! Please see this [web page](#) or [Consortium site](#) for details.
- Questions or issues with the catalog? Please email helpdesk@lib.de.us.

Ask a Librarian Delaware Stats & Such



[Monthly statistics](#) - **Number of tickets:** 303 (324 tickets from last year; 258 tickets in 2021. Text/SMS -61; Voicemail messages – 8

- **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 **14.55** hours. **FANTASTIC!** Thank you for your quick responses!
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
 - ***REMINDER – Please tag your tickets and complete the Reference Analytics section!** This is essential to gather accurate data for the monthly statistics.
- Quality of Services/AaLDE feedback from patrons: Thirty (30) quality of service survey responses this past month; **26** received 4/4 excellent service rating.

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



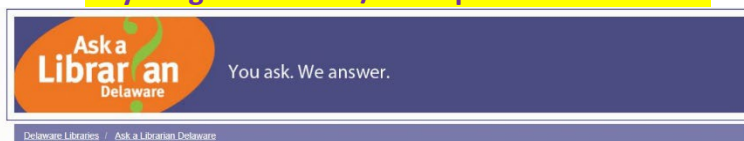
- **Dave Giglio, Dover Library:** “Dave Giglio (I.L.L.), and the entire Dover Library Staff, are always so kind and helpful to this writer / editor / bookworm!”
- **Eden Morgan, Brandywine Hundred Library:** “Very prompt. And answered my question with a clear explanation.”
- **Lisa Frank, Brandywine Hundred Library:** “Thank you so much for all you do.”
- **Sandy Meyers, Frankford Library/DDL:** “Quick, complete response. One touch resolution!”
- **Delaware Libraries in general:**
 - “Thank you! Everyone with the libraries was exceptional as always.”
 - “As I have said before, we are so fortunate to have such an excellent library system in Delaware!”
 - “I am new to the Delaware Library system and was very impressed how quickly my question was answered. Thank you!”



Don't forget to try out Bibli~Bot, the Ask a Librarian Delaware Chatbot!

➤ **It's LIVE on the [patron portal page](#)! (It's not ChatGPT 😊)**

- Have any of you used it yet? Please send feedback!
- **July usage = 22 clicks/2 completed transactions**



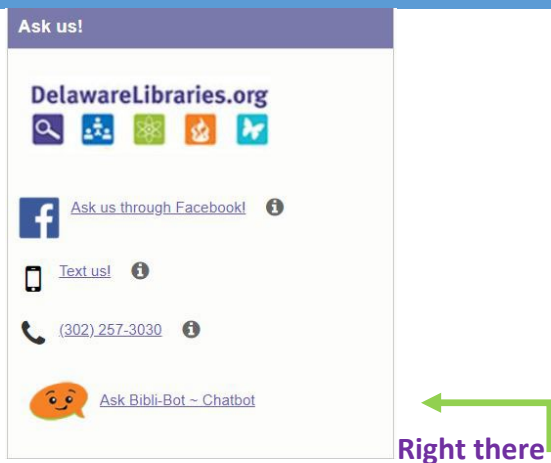
Ask Us! We're happy to help!



It's here on

the right-hand side of the patron portal page and in the Ask Us box on the left-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).

Social Innovation Team Updates: – Alta Porterfield

- Digital Literacy Summer Associates/Navigators are doing a fantastic job in the libraries!
- **Reminder: Affordable Connectivity Program (ACP)** - 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
 - <https://getacp.org/delaware>
- Any questions regarding any of the above information, please contact vistadigital.literacy@lib.de.us or Alta.Porterfield@lib.de.us

Miscellaneous Updates/Reminders

- eMedia:
 - August is a [hoopla Bonus Borrows](#) month!
 - Reminder - [Kanopy](#) subscription expanded! *Requested icon with direct link added to Delaware Libraries webpage and eMedia landing page. Will be completed as soon as DDL Design Team can get to it. In the meantime, direct patrons to the [Kanopy landing page](#) of the website.*

Reference & Online Services Meeting

- Please continue to submit eMedia requests to me either directly to missy.williams@lib.de.us, through helpdesk@lib.de.us or colldev@lib.de.us

Next Reference meeting – September 6, 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 the Barbara Bush Foundation.

- 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.
- **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.

Reference & Online Services Meeting

- 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](mailto:Missy.Williams@lib.de.us).
- We meet every other month.
 - Next meeting scheduled for Thursday, September 21st at 2pm. Please [email Missy Williams](mailto:Missy.Williams@lib.de.us) 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 August!

