

September 6, 2023

## Recording

### **Partner spotlight presentation - Pam Cote | Senior Director of Curriculum and Training, Barbara Bush Foundation & Kristen Walter, World Reader**

Fantastic presentation on their literacy resources! Please see presentation slides and view the recording for details.

- ReadLife Bookshelf/BookSmart reading platform. App works on all devices.
  - [BookSmart \(worldreader.org\)](https://www.worldreader.org)
  - Learning Resource Center - <https://learningcenter.barbarabush.org/readlife>

### DLC Team Updates



- Enterprise upgraded in August with a new look to the [catalog](#)! Kids' Catalog, Library of Things, and "Suggested By Us" book lists, oh my!
- Capital School District joining DLC starting with the Middle & High School this fall; elementary schools to follow in January.
  - NCC VoTech Schools & Community Education Building, Wilmington are in now
  - Some schools will start transit in October
- Auto Renewal of eligible library materials has begun as of September 1st! Please see this web page for more info: [Auto Renewal - Delaware Libraries](#) and/or visit the [Consortium site](#) for marketing materials.
- Questions or issues with the catalog? Please email [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us).

### Ask a Librarian Delaware Stats & Such



[Monthly statistics](#) - **Number of tickets: 385** (351 tickets from last year; 239 tickets in 2021).  
Text/SMS - 67; Voicemail messages \* - 8



Chatbot tickets created - 2 (out of 404 "Chatbot Sessions"—getting some usage!)

**\*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 was just under 12 hours. **Amazing! Thank you for your quick responses and attention to your library's queue!**

## Reference & Online Services Meeting

- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- Thirty (30) quality of service survey responses this past month; 29 received 4/4 excellent service rating, one from an author solicitation received a 2/4 – no explanation/comment in survey (guess he didn't like the answer that his book would be considered but not necessarily added to the catalog).

### Miscellaneous Updates/Reminders

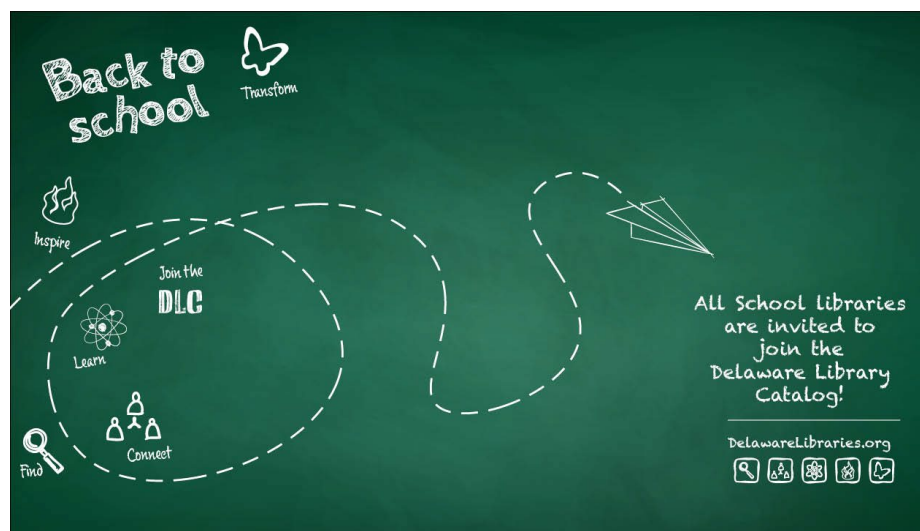
- DDL IT is working on issues regarding access to MasterFile Premier & Novelist (EBSCO products). **In the meantime, please see PDF with instructions on how to access.**
- September is [Library Card Sign up month!](#) Please encourage everyone you encounter to get a library card!
- Please continue to submit eMedia requests to me either directly to [my email](#), or through [helpdesk@lib.de.us](mailto:helpdesk@lib.de.us) or [colldev@lib.de.us](mailto:colldev@lib.de.us)

**Next Reference meeting – October 4, 2023** at 11:30am with guest presenters from the DE Division of Small Business, Laura Swain & Anastasia Jackson.

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.

*Thank you & have a wonderful month of September!*



P.S. Check out all the new zoom backgrounds on the [Consortium Site!](#)

## Reference & Online Services 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](mailto: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](mailto: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](mailto:profdev@lib.de.us) with any training questions or issues. 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 Sept 21st 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](mailto:profdev@lib.de.us) with any questions.