

FY24 Update



First Quarter Highlights:

- Statistics: 1,110 unique tickets received (7/1-9/30/23)
- Turnaround time averages about 15.5 hours; less than the target goal of 24 hours from when ticket is received!

Reminders:

- For statistics, please add Reference Analytics & up to 3 Tags to tickets during initial response to patron
- Check out the [Ask a Librarian Delaware Staff Support Site](#) regularly for updates and information

Dewey Delaware	✓ Select One
Contact Method	000 generalities, electronic
NCCo Libraries	100 philosophy, psychology
Kent Co Libraries	200 religion, spirituality
	300 social sciences; Census
	400 language, literacy
	500 science, STEM
	600 applied sciences, jobs
	700 art, sports, recreation
	800 literature
	900 history, geography, genealogy

▼ Tags

account

ILL Interlibrary Loan

Select Tags to Add ▼

Add

- Reach out anytime for assistance/suggestions -

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missy.williams@lib.de.us



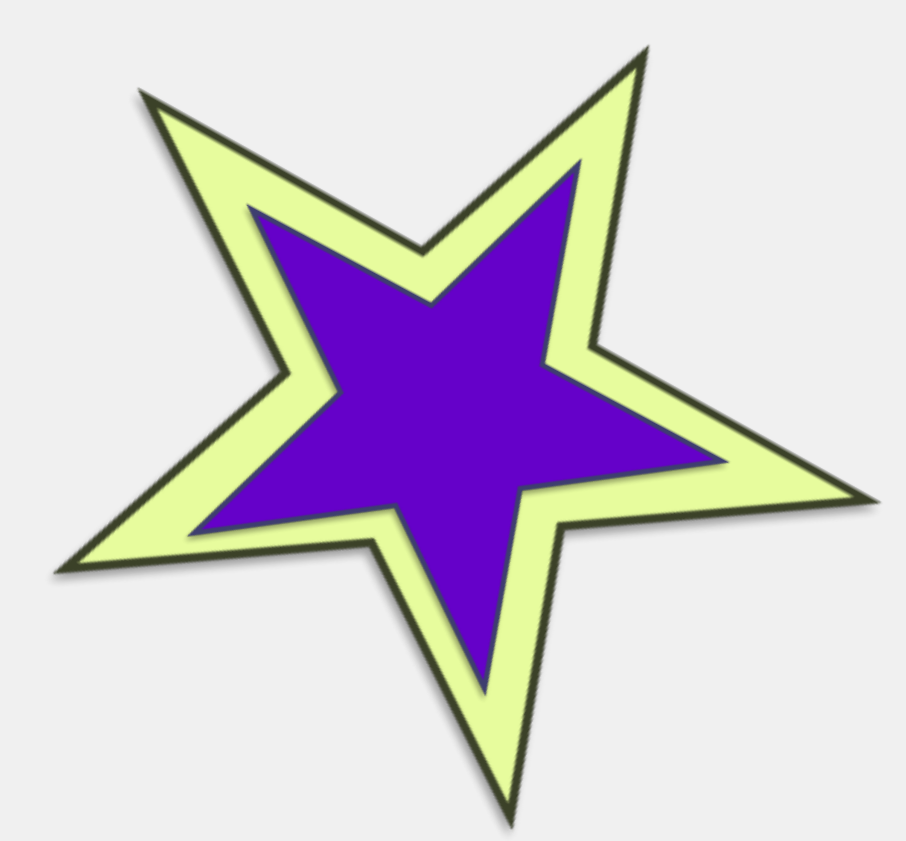
FY24 First Quarter AaLDE All-Stars!!



1,110 Ask a Librarian Delaware Tickets (7/1/23-09/30/23)

50 + Tickets

- Sandy Meyers – DDL/Frankford 268
- Missy Williams - DDL 211
- Eden Morgan – Brandywine 99



25-49 Tickets

- Lisa Frank – Brandywine 46
- Jean Wakefield – Wilmington 39
- Kim Friberg – Bear 32
- Kristen Gramer – Lewes 26
- Petel Piper – Newark 25



10-24 Tickets

- Jaclyn Hale – DDL 22
- Beth Kloetzer – Claymont 18
- Charles Silverman – Kirkwood 18
- Shelley Stein – Hockessin 17
- Tanya Moye – Woodlawn 15
- Cheryl Clem – Hockessin 14
- Lisa Burris – Newark 12
- Dave Giglio – Dover 12
- James Argot – Milford 10

