

October 4, 2023



Happy Banned Books Week!

Partner spotlight presentation: DE Division of Small Business

- **Anastasia Jackson**, Kent County Regional Business Manager
- **Lauren Swain**, Sussex County Manager

Anastasia & Lauren shared information on the many FREE, valuable resources their office assists individuals with starting and maintaining a small business. Please visit [Division of Small Business - State of Delaware](#) to view all of these resources and/or to sign up for their weekly newsletter (scroll down to bottom of page).

- Partners with SBA, Delaware One Stop, Small Business Development Center, SCORE
- Training videos available on [Delaware Division of Small Business - YouTube](#)

Business Reference Updates: Janet Wurtzel

- Janet reviewed the Small Business referral form that goes to DE Division of Small Business team (including Anastasia & Lauren) > [Business & Entrepreneur LibGuide](#) > **Need Assistance?** box > Make an appointment with a [Business Manager](#) (Available in Spanish, too – [Negocios](#)), along with other business resources on this LibGuide.

Please contact Janet Wurtzel, janet.wurtzel@lib.de.us, with any questions regarding business reference or for help connecting to Delaware's business and economic development organizations.

Social Innovation Team Updates: Alta Porterfield

- Appointments: option to Make an Appointment to schedule a time/call for Job/Career Hub assistance, Social Services Kiosks, Social Workers/Assistance under Location drop-down.
 - SI Team receives appointment request; calls patron when time requested. Sometimes are unable to reach patron via call, text, or email.
 - SI Team has received calls during all hours and have been instructed not to answer, especially outside of library hours.
- Any questions regarding Social Services in Libraries, please contact Alta.Porterfield@lib.de.us

Reference & Online Services Meeting

DLC Team Updates



- New school cohort joining DLC! Capital School District coming in now through Spring.
- Some schools will be starting transit soon.
- The [Item Recommendation](#) feature went live in the [DLC catalog](#) on September 15th!
- Questions or issues with the catalog? Please email helpdesk@lib.de.us.
 - **Reminder: when submitting a Help Desk ticket, please remember to add as much detail about the issue as you can!**

Ask a Librarian Delaware Stats & Such



First Quarter Highlights: 1,110 unique tickets received (7/1-9/30/23)

[Monthly statistics](#) - **Number of tickets: 422** (291 tickets from last year; 287 tickets in 2021). Significant increase in tickets this past month; partly due to the new Item Recommendation Form in the DLC processing through Ask a Librarian Delaware!
Text/SMS - 57; Voicemail messages* - 4



Chatbot tickets created - 1 (out of 67 “Chatbot Sessions”—getting a little 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 15.5 hours! Thank you for your quick responses!
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- As of 10/2/2023: Forty-seven (**47**) quality of service survey responses; **42** received 4/4 excellent service rating, 2 received 3/4 for good service, 2 received 2/4 (satisfactory), 1 received a 1/4 (needs improvement) for an ILL article request received later than needed.

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

- **Kathy Joseph, Dover:** “Thank you for your help!”
- **Kriss Mera, Smyrna:** “Thank you for your rapid response!”
- **Tanya Moye, Woodlawn:** “I always get a good, prompt, informative response from Woodlawn.”



***REMINDER – Please tag your tickets! At least 1 tag (up to 3 at most)**

Tagging tickets assists in compiling the monthly statistics and aggregating data like this:

Top 3 topics of patron inquiries for September:

1. Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – **70 tickets** (in addition to the **50** from the Item Recommendation form)
2. Account inquiries (library card/account/PIN) – 48 tickets
3. eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – 26 tickets

Miscellaneous Updates/Reminders

- October is Health Literacy Month! Check out this [great article in Library Journal](#) featuring [Delaware Libraries Telehealth/Teleservices!](#)
 - Please share this [Health Ready web page](#) & [Health Ready LibGuide](#) with your library patrons!
- Enjoy celebrating [Banned Books Week!](#) Check out [this LibGuide](#) for inspiration!
- Please continue to submit eMedia requests to me either directly to [my email](#), or through helpdesk@lib.de.us or colldev@lib.de.us

Next Reference meeting – November 1, 2023 at 11:30am. Please register through LibCal to receive the meeting link and reminder email: [Reference & Online Services Meeting - LibCal - Delaware Libraries](#). Partner Spotlight = Dawn Mitchell, DE Public Archives.

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

Reference & Online Services Meeting

➤ 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 November 16th 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 October!

