

November 1, 2023

Partner spotlight presentation – Dawn Mitchell, Mabel Lloyd Research Room Supervisor, [Delaware Public Archives](#)

Dawn shared the amazing resources available on the Archives website, specifically under the Research tab, such as:

- [Ancestry](#) – free, digitized content specifically for Archives. DE residents simply need to create an account.
- [Lesson plans](#) for educators
- [ContentDM](#)

Too many more to list here, so please do take some time to explore the site! Please feel free to also connect with Dawn (dawn.mitchell@delaware.gov) or any of her Archives colleagues by emailing archives@delaware.gov. They love giving presentations at libraries!

Guest MLIS Student - Cornelia Posch M.A. Romance Studies, M.A. Library & Information Science Ph.D. Candidate, Disaster Science and Management, University of Delaware

Cornelia is conducting research on how public libraries in the state of Delaware have adapted to the changes provoked by the COVID-19 pandemic and how they have supported their communities in these unprecedented times. Your work during the pandemic has been invaluable, and your experiences and your view on the subject are at the heart of Cornelia's research. Please consider completing this [survey](#) and meeting with Cornelia to discuss your library's efforts during the pandemic. Feel free to reach out to Cornelia if you have any questions - posch@udel.edu.

DLC Team Updates



- Vinny shared some cool statistics from Syndetics Unbound, the vendor that provides book covers, additional content within the catalog record, and the platform to build Book Lists in the [catalog](#) ("[Suggested by Us](#)" – give it a minute, it's slow to load the page)
- Vinny also reviewed Cloudsource Open Access articles and how to retrieve results in the catalog.
- 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!**

Social Innovation Team

- Busy as ever! Attending full-day conferences representing Delaware Libraries. Please contact [Alta Porterfield](#) with any questions regarding Social Services in the Libraries.

Ask a Librarian Delaware Stats & Such



[Monthly statistics](#) - **Number of tickets: 386** (290 tickets from last year; 232 tickets in 2021).
Text/SMS - 51; Voicemail messages* - 1



Chatbot tickets created - 0 (out of 68 "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 approximately 17 hours! Thank you for your quick responses!
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- One hundred (**100!**) quality of service survey responses this past month; **97** received excellent service & good ratings!

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

- **Kristen Gramer, Lewes Library:** "Your librarians are always polite and respectful and always try their best to handle the questions in a timely manner."
- **Sandy Meyers, DDL/Frankford:** "The librarian I communicated with was very helpful, and although in Rehoboth Beach (area) she contacted another librarian in Wilmington to get further assistance answering my question. We exchanged several emails which helped answering my question."
- **Rachel West, Hockessin Library:** "Thank you for your prompt and excellent service!!!"
- **Paul Weymouth, Selbyville Library:** "Paul Weymouth and his team at the Selbyville Library are always super-helpful and knowledgeable!"

Reference & Online Services Meeting



***REMINDER – Please tag your tickets!**

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

Top 3 topics for October:

1. Book purchase/**Interlibrary loan requests**/find a book request (Readers' Advisory) – **96 (our most ever!)**
2. Item Recommendation form from DLC – **71 (separate from above)**
3. Account inquiries (library card/account/PIN) – **66**

Other topics of interest:

- eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – **25**
- **Dolly Parton Imagination Library** - 21
- Reference by Mail letters - 12 (Many thanks, as always, to Jaclyn for handling the processing of letters into & out of AaLDE! So instrumental to this service!)

Just for Fun – a new search tool!

[Talpa Search: What is that book?](#)

Miscellaneous Updates/Reminders

- **Online Resources Review**
 - UDLibSearch Spotlight: please reach out if you need the password to access.
- **November is a hoopla Bonus Borrows month! Check out all the [titles here](#).**
- 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 – December 6, 2023 at 11:30am. 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.

More Reminders... (not mentioned in meeting)

Business Reference

- Please contact [Janet Wurtzel](#) for help connecting to Delaware's business and economic development organizations.

Don't Forget...

- 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.
- 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.

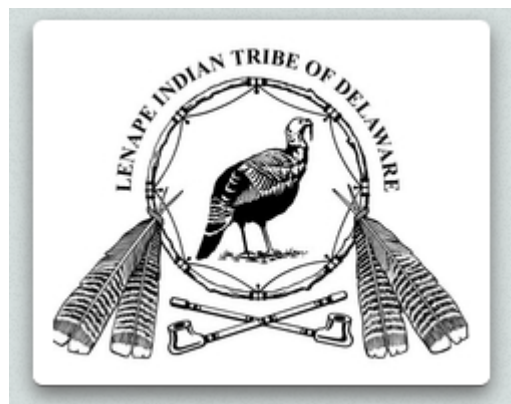
BONUS CONTENT – Happy dia de los muertos!!! Here’s a comprehensive LibGuide with tons of resources from Chaffey College Library –

[Guide - Día de los Muertos / Day of the Dead - Research Guides at Chaffey College](#)



November is [Native American Heritage Month](#)!

Check out this website for local events [Honoring Delaware's Native American heritage - Division of Historical and Cultural Affairs - State of Delaware](#)



Thank you & have a wonderful month of November!