

December 6, 2023

Partner spotlight presentations:

- Elizabeth “Beth” Smith, Children & Families First Early Childhood Initiatives/EC Resource & Referral Services (Elizabeth.Smith@cffde.org)
 - AccessCare Childcare Resource - <https://www.cffde.org/accesscare>
 - Hotline 1-800-734-2388
 - Enhanced Services – Child Care Specialists available for more hands-on assistance
 - MyChild Delaware - <https://www.mychildde.org/>

- Darryn Price, Delaware Department of Health and Social Services Division of Child Support Services (Darryn.price@delaware.gov)
 - Assists families with child support issues and questions
 - Offices in all three counties
 - Will start outreach in libraries in 2024

DLC Team Updates  Information and updates from the DLC Team

- **DLC Mobile App Issue – Unable to access app on the admin side to add message to patrons that the content is not updated. Message is on the [DLC home page](#).**
- Please email helpdesk@lib.de.us to request a report of your library’s mobile app users email addresses to notify directly via your library’s email communication system.
- **Information & updates on this [web page](#).**
- **Marketing materials for flyers, social media posts, etc., on the [Consortium site](#) (login required)**



DLC Team Updates (continued)

- Schools update: Capital School District (Dover) High School and Middle School in the catalog but not participating in transit yet.
- Ferris Library (part of DSCYF) in the process of joining DLC.
- Reminders: [Auto Renewal](#) began Sept 1st and the [Item Recommendation](#) form went live in the [DLC catalog](#) on September 15th
- Questions or issues with the catalog? Please email helpdesk@lib.de.us.

Ask a Librarian Delaware Stats & Such



[Monthly statistics](#) - **Number of tickets: 376** (495 tickets from last year – 253 were for the Dolly Parton Imagination Library to verify addresses; 271 tickets in 2021).
Text/SMS - 59; Voicemail messages - 9



Chatbot tickets created - 2 (out of 80 Chatbot “sessions”)

Our turnaround response time for incoming tickets was approximately 26 hours. A little over the 24-hour goal, but considering the holidays in November, this was expected.

- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- **Feedback/Survey:** Eight three (**83**) quality of service survey responses this past month; **75** received excellent service & good ratings! (comments from the lower rating responses are mostly about materials that the library isn't able to acquire by purchase or via ILL).

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

- **Loree Elton, Delaware City:** “Hello, as always service was great, 4 for excellent”
- **Petel Piper, Newark:** “VERY QUICK, HELPFUL ANSWER. Gave me information on just what I needed, but could not find on your website.”
- **Carol Reuben, Smyrna:** “Smyrna Librarians are amazing. Carol and Jane are indispensable to the community.”
- **Charles Silverman, Kirkwood:** “Prompt & thorough responses. Delaware library system and its librarians are unmatched.”
- **...And many, many more!!!! Thank you all!**

Reference & Online Services Meeting

Ask a Librarian Delaware Stats & Such (continued)

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

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

Top 3 topics for November:

1. Item Recommendation form from DLC – **81 (separate from #3)**
2. Account inquiries (library card/account/PIN) – **78**
3. Book purchase/**Interlibrary loan requests**/find a book request (Readers' Advisory) – **40**

Other topics of interest:

- **Dolly Parton Imagination Library** - 28
- eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – **22**
- **DLC mobile app issues** – **13 (as of 11/30/23)**
- Reference by Mail letters - 8 (Many thanks, as always, to Jaclyn for handling the processing of letters into & out of AalDE!)

Miscellaneous Updates/Reminders

- Kanopy “tickets” – 12 per month (equates to 4 borrows/ “plays” previously set up): please see this [web page](#) or the [Kanopy eMedia landing page](#) for more detailed information.
- 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 –PLEASE NOTE CHANGE - 2nd Wednesday – January 10th 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 & Online Services meeting.

More Reminders... (not mentioned in meeting)

Social Innovation Team

Any questions for the Social Innovation Team, please reach out to Alta.Porterfield@lib.de.us

- 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. 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. Jaclyn Hale (or someone from the ProfDev Team) 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 January 18th 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 festive holiday season!

