

January 10, 2024

Ask a Librarian Delaware Stats & Such



Monthly statistics -

Number of unique tickets: 355 (251 tickets from 2022; 312 tickets in 2021).

Text/SMS - 53; Voicemail messages – 11



Chatbot tickets created - 0 (out of 31 Chatbot “sessions

- Our turnaround response time for incoming tickets was approximately 22 hours! Fantastic for a holiday month!
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- **Feedback/Survey:** Seventy-six (76) quality of service survey responses this past month; 74 received excellent service & good ratings!

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

- **Sarena Deglin, DDL:** “Thanks so much to Sarena for the info -- much appreciated!”
- **Kathy Joseph, Dover Library:** “Thank you for the librarian in Dover Public Library!”
- **Rachel Lawson, Bridgeville Library:** “Everyone is always so helpful!!”
- **Shelley Stein, Hockessin Library:** “thank you for this feature of "Ask a Librarian Delaware" Feels Homely. Feels Connected.”

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

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

Top 3 topics for December:

1. Item Recommendation form from DLC – **107**
2. Book purchase/**Interlibrary loan requests**/find a book request (Readers' Advisory) – **62**
3. Account inquiries (library card/account/PIN) – **46**

Other topics of interest:

- **Dolly Parton Imagination Library** - 25
- **DLC mobile app issues – 11**
- Reference by Mail letters - 10 (Thank you, Jaclyn, for handling the processing of letters in & out of the AaLDE platform!)
- eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – 7 (lowest ever!)

Fun Fact - total Ask a Librarian Delaware tickets in 2023 calendar year – 4,171

Public Services Team

- [Delaware Authors LibGuide](#) – beautifully updated by Sarena Deglin
 - [Browse Authors LibGuide](#) – all authors A-Z
 - [Suggest to Add DE Author form](#) (routes through Ask a Librarian)
- [Smokey Bear Reading Challenge](#) – Susan Elizabeth Cordle
 - Partnership with National Forest Service to celebrate Smokey Bear’s 80th Birthday (officially 8/9/2024)
 - National campaign reading challenge (on Beanstack, too) - <https://smokeybear.com/library-toolkit-reading-challenge> 1/1/2024-11/28/2024
 - Forest Service donating starter packs, stickers, stamps & set of books
 - “Smokey’s Treasure Trunks” to libraries (Susan Elizabeth delivering)
 - Please check with the Youth Services/Children’s Librarian at your location or email Susan Elizabeth at susanelizabeth.cordle@lib.de.us or publicservices@lib.de.us for more information or with any questions.
- Literacy resources for Adults – Margie Cyr
 - **Please see the following questions Margie asked -**
 1. Does your library have a collection of materials written and crafted for adults with low reading comprehension? (not in children’s collection)
 2. If so, do they have a specific name and what is it?
 3. Are they interfiled with other materials or in a separate/special shelf location?
 4. Who manages this collection at your location?
 5. Is this collection actively maintained (i.e., new titles purchased/weeded regularly)?

Please send your responses to publicservices@lib.de.us. Thank you for your assistance in gathering this information!

[DLC Team Updates](#)



Vinny provided the following updates -

- School integrations – Capital School District – Dover High School & Dover Middle School are completed but are **not set up for transit**. The elementary schools will be added later in the spring.
- Deduplication scheduled for April. Clean up to merge duplicate titles
- Upgrade to Symphony (WorkFlows) coming up down the road
- DLC Mobile App – in the pilot program for the in-house (SirsiDynix-BlueCloud Mobile) replacement app
 - The team attends weekly meetings monitoring the progress
 - Actively provides input for features and in constant communication

Reference & Online Services Meeting



Information and updates from the
DLC Team

Updates, continued:

- DLC Mobile App, continued –
 - Have attended OCLC mobile app demo to consider, but would not necessarily work well since there is no direct web services link to access the catalog (apps do not interact directly). 3rd party app may not be as stable/secure, so not necessarily pursuing. Also want to avoid introducing a new product to patrons and then changing it later.
 - Mobile version of Enterprise browser is available for patrons to use in the meantime.
 - Information and updates regarding the DLC mobile app are on this web page – [Mobile App - Delaware Libraries](#)
- The [Item Recommendation](#) feature through the [DLC catalog](#) has been working relatively well routing through Ask a Librarian Delaware. Library staff are responding accordingly to patrons whether the item can/will be purchased and added to the catalog, if it's available via Interlibrary Loan, or unavailable.
 - Vinny has created a separate form specifically for Interlibrary Loan requests for those library “power users” who request ILLs on a regular basis. This is on the [TEST instance](#) of the catalog. Click on the Interlibrary Loan icon on the left –



Please review and send feedback to dlc@lib.de.us. (DO

NOT share that link to the TEST server/catalog with patrons). **Note** – if submitting the ILL form, please add the word “test” somewhere since it is set up to route through Ask a Librarian the same way the other form does.

- 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!**

Business Reference Updates – Janet Wurtzel

- Janet shared the great news that the online referrals (50) from the [Business & Entrepreneurship - LibGuides at Delaware Division of Libraries](#) to the Division of Small Business increased by 39% from the previous year. Two businesses referred through this system were winners of significant grant money, too!
- This [LibGuide](#) had the 3rd highest usage during 2023! Thank you for using this valuable resource!
- New tool on [Business Planning Help](#) Tab on LibGuide specifically for phones and tablets – [Centro App](#).
 - Free app with step-by-step process to create a business plan

DelawareLibraries.org



Reference & Online Services Meeting

- Funding information for business loans – [Kiva](#)
- Resources are all based in California (since this is a CA app)
- App is available in English, Spanish, Portuguese, Russian, Chinese and Khmer
- Please contact Janet Wurtzel, janet.wurtzel@lib.de.us, with any related questions or for help connecting to Delaware's business and economic development organizations.

Miscellaneous Updates/Reminders

- Resource Review – [eMedia page](#)
 - [Northstar Digital Literacy](#) – please email email Missy Williams or Joey Mezzatesta - vistadigital.literacy@lib.de.us if you have any questions about this resource.
 - [UDLibSearch](#) (Gale resources) – password protected.
- Please continue to submit eMedia purchase requests to me either directly to [my email](#), or through helpdesk@lib.de.us or colldev@lib.de.us. Assign

Next Reference meeting – February 7th 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)

Social Innovation Team – Alta Porterfield

Any questions, please contact 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.
 - 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](#).

Reference & Online Services Meeting

- <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 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.

