

February 7, 2024

Partner Presentation Spotlight

Christiana Care Speakers Bureau resource presented by Tom Hendrich & Damarah Brown. Tom & Damarah went over how to use the new interface to book a speaker for library programs. The system is compatible with mobile devices and web browsers, and requests must be scheduled at least six weeks in advance. Feedback surveys will be sent post-event.

Please feel free to reach out with any questions:

thendrich@christianacare.org

damarah.brown@christianacare.org

Business Reference Updates – Janet Wurtzel

- Reviewed the new tool on [Business Planning Help](#) Tab on the [Business & Entrepreneurship - LibGuides at Delaware Division of Libraries](#) specifically for phones and tablets – [Centro App](#) and discussed [Kiva](#) in more detail.
 - Centro App - free app with step-by-step process to create a business plan
 - [Kiva](#) - a nonprofit organization that provides interest-free loans to businesses through a crowdfunding platform. The business owners create a profile on the platform and ask their community to fund their loan. Once the goal is reached, Kiva provides a loan to the business owner and as the loan is paid back, the funders get their money back.
- 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.

Social Innovation Team – Alta Porterfield

- Affordable Connectivity Program (ACP) funding is expiring in April, so no new applications will be accepted. Please remove any flyers from display in your libraries, though optimistic about its future, as it is currently under legislative review.
- Any questions, please contact Alta.Porterfield@lib.de.us

Public Services Team – Susan Elizabeth Cordle

- Many upcoming outreach programs and events to promote in libraries
- DNS- program will be offered in the Spring (April/May) this year and there will be no Summer 2024 program. Libraries should have heard from them at this time if not please let me know.

Reference & Online Services Meeting

- DASEF- should be contacting or soon be contacting for summer 2024 program
- Summer Performer- Jeff Hopkins (artist/storyteller) coming from NYC and has already started scheduling with libraries.
- Smokey Bear- Materials from the National Forest Service (roll of stickers, stamp, a pack of rack cards) finally arrived and will be heading to libraries this week. Ashley Melving from DE Forest Service and I have been to all libraries to drop off the Treasure Trunks inside each one has pencils, bookmarks, wristbands, and patches. Pencils, bookmarks, and wristbands can be given out to those who show interest/sign up for the reading challenge but the patches are ONLY for those who complete the challenge and can ONLY be found at your local library. To schedule a library visit from Smokey or any Smokey related library visit for any ages (preK-Adult) complete this Google Form: <https://forms.gle/NAsEkR85MKsdjr1E8>
- Please reach out to Susan Elizabeth, susanelizabeth.cordle@lib.de.us, if you have any questions.

DLC Team Updates



Vinny provided the following updates –

- Brandywine Hundred closed for three months for HVAC system replacement, affecting both public and staff access. As a result, all holds have been modified in WorkFlows so pickup library has been changed to Claymont.
- School integrations – Capital School District – elementary schools will be added later in the spring.
- Deduplication scheduled for April. Clean up to merge duplicate titles.
- Upgrade to Symphony (WorkFlows) coming later in the spring.
- DLC Mobile App – in the pilot program for the in-house (SirsiDynix-BlueCloud Mobile) replacement app
 - Scheduled for general release in March
 - The team attends biweekly meetings monitoring the progress & providing input for features
 - DLC Team met with lead developer
 - Reminder – (not mentioned in meeting) – the 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](#)
- 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



Monthly statistics -

Number of tickets: 477! Busy month! (393 tickets from 2023; 316 tickets in 2022).

Text/SMS – 72; Voicemail messages - 9



Chatbot tickets created - 2 (out of 90 Chatbot “sessions”)

- Our turnaround response time for incoming tickets was approximately 18 hours
- Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- **Feedback/Survey:** 114 quality of service survey responses this past month; 107 received excellent service & good ratings! Thank you for your stellar service!

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

- **Jennifer Atwood, Appoquinimink Library:** “Very prompt response with the requested information. Thanks!”
- **Kenny Kasarda, Claymont Library:** “My request was answered very promptly and in a very positive manner by the library responder. It is always such a satisfactory experience when communicating with the Claymont Library!”
- **Scott Businsky, Route 9 Library:** “Always great working with the library!”
- **Paul Weymouth, Selbyville Library:** “Paul and the rest of the Selbyville Library staff are always very helpful.”

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

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

Top 3 topics for January:

1. **Item Recommendation form from DLC – 118**
2. **Book purchase/Interlibrary loan requests/find a book request (Readers' Advisory) – 94**
3. **Account inquiries (library card/account/PIN) – 50**

Other topics of interest:

- **Dolly Parton Imagination Library – 27**
- **DLC mobile app issues - 5**
- **eMedia: hoopla/Libby/eBook questions & eMedia purchase requests – 19**
- **Reference by Mail letters - 14 (Thank you, Jaclyn, for handling the processing of letters in & out of AaLDE!)**

Miscellaneous Updates/Reminders

- Jean Wakefield at [Wilmington Public Library](#) shared the reminder about the [“Still I Rise” program series](#) scheduled throughout the month of February to celebrate Black History Month. This event and other in the series are livestreamed through their [Wilmington Library Facebook page](#) (and are amazing!)
- [hoopla](#) - Two new hoopla BingePasses available in partnership with Filmocracy and Fret Zealot! [The Filmocracy BingePass](#) invites patrons to attend film festivals around the world with thousands of films, and each virtual festival features original programming, panels, director Q&As, and more. [The Fret Zealot BingePass](#) provides video lessons to learn guitar, bass guitar, and ukulele. Patrons at every skill level will enjoy being taught by top instructors from around the world.
 - [Bonus Borrows Now Monthly](#) - Starting in March 2024, for the last seven days of each calendar month, patrons will be able to choose from a selection of TV shows, movies, comics and manga, eBooks, and audiobooks without using their monthly borrows!
- **Kanopy** – [“Big Movie Watch”](#) – new “feature” similar to “The Big Library Read” by OverDrive. Featured film “free” to patrons to view from 2/5-2/19/2024.
- 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.

Next Reference meeting – Wednesday, March 6, 2024 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)

- 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 March 21st 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.

